USING MANAGEMENT INFORMATION SYSTEMS (MIS) IN THE FIELD OF SOCIAL ASSISTANCE

TURKEY’S EXPERIENCE
PRESENTATION PLAN

• Selected Economic Indicators About Turkey
• Turkey’s Social Assistance System At a Glance
• MIS Projects:
  1. Social Assistance Information System (SAIS)
  2. Integrated Social Assistance Services Project (ISAS Project)
SELECTED ECONOMIC INDICATORS

- Population: 76,667,864
- GDP in current prices (est.): $820 billion
- GDP Growth: 4%
SELECTED ECONOMIC INDICATORS

GDP Per Capita
- $10.782 (current prices) for 2013

Unemployment Rate
- 9.7% for 2013

GINI Coefficient
- 0.402 for 2012
SOCIAL ASSISTANCES IN TURKEY

CHANGES IN POVERTY RATES (ppp)
2002 - 2012 via Poverty Threshold Method

<table>
<thead>
<tr>
<th>Year</th>
<th>People Living Below 4,3$</th>
<th>People Living Below 2,15$</th>
</tr>
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<tbody>
<tr>
<td>2002</td>
<td>30.40%</td>
<td>30.40%</td>
</tr>
<tr>
<td>2012</td>
<td>2.27%</td>
<td>0.06%</td>
</tr>
</tbody>
</table>

People Living Below 4,3$ decreased from 30.40% in 2002 to 2.27% in 2012.
People Living Below 2,15$ decreased from 30.40% in 2002 to 0.06% in 2012.
SOCIAL ASSISTANCES IN TURKEY

Social Expenditures by Years (Social Assistance + Services)

The Rate of Social Expenditures to GDP (Social Assistance + Services)
SOCIAL ASSISTANCES IN TURKEY

ORGANIZATIONAL STRUCTURE

T.C. Aile ve Sosyal Politikalar Bakanlığı
Republic of Turkey Ministry of Family and Social Policy

Fon Kurulu
Fund Board

Sosyal Yardımlar Genel Müdürlüğü
General Directorate of Social Assitances

Sosyal Yardımlaşma ve Dayanışma Vakıfları (973+27)
Social Assistance and Solidarity Foundations (973+27)
MAIN SOCIAL ASSISTANCE PROGRAMS IN TURKEY

CCT PROGRAM

PAYMENTS FOR ELDERLY PEOPLE

FAMILY ASSISTANCES

PROJECT SUPPORTS

EDUCATION ASSISTANCES

PAYMENTS FOR DISABLED PEOPLE

CASH TRANSFERS FOR VULNERABLE GROUPS

FIGHT AGAINST POVERTY
MIS IN THE FIELD OF SOCIAL ASSISTANCES

1. SOCIAL ASSISTANCE INFORMATION SYSTEM (SAIS)

2. INTEGRATED SOCIAL ASSISTANCE SERVICES PROJECT (ISAS)
SOCIAL ASSISTANCE INFORMATION SYSTEM(SAIS)
SOCIAL ASSISTANCE INFORMATION SYSTEM

• IS AN INDIGENOUS G2G E-GOVERNMENT APPLICATION CARRIED OUT BY GENERAL DIRECTORATE OF SOCIAL ASSISTANCES IN 2009 (IN 6 MONTHS)

• IS AN EXAMINATION SYSTEM FOR END USERS THAT ENABLES ONLINE ACCES TO 15 DIFFERENT GOVERNMENT INSTITUTIONS’ 28 DATA (CIVIL REGISTRATION ETC.) WHICH PROVIDES SOCIAL ASSISTANCE APPLICANT’S PERSONAL INFORMATION
MAIN GOALS

• OBTAIN AND DETECT SOCIAL ASSISTANCE APPLICANTS’ PERSONAL INFORMATION (INCLUDING ASSETS, CIVIL REGISTRATION AND ETC) FOR ELIGIBILITY
• PROVIDE INTERINSTITUTIONAL ONLINE DATA SHARING FOR PREVENTING DUPLICATIONS AND MISUSES
ACHIEVEMENTS

- SOCIAL ASSISTANCE APPLICATION PROCESS SHORTENED (SOCIAL INCLUSION)
- DOCUMENTS NEEDED FROM SOCIAL ASSISTANCE APPLICANTS BECAME ONLY 1 (ONLY IDENTITY CARD WITH ID NUMBER)
- MISUSES BLOCKED AND DUPLICATIONS DECREASED
ACHEIVEMENTS

• OTHER GOVERNMENT INSTITUIONS WORKLOAD DECREASED AND PUBLIC RESOURCES SAVED

• SUBSTRUCTURE OF DATABASE ESTABLISHMENT STARTED FOR DEVELOPMENT OF NEW EFFECTIVE SOCIAL ASSISTANCE PROGRAMS

• GENERAL DIRECTORATE OF SOCIAL ASSISTANCE ADDS ITS OWN CONTRIBUTION TO E-TRANSFORMATION OF TURKEY
CURRENT STATUS

• AWARD WINNING PROJECT FROM ESTEEMED ORGANIZATIONS HAS BEEN COMPLETED

• NOW ACTIVELY USING BY SOCIAL ASSISTANCE AND SOLIDARITY FOUNDATIONS AND OTHER GOVERNMENTAL INSTITUTIONS FOR ACCES ACCURATE DATA ABOUT SOCIAL ASSISTANCE APPLICANTS.

• SYSTEM ALSO EMBEDDED IN TO INTEGRATED SOCIAL ASSISTANCE SERVICES SYSTEM
Başvuru Sahibinin Kimlik Bilgileri

| SonEMBER: | 12/2005
| BelgeNo: | 1
| Durum: Aktif

Başvuru Sahibinin Sosyal Güvenlik Kaydının sonuçları görüntülenmektedir.

SSK(KENDİ):

| Olay: | 12/2005
| BelgeNo: | 1
| Durum: Aktif

Başvuru Sahibinin Yeşil Kart durumunu, VGM, SHÇEK ve SYDGM yardımcıdan haksızlık olup olmadığı görüntülenmektedir.

Yeşil Kart Kaydıcısı

| Yeşil Kart: | Kaydıcısı
| BelgeNo: | Evlene
| Durum: Aktif

Başvuru sahibi, yakınlarına ait bilgileri ile nüfus olay ve adresi bilgileri yer almaktadır.

SSK(EŞİ):

| Olay: | 12/2005
| BelgeNo: | 1
| Durum: Aktif

Arac, arazi ve konut sahipliği ile vergi mukellefketmek bilgileri yer almaktadır.

SSDYM Kaynaklı Bilgiler

| BelgeNo: | Evlene
| Durum: Aktif

KYK Burs ve Kredi bilgileri

| BelgeNo: | Evlene
| Durum: Aktif

Başvuru sahibi, yakınlarına ait bilgileri ile nüfus olay ve adresi bilgileri yer almaktadır.

İSKUR BİLGİLERİ

| BelgeNo: | Evlene
| Durum: Aktif

YARDIM BİLGİ BANKASI

| BelgeNo: | Evlene
| Durum: Aktif

TARIM BİLGİLERİ

| BelgeNo: | Evlene
| Durum: Aktif

ÖNEMLİ: Bu belge Türkiye Sosyal Yardımlarına ve Dayanışma Vakfına kalemler.

Rapor No: 2010047/10448801 Belge Tarımsı 27 04 2010
INTEGRATED SOCIAL ASSISTANCE SERVICES PROJECT (ISAS Project)
INTEGRATED SOCIAL ASSISTANCE SERVICE SYSTEM (ISASS); IS AN MANAGEMENT INFORMATION SYSTEM THAT ENABLES ALL SOCIAL ASSISTANCE PROCESS SUCH AS APPLICATION, INVESTIGATION, PAYMENTS, MONITORING, ACCOUNTING AND AUDIT CAN CARRIED OUT IN AN ELECTRONIC PLATFORM SYSTEM’S PROJECT STILL CONTINUE WITH THE COLLABORATION OF THE SCIENTIFIC AND TECHNOLOGICAL COUNCIL OF TURKEY
MAIN GOALS

• TRANSFER ALL WORKFLOWS OF GENERAL DIRECTORATE OF SOCIAL ASSISTANCES AND SOCIAL ASSISTANCE AND SOLIDARITY FOUNDATIONS IN TO ELECTRONIC PLATFORM
MAIN GOALS

• ENABLE DATA SHARING WITH LOCAL AUTHORITIES AND TURKISH RED CRESCENT (NGO)

• CREATE A COMMON DATA BASE WHICH INCLUDES ALL INFORMATION ABOUT SOCIAL ASSISTANCES PROVIDED BY OTHER GOVERNMENT INSTITUTIONS
CURRENT STATUS

• 11 MODULES HAVE BEEN COMPLETED SINCE 2008 (SUCH AS CCT, FUND MANAGEMENT, HUMAN RESOURCES MANAGEMENT, GENERAL HEALTH INSURANCE)
• SYSTEM DEVELOPMENT PROCESSES STILL CONTINUE. ADDITIONAL 6 MODULE PLANNED TO BE COMPLETED IN THE LAST QUARTER OF 2015
• AS OF MARCH 2014 28,2 MILLION CITIZEN REGISTERED IN THE SYSTEM
CURRENT STATUS

• AVERAGE 4500 USERS INSTANTLY USING SYSTEM IN THE WORK HOURS ACROSS TURKEY VIA SECURE CONNECTION

• AS OF MARCH 2014

  17,4 MILLION ASSISTANCE COMPLETED VIA SYSTEM

  TOTAL AMOUNT OF PAYMENT MADE VIA SYSTEM IS 20.6 BILLION TL (SUCH AS CCT PAYMENTS AND OTHER CASH TRANSFERS)

• TOTAL COST OF THE PROGRAM IS APROX. 35 MILLION TL (52 WEB SERVICE ESTABLISHED)
ACHIEVEMENTS

• AFTER THE PROJECT PUT INTO PRACTICE, SAVINGS ON TIME AND RESOURCES HAVE BEEN MADE IN SERVICE DELIVERY OF SOCIAL ASSISTANCES

• PERIOD FOR ACCESSSSING TO ASSISTANCES WAS REDUCED

• SUBSTRUCTURE FOR EFFICIENT CONTROL AND AUDITING MECHANISM WERE PROVIDED
ACHIEVEMENTS

• WITH THE HOUSEHOLD-BASED APPROACH OF INCOME, WEALTH AND SOCIAL DATA OF CITIZENS,
  • POOR PARTS THAT ARE UNREACHED TO-DATE COULD BE REACHED
  • ENOUGH INFORMATION PROVIDED FOR TAILOR MADE ASSISTANCES
ACHIEVEMENTS

• BUREAUCRACY WAS MINIMIZED BY PROVIDING EFFICIENT INTEGRATION BETWEEN PUBLIC INSTITUTIONS (PAPER WORK REDUCED)

• ACCURATE TARGETING (GROUP BASED OR GEOGRAHIC) WAS PROVIDED WITH CURRENT SOCIO-ECONOMIC DATA OF 28,2 MILLION PEOPLE
ACHIEVEMENTS

• GIVING DUPLICATED ASSISTANCES WAS THWARTED

• RELIABLE STATISTICAL INFORMATION REQUIRED FOR DEVELOPING EFFICIENT SOCIAL POLICIES WERE OBTAINED
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.
MAIN ACHIEVEMENTS

WORKING WITH MIS PROJECTS

• WORKFORCE GAIN
• ACCURATE TARGETING
• TRANSPARENCY AND ACCOUNTABILITY ACHIEVED
• FAST AND ON TIME PROCESSES
• EASY MONITORING AND ACCURATE CONTROLS
• EFFECTIVE USE OF PUBLIC RESOURCES
FUTURE WORKS

ONLINE APPLICATION TO SOCIAL ASSISTANCES

• Online enrollment module going to be developed
• By this module beneficiaries directly enroll to the social assistances without coming to the Social Assistance and Solidarity Foundations

ROUTING TO SOCIAL SERVICES

• SETTING UP ONLINE ROUTING MODULE FOR SOCIAL SERVICES
FUTURE WORKS
SCORING PROJECT

• ESTABLISHMENT OF DECISION SUPPORT MECHANISMS (INCLUDING SCORING FORMULA AND SYSTEM RISK ANALYSIS

• BY USING THIS KIND OF FORMULA HOUSEHOLD INSPECTION PROCESS IS GOING TO BE BASED ON OBJECTIVE CRITERIAS AND THIS MAKES WHOLE PROCESS ACCOUNTABLE AND MEASURABLE

USING MOBILE TECHNOLOGIES FOR HOUSEHOLD INSPECTION

• Usage of tablet computers on household inspection
• Workforce and time gain by automatization of process
• GPS data available for household inspections
• Support Household inspection by different kind of media
• Increasing Security and reliability of household inspection forms
NEEDINESS SITUATION INSPECTION TIME FOR SOCIAL ASSISTANCE APPLICATION

**BEFORE**

APROX. 15-20 DAY

**AFTER**

APROX. 1 MINUTE

INSTITUTIONS REACHED ONLINE
KINDLY SUBMITTED
FOR YOUR INFORMATION

For Detailed Information: www.sosyal yardımlar.gov.tr
Website of the ISASS Project: http://yte.bilgem.tubitak.gov.tr/butunlesik/