

## Unlocking efficiency: The power of strong asylum case management systems

Concept note and Agenda

Date: 26 June 2024

Time: 3:30 to 5:00 pm CET (with English, Arabic, French and Spanish interpretation)

Format: Virtual

### Background and objective

In the face of continued high numbers of asylum applications globally, gaining efficiency, while maintain quality, is of crucial importance. Key stumbling blocks to efficiency gains in many asylum systems are outdated case management systems or systems that are otherwise not fit for purpose. To address these challenges, States are proactively looking to enhance their case management systems to strengthen data collection early in the process and triage applications into different types of procedures to accelerate fair and efficient decision-making. This commitment to system enhancement is reflected in the pledges made by States during the Global Refugee Forum as well as through sharing [good practices on the ACSG Portal](#).

Setting up strong and adapted case management systems requires investment of resources in design, development and deployment of technology and software systems, keeping in mind data security measures, alignment of procedures, training of staff as well as ongoing monitoring and evaluation. The adjustment of case management systems engages different stakeholders, both internal and external, during design and development phases. In addition to the stakeholders internal to the asylum institutions, there is collaboration among different stakeholders to achieve efficiency in the asylum process for quality registration and frontloading of data collection.

The Asylum Capacity Support Group will host this virtual event to discuss the impact of case management systems on the fairness, efficiency, adaptability and integrity of asylum procedures. The event will demonstrate the role and impact of well-designed case management systems in enhancing the effectiveness of asylum processing and provide good practice examples from States. It will focus on important functionalities of strong case management systems; showcase the experiences of national asylum authorities in adopting and adjusting case management systems to be more effective; and highlight challenges, lessons learned and key considerations for asylum authorities that may be making improvements to their systems.

### Draft Agenda

The event will be co-moderated by the National Committee for Refugees (Conare) of Brazil and UNHCR. The discussion will be interactive with panelists sharing experiences and insights of designing and/or implementing case management systems. There will also be time for more informal comments and feedback. The programme will be structured as follows:

- I. Opening remarks
- II. Presentation by Colombia
- III. Presentation by Sweden
- IV. Presentation by Mexico
- V. Presentation by UNHCR
- VI. Floor opens for questions and comments
- VII. Summary and closing

### Outcome

UNHCR will produce an outcome document which draws from the good practices and lessons learned showcased during the event with the goal of enabling States to adapt them to their own contexts. The

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document will be circulated to all States and other relevant stakeholders and will be available on the ACSG Portal.

**Asylum Capacity Support Group, June 2024**