



## Making the Case: Lessons Learned and Challenges Ahead

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## Session Brief

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Group work is an essential element of the Forum, with three objectives: 1) to strengthen interactive learning and networking; 2) to foster reflections on the experience at the Forum; and 3) to help set agendas with concise recommendations and intentions, both for policymakers and members of the larger development community.

Participants were placed into groups of approximately 10 people before the Forum began, according to language, country composition, and thematic interests.

These groups then engaged in structured reflection on the following questions:

- 1) What are one or two things you have learned from your peers that you did not know before?
- 2) What are one or two things that members of your group will implement to strengthen the social protection system in their countries?
- 3) How can the World Bank and other development partners help?

The groups then delivered short presentations drawing on insights and focusing on actions to strengthen social protection systems.

# Making the Case: Lessons Learned and Challenges Ahead

## Session Summary

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### What have you learned that you did not know before?

- **Justification for Social Protection:** Social protection is an instrument that has positive economic returns on society and can be a tool for economic development not just social justice/re-distribution/RBA
- **Systems Approach to Social Protection:** The importance of approaching social protection as a system where programs and processes are integrated
  - The role of unique identification as part of a robust social protection system
  - Role and use of unified registry for increased efficiency across programs, payments, as well as case management
  - However, use of IT is necessary, but not sufficient - program coordination is as important as having databases and software connect
- **Linking productive inclusion to social safety net programs & ways to go about it**
- **Linking conditionality to human capital and accountability:** Conditionality as a way for access to basic services, demand for improved services and good governance, as well as a mechanism to ensure coordination among ministries
- **Using psycho-social interventions** in outreach and enrollment in programs, monitoring, follow-up

### What will you implement to strengthen social protection systems in your countries?

- **Integrate programs and processes to create systems:** start with stock-taking of programs to consolidate these programs into systems
- **Establish one-stop-shop and outreach programs:** invest in psycho-social interventions in outreach and enrolment and monitoring of beneficiaries
- **Implement programs based on coordinated processes:** identification, targeting, beneficiary enrollment, payments, graduation, etc.
- **Invest in building unified registries** for targeting, enrollment; accelerate the use of MIS

- **Consolidate programs** and streamline eligibility criteria
- **Set-up monitoring and evaluation systems** for social protection programs
- **Introduce grievance, redress and other social accountability and feedback mechanisms**
- **Introduce and enhance the use of technology** in payment processes

## How can the World Bank and other development partners help?

- **Provide framework and approach for building social protection systems at the country level**, including coordination within governments and with development partners
- **Generate research:** how-to, and more documented case studies of good practices
- **Provide cutting-edge research** in new areas of activation and graduation
- **Be an advocate:** provide evidence based arguments for social protection systems
- **Bring IT and institutional arrangements into the creation of unified registries**
- **Provide a balanced mix** of technical and financial support to move towards systems
- **Create tailored Technical Assistance within country context**
- **Create more space** for international experts to provide support
- **Fund more Communities of Practice** in a sustainable way
- **Provide coordinated and systematic** knowledge-sharing within regions and with other countries
- **Invest in training and standards for social workers**