Foundation of SPL System: Introduction to MIS and (social) Registries

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December 11th 2014
SPL system

The objective of implementing a social program:
Deliver goods, services or money to people deemed eligible

The reality:
Many people that should benefit do not

Why?
Implementation failures are largely to blame

How can we improve implementation? Specifically, how can we maximize the target population that a program benefits?

First we have to understand where things are going wrong.
Developing a SPL system (SSN system)

• Set of coordinated programs with three objectives:
  – improve resilience through smoothing consumption,
  – improve equity through poverty reduction and
  – improve opportunities through human capital promotion

• Coordination envisages to protect, prevent and promote population with minimal duplication and waste of resources.

• A system is sustained by implementing a set of functioning institutional, financial and technical arrangements that are closely interlinked and vary according to country context
Two Core Elements of a system

- Management Information System (MIS)
- (Social) Registry
What is a (Social) Registry?
• “What is the (social) registry:

Your answers:

(a) A list of individuals
(b) One single database of potential beneficiaries
(c) One or multiple harmonized and integrated databases of potential beneficiaries
(d) A businesses processes that generate and rely on the list(s) (identification, eligibility determination, enrollment, transactions).
(e) A process that allow management of information and services across several programs
Answer

• (Social) Registry
  – Database of potential beneficiaries for social assistance programs
    • It can be one single database or multiple harmonized and integrated databases
Why a (Social) Registry is important?
• “Why is it important:

Your answers:

(a) Provides accurate and transparent information on potential beneficiaries for social assistance programs;
(b) Allows linkages among multiple programs for which the potential beneficiaries can be eligible;
(c) Allows articulation, harmonization and complementarities of social programs
(d) All of above
• My country:

Your answers:
(a) Already has one in operation
(b) Is actively developing one
(c) Is considering developing one
(Social) Registry
(Social) Registry

• Despite the high demand, there is limited common understanding of what we mean when we refer to registries:
  – A list, civil registry, program registry..
  – Some or all of the businesses processes that generate and rely on the list(s)
    • identification, eligibility determination, enrollment, transactions...
  – Refer to and reflect interest in the ability to manage information and services across several programs
    • rather than the minimum support to transactions for social assistance program.
  – Identification often refers to targeting
    • Rather than the process of ensuring that an individual is assigned a unique identifier and that this identifier can be used to authenticate the identity at the point of a transaction to link individuals across databases
What do we expect:

Your answers:

(a) preventing or reducing undesirable duplication of benefits

(b) reducing duplication of administrative costs across programs

(c) allowing quick scalability of social programs in times of crisis or shocks to mitigate its impact

(d) monitoring evolution of living conditions of potential beneficiaries over time

(e) All of above
Expected value of a (Social) Registry

• There are several advantages of having a (Social) Registry, including inter alia:
  – preventing or reducing undesirable duplication of benefits
  – reducing duplication of administrative costs across programs
  – allowing quick scalability of social programs in times of crisis or shocks to mitigate its impact
  – monitoring evolution of living conditions of potential beneficiaries over time.

• The (Social) Registry represents a major step forward in improving efficiency.
  – minimize administrative and private costs,
  – allows coordination between social programs including interactions with programs from other sectors as:
    • Health
      – Ghana experience of linking LEAP program to health insurance program and Philippines that also link health insurance to cash transfer programs
    • Education
      – Brazil experience that provide tertiary education quotas for Bolsa Família beneficiaries
    • Agriculture
      – Productive inclusion activities in the rural areas in AFR (FAO from protection to promotion - http://www.fao.org/economic/ptop/home/en/)
(Social) Registry

• Repository of information about potential beneficiaries for multiple social assistance programs that share common population of interest, but not necessarily same eligibility approach

• Enables social safety net programs administrators to identify families (households) or individuals who fit their program eligibility criteria.

• Helps disseminate information, lowers beneficiary transaction costs, and improves efficiency
## Integrating across processes within social protection

### No integration

<table>
<thead>
<tr>
<th>Program/Process</th>
<th>Identification</th>
<th>Social Registry</th>
<th>Eligibility determination</th>
<th>Enrolment</th>
<th>Transaction</th>
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### Differential integration

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How to register the intended population:
Your answers:
(a) using a national targeting system

How to “identify” the intended population:
Your answers:

(a) Providing a the Unique Social Registry Identification (USRI)
(b) Providing a the Unique Social Registry Identification (USRI) that is linked to the national ID
(c) Using the national ID
How to build it?

Flexibility is key!

Population

- Intended Population
- Registration

Identification

Outreach

Social Registry

Flexibility is key!
Building the social registry: Key issues

- The implementation plays an important role in the optimization of targeting outcomes.

- Where should be hosted?

- Developing a social registry requires inter-sectoral work from the design stage.
  - In most cases, policymakers start developing a social registry for a single program, without having a strategy for consolidating information about population of interest for multiple programs.

- Developing a (Social) Registry takes times and requires a clear policy framework that articulates the vision for social protection in the country and a strong political leadership.
  - Revision of legislation to ensure relevance of the (social) registry may be necessary.
  - Functional institutions, a dedicated unit for the database management and efficient cross-sectorial coordination are also required.
Characteristics of a well-functioning (Social) Registry

• **Accuracy and Integrity of information**
  – because people provide information that needs to be “recertified” and “validated” to ensure quality control and minimize erroneous data;

• **Confidentiality, Security and Privacy**
  – to protect applicants personal information against fraudulent use and abuse (theft, misrepresentation and other illegal or non-authorized use) of personal data; the detailed personal information must only be accessed by authorized personal; and

• **Timeliness and Reliability of information**
  – since data becomes available in real time to program administrators and across different sectors administrators to improve social programs delivery.

• **Manuals and documentation available**
  – A Registry also requires preparation of clear procedures manuals on how to collect the data, how to maintain the data and how to manage the Registry.

• **Key components to the social Registry: the Unique Social Registry Identification (USRI) and the Unique Registration form**
Basic features of the (Social) Registry

- Built around a **unique application form** or multiple databases consolidated by using same **id number**.
- Must be **flexible** to reflect changes and store historical data of applicants if needed.
- Is a **dynamic database**: Applicant information can be verified, recertified and updated regularly.
- Can **benefit from other external data sources**
  - as tax revenue database and school records, for keeping information updated and/or for cross-validation checks (not possible when *Law of Transparency and Access to information* is not revised because each existent database may have its own protocols for keeping confidentiality of database roster intact)
- **Update and recertification processes are continuous processes**
Buscar Família

Digite o **Nome** e outras duas das informações abaixo:

**Nome:**

**Nome da Mãe:**

**Tipo de Certidão:**

**RG:**

**CPF:**

**Título de Eleitor:**

**Carteira de Trabalho:**

**Data de Nascimento:**  /  /  

**Nome do Pai:**

**Número do Termo:**

**BUSCAR**
Another important questions

• Open Registration? How to register the intended population?
  – Registration is the first formal contact between an applicant and the government.
    • individuals may be discouraged to register, if too many documents, time or money are required to register. Moreover, they may not have the right incentives simply because application does not tie individuals to benefits immediately.
  – Governments must therefore ensure low transactions costs for beneficiaries.
    • passive search approach (in-office application)
    • active search approach (in-house application)
    • mixed approach
    • based on existing program database.
  – If existent database is used, outreach is needed to invite this people to the new registration process so that information is updated at the new social registry.
  – Transition from old registry to the new registry is done sequentially without affecting the implementation of the former(s) program.
    • For example, Brazil took 4 years to consolidate all four existent registries into the Cadastro Único, and then into the Bolsa Família program.
(Social) Registry

- Institutions
- Donors
- Stakeholders
- NGOs
- Other structures

Programs

- Individual
  - codification

- Household
- Employment
- Health
- Education
- Food consumption
- Production
- Other data
International Experiences: Time and use

Brazil, Colombia and Georgia,

• **Brazil**: Developed in 2001 (BE), updated in 2005 (BF) and 2007. In 2011, CADÚNICO reached about 20 million families (one third of the Brazilian population)
  – Covers 28 programs. Largest are Bolsa Família (13 million families) and Beneficio From Prestação Continuada-social Pensions (4 million families)

• **Colombia**: Developed in 2000, updated in 2005 and 2008. In 2011, SISBEN reached about 27 million people
  – Familias en Accion; 8 institutions, and another 31 social assistance programs.

• **Georgia**: Developed in 2005. In 2011, the database is used to select more than 400,000 beneficiaries
  – cash assistance program, health insurance, subsidies ....

• **Philippines**: Developed in 2008. In 2014 the database is the core database for different program.
Establish a (social) registry for Potential beneficiaries

- **Registration**: Which institution is responsible? Who will collect the information?
- **Management**: Which institution is responsible? Who will control the information?
- **Re-certification**: Which institution is responsible? When should this information be updated?
- **Legal Framework**: Do we have a legal framework that enables the exchange of information between the institutions involved in the new system?
- **Institutional arrangements**: Which institutional framework is needed
Claudia Baddini

THE CASE OF CADASTRO UNICO IN BRAZIL
What is a Management Information System (MIS)?
• What is an MIS

Your answers:

(a) A tool for managing data

(b) A tool for facilitating evidence-based decision-making

(c) A tool for ensuring program oversight and accountability

(d) A tool for developing M&E

(e) All of above
What is it?

• Management Information System (MIS)
  – Platform through which program information travels across different institutional levels for operational, monitoring and accountability purposes:
    • Supports data management for program processes transforming data into useful information;
    • Supports management of information regarding services provided,
    • Supports coordination and information flows across multiple programs and sectors
Why a Management Information System (MIS) and a (Social) Registry are foundations of a system?
1. Any social program involves a continuous management cycle

Source: Villalobos (2012)
2. Different functions with the same tool

1. Collecting data
2. Transforming data into information
3. Monitoring and supervision
4. Evaluation and Program improvements

Management Information System (MIS)

Accountability
Data
Information management
Information

Source: Villalobos (2012)
3. MIS is a powerful tool to ... 

- Collect, process, analyze, store and disseminate information useful for decision-making
- Manage data for all program processes
- Facilitate evidence-based decision-making
- Ensure program oversight and accountability

But, requires ...

- Selection of appropriate data
- Good quality data
- Variety of data collection tools
- Regular updating

Source: Villalobos (2012)
4. Specially useful for Monitoring & Supervision

Information Management – Main functions

For internal management
- Monitor status of program implementation
- Identify critical problems and define corrective actions
- Inform status of results
- Provide inputs for negotiations
- Provide inputs for accountability

For external management
- Simple reports organized by processes (tables and graphs), including management indexes and results indicators.
- Alerts and progress reports of action plans
- Progress reports using result indicators
- Coordination and agreements with other institutions require accurate data.
- Frequent progress reports of results indicators

Source: Villalobos (2012)
MIS

• **Principles**
  – Accuracy and Integrity
  – Security and Privacy
  – Timeliness and Availability

• **Characteristics**
  – Reflects the program operation’s manual (roadmap of clear rules)
  – Quality, Management and Dissemination
Program/Sector specific MIS
Management Information System (MIS) for multiple interventions: Social Information System
Social Information System

- Transforms data into information;
- Consolidates the information on individuals from different program specific systems, since each program has its own business process, to provide a holistic picture of the overall system;
- Cross-checks key indicators at both the individual and aggregate level.

- Transforms the data into information allowing the daily management of the information for all program processes and facilitating monitoring, oversight and accountability.

- And the (Social) registry is an element of it.

The Social Information System also enables consolidation of multiple social programs databases, including contributory programs, through the USRI or national ID Code.

- For example, in Chile, the Chile’s Social Information Registry (SIR) consolidate the multiple databases including the Social Registry (named Social Protection Targeting Registry in Figure 2), program-specific registries that include those enrolled in individual programs and an integrated registry that brings together selected data for the range of programs. This is called the Social Information Registry.

Convergence of Strategies

Transformative
- Inclusion
- Accountability
- Building Social Capital

Promotive
- Entrepreneurship
- Wealth creation

Protective
- Prevention
- Protection
- Investing in human capital

Poorest
Economically Active Poor
Poor Communities

CDD Kalahi-CIDSS
Livelihood SEA-K
CCT 4Ps
Social Protection Form - SPF

Chile Solidario
CHS

Chile Crece Contigo
CHCC

Other SP programs

Management of SPF
Statistical Module

Social Information Registry (SIR)

Mi PROTEGE – online system for citizen information and applications

MIS Programa Puente
MIS Programa Vínculos
MIS Programa Caminos
Network support Module for CHS
Electronic application form for Identification program CHS

Registry and monitoring module – development path
Management and referral module

Registry and monitoring module - Newborn Support Program

Cash transfers
Non cash benefits
Municipal benefits and services
Registry and monitoring emergencies

2009 - 2010
INTEGRATED SOCIAL ASSISTANCE SERVICES PROJECT (ISAS Project)
CHALLENGES

AT START,

✓ CONVINCING OTHER GOVERNMENT INSTITUTIONS FOR DATA SHARING
✓ DIFFERENT SUBSTRUCTURE OF IT SYSTEMS. HARMONIZING THEM WAS HARD TASK

NOW,

✓ UPDATING SYSTEM AFTER COMPLICATED LAW CHANGES.
NEEDINESS SITUATION INSPECTION TIME FOR SOCIAL ASSISTANCE APPLICATION

BEFORE
APROX. 15-20 DAY

AFTER
APROX. 1 MINUTE

INSTITUTIONS REACHED ONLINE
MIS Experiences – Colombia: from program to
Integrated system