Romania: The Management Information System (MIS) of the Social Assistance System: Past, Present and Future

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OUTLINE

1. Context
2. Development of the MIS
3. Features of the MIS: strengths & limitations
4. Plan to expand the MIS

Context – Romania's Social Assistance system

➢ **Romania's Social Assistance System includes 12 programs administered by MoLFSP, and others administered by local governments;**

➢ **These programs fall into 4 categories:**

- **family policy programs ;**

- **programs for people with disabilities;**

- **other programs (notably the social pension);**

- **means-tested programs for low-income households ;**

SAFIR today (2014) - Main facts

- **The MIS is known as SAFIR**
- **Covers 8 social assistance programs from a total of 12**
  - **1.2 Billion Euro from a total of 1.7 Billion Euro**
- **Processes around 5 million monthly payments**
- **Administered by 500 internal users**
- **Large programs managed through SAFIR (beneficiaries/month)**
  - *State Child Allowance : ~ 3.800.000 beneficiaries (children)*
  - *Child Raising Allowance: ~ 170.000 beneficiaries (persons)*
  - *Family Allowances: ~ 260.000 beneficiaries (families)*
  - *Guaranteed Minimum Income: ~ 170.000 bbeneficiaries(families)*
- **Around 6 million persons out of a population of around 20 millions**
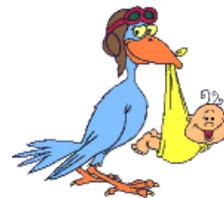
SAFIR today (2013) – Detailed figures per program

	Social Assistance Program	Number of Beneficiaries	Payment LEI (4.45 Lei =1 Euro)	Payments through SAFIR
1	State child allowance	3,793,117	2,718,491,547	2,718,491,547
2	Child Raising Allowance	141,976	1,619,189,337	1,619,189,337
3	Child Raising Back to Work Bonus	30,780	189,548,710	189,548,710
4	Family allowance	260,416	215,061,950	215,061,950
5	Maintenance allowance for the child in placement	40,352	51,833,331	51,833,331
6	Guaranteed minimum income	171,568	567,213,269	567,213,269
7	Financial and urgent aid (one time)	734	4,317,920	
8	Refugee benefit	152	795,960	
9	Heating benefit	1,021,376	368,459,714	
10	Child with disability rasing suport	7,873	34,900,103	34,900,103
11	Monthly food indemnity for persons with HIV/AIDS	8,284	38,827,386	38,827,386
12	Disability benefits (more programs)	671,143	2,074,150,926	
TOTAL LEI			7,882,790,153	5,435,065,633
TOTAL EURO			1,771,413,518	1,221,363,064
% through SAFIR				69%
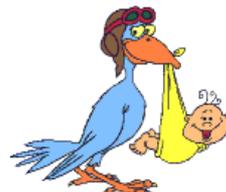
Development of SAFIR

➢ **2007 – 2008:** Development (SAFIR, version1)

➢ **2009:** Pilot (2 counties)

➢ **2009:** Country-wide rollout

➢ **2010-2014:** Improvements of SAFIR mainly due to reforms to existing programs (Guaranteed Minimum Income, Family Support Allowance)

➢ **2013-2014:** cross-checking beneficiaries' data from SAFIR with information from other institutions (Civil Registry, tax authority, pension data, unemployment benefit)

  o First bulk data cross-check

  o 11 million beneficiaries' records checked

  o Data mismatches ➔ suspicious files ➔ ranked by risk level ➔ high risks suspicions were inspected and corrected
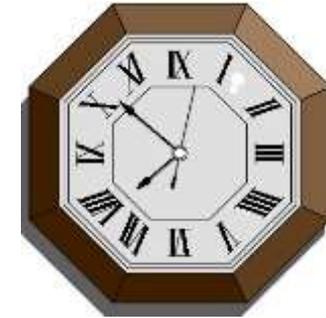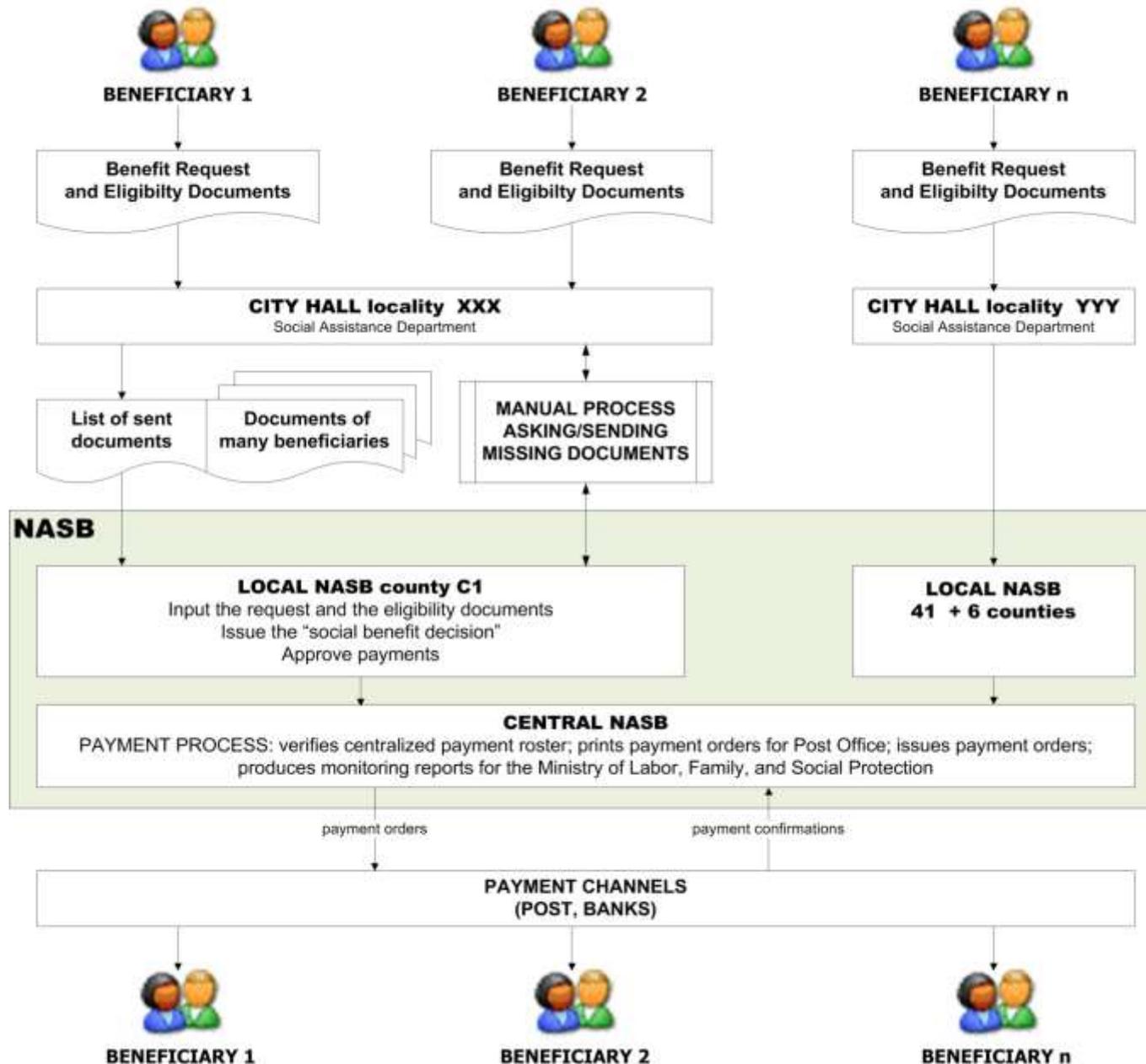
MAIN COSTS of SAFIR

	SAFIR SOFTWARE
2006-2009	2.7 MEuro
2010-2011	1.8 MEuro
2013-2014	0.7 MEuro
TOTAL SOFTWARE	**5.2 MEURO**

	HARDWARE (SERVERS)	DATABASE (ORACLE)
2007-2009	1. 9 MEuro	0.9 MEuro
2010-2011	1.0 Meuro	0.6 Meuro
TOTAL HW+DB	**4.4 MEURO**	

TOTAL SAFIR (SW+HW+DB)	**9.6 MEURO**

SAFIR: Current Version Technical details 1/2

Major component	Description
Arhitecture	CENTRALIZED three tiers arhitecture client tier: Web browser, middle tier: Java EE application servers the backend tier: Oracle Database Server
Interface	WEB
Operating System	LINUX RED HAT
Application server	JBOSS Application
Database Engine	ORACLE RAC (current version is 10g)
Software Development	JAVA EE framework as development standards, GWT – Google Web Toolkit framework for the creation of graphic interfaces

Production environment. Development environment. The backup of the system is assured through a Disaster Recovery Center

See next slide for more details

SAFIR: Current Version Business Systems

SAFIR includes two business systems :

➢ ***Operational system*** – management of the beneficiary data and payments for the social benefits
   o Data input modules
   o Data view module
   o Benefits rules management module
   o Payment module
   o Administration module

➢ ***Decision system*** -- business intelligence reporting and analysis
   ➢ Support system for decision making at central and county level
   ➢ Collects information from other government bodies
   ➢ Bulk data cross-check to identify suspicions

SAFIR: Current Version Strenghts

- Centralized payment system for the largest social assistance programs

- Centralized system and web base architecture

- Registry of beneficiaries with unique beneficiary file, including all receipts of social assistance

- Eligibility calculator; routine verification of eligibility status when the circumstances of the beneficiary have changed

- Monitoring the stock and flow of beneficiaries

- Easy data integration with other public databases using an unique ID: Personal Numeric Code (cros checking for detecting and reducing EFC)

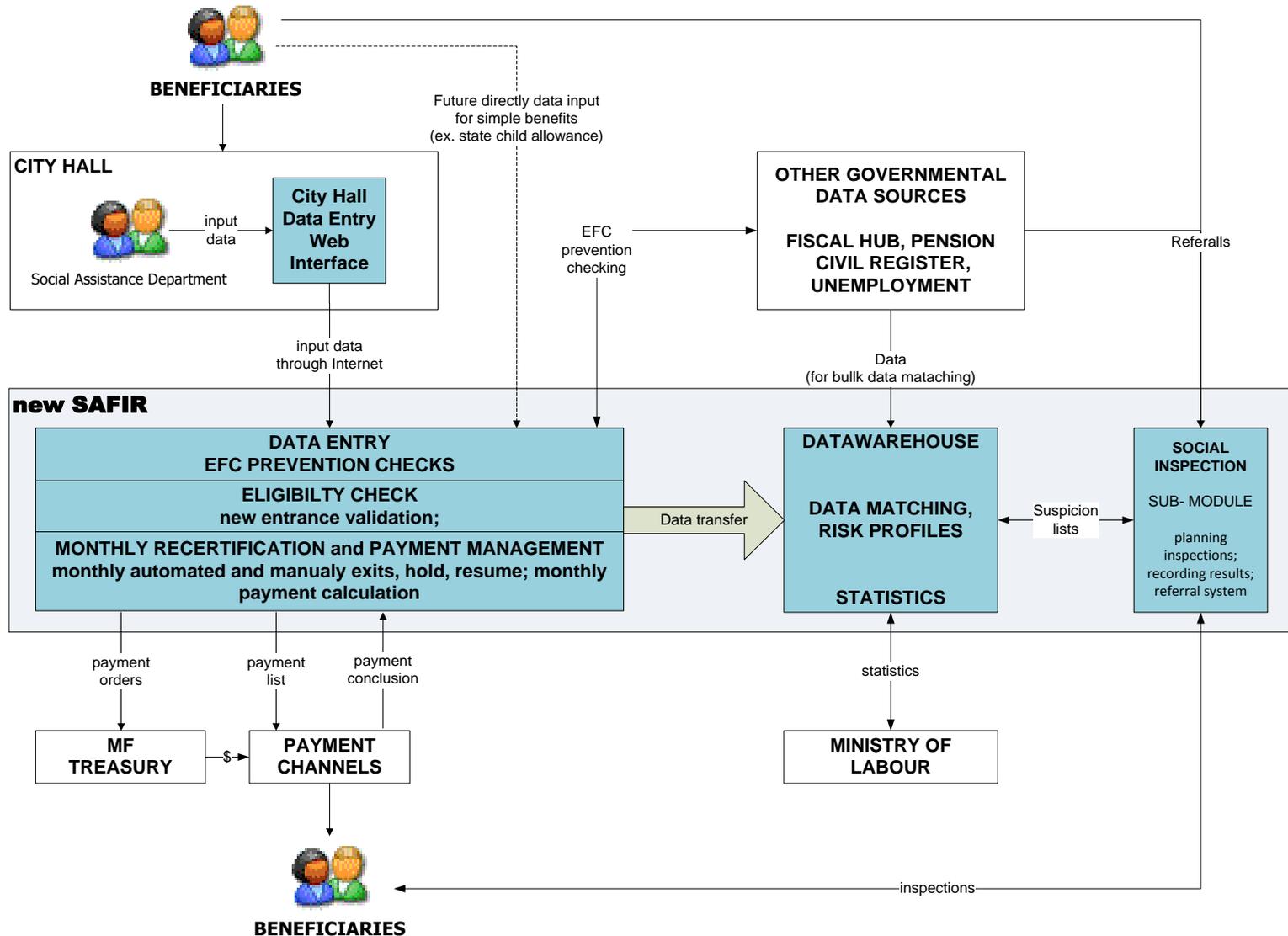# SAFIR: Current Version Limitations

➢ Does not cover all social assistance programs (e.g. heating and disability benefits)

➢ Lacks open access from other organizations (e.g. City Halls)

➢ Not integrated with the accounting system

➢ Some modules still under-developed:

- o Business Intelligence

- o Monitoring & Evaluation

- o Error and Fraud control

- o Social Inspection planning&monitoring

Road ahead:
Plans to expand the functionalities of the MIS

➢ Increase coverage of the MIS to new programs:

  o Minimum Social Insertion Program (MSIP), that consolidate all means-tested programs into a flagship anti-poverty program

  o Disability allowance programs

➢ New data entry modules:

  o direct data entry of eligibility and recertification at city hall level

  o data input using recognition software

➢ New and dedicated business module for the Social Inspection (planning inspections; recording results; analytics)

➢ Improved integration with Financial/Accounting System:

➢ Improved Decision-Maker Module

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Roads ahead:
future SAFIR main flows

Roads ahead:
future MIS and Social Inspection flow

Social Assistance operational MIS SAFIR

National Registry of Disabled Persons

External Data Civil Registry Fiscal Hub Pension

National Registry of Services Organizations
to be developed currently Excel files

People

MoLFSPE Employees

SAFIR DATAWAREHOUSE
DATAMATCHING, RISK PROFILES and STATISTICS (done by IT)

CONTACT CENTER REFERRAL SYSTEM
FIRST QUALIFICATION

List of organization to be planned for inspection

List of suspicions prioritized

Suspicion (individual)

Suspicion (individual)

Feedback for Improving Data matching And Rirsk profiles

SOCIAL INSPECTION
BENEFIT

SOCIAL INSPECTION
SERVICES

benefit suspicion

SOCIAL INSPECTION
SPECIAL AND COMPLEX INVESTIGATION

Information Exchange

Other Organizations Prosecution Banks Others

Debts Proposal per benefit, dossiier ..

Debts Proposal per Service, organization

PAYMENTS DEPARTMENT
DEBTS Computation and Recovery

PROPOSALS FOR CHANGES LEGAL FRAMEWORK

The new version of SAFIR

Expected to have a range of benefits, including:

➢ More and/or new programs

➢ Faster processing of applications (data entry at City Halls;)

➢ Better informed decision-making process;

➢ Reduced error and fraud using both ways: prevention and bulk post factum checking