

SOCIAL PROTECTION AND LABOR

SOUTH 2014

LEARNING FORUM

MARCH 17-21, 2014 | RIO DE JANEIRO, BRAZIL



Designing and Delivering Social Protection and Labor Systems



THE WORLD BANK



RAPID SOCIAL RESPONSE



german
cooperation

DEUTSCHE ZUSAMMENARBEIT

giz Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH

Contents

Schedule	2
Framing Session	3
Plenary Sessions	3
Interactive Sessions	8
Field Visit Information	9
About the Speakers	10
World Bank Logistical Contacts	18
Acknowledgements	19
Map of Field Visit Sites	21



Morro do Alemão field visit site

SOCIAL PROTECTION AND LABOR
SOUTH SOUTH 2014
LEARNING FORUM

Dear Participant,

We are delighted to welcome each of you to the South-South Learning Forum 2014 in Rio de Janeiro, Brazil. The Forum's theme of "Designing and Delivering Social Protection and Labor Systems" makes Brazil a perfect location to learn from pioneers in developing integrated and effective social protection systems. We must express our deepest gratitude to the Federal Government of Brazil and the State and Municipal Governments of Rio de Janeiro for hosting this event.

The main goal of the Forum is to give you a better understanding of the necessary ingredients for well-designed social protection and labor systems through the sharing of country experiences in the development of successful systems in this area of human development.

Forum sessions will focus exclusively on implementation issues and delivery systems. The emphasis will be on practical issues related to the major processes including robust methods of identification, enrolment and registration of beneficiaries, ensuring that benefits are effectively delivered, and that information systems can track and report key results so that those administering the programs can monitor and improve them. In addition, the Forum will explore areas where there are synergies between different interventions and their delivery systems including nutrition, health, and labor market programs.

Special sessions will be highly interactive, allowing you to build the network for continued interaction on these important topics beyond the Forum.

Finally, a one-day field trip to various locations, both urban and semi-rural, will bring the topics of the Forum to life as you witness local projects in action.

We thank each of you for attending the Forum and bringing your invaluable expertise to this gathering. You have the vision, knowledge, and experience to help pave the way in the design and delivery of effective social protection and labor systems on a global basis. Throughout the Forum we hope that you stay engaged and share what you know with your colleagues while broadening your own knowledge of the session topics.



Arup Banerji

Director, Social Protection and Labor,
World Bank



Deborah Wetzel

Country Director, Brazil,
World Bank

Schedule

KEY	
	Plenary Sessions
	Interactive Sessions
	Framing Sessions
	Social Events

MONDAY MARCH 17		TUESDAY MARCH 18		WEDNESDAY MARCH 19		THURSDAY MARCH 20		FRIDAY MARCH 21	
8:00 AM	Registration	Introduction to the Day		FIELD VISITS		Introduction to the Day		Introduction to the Day	
8:45 AM		Payments and Transactions <i>Chair: Sarah Rotman</i> Bangladesh, Egypt, Kenya				Using Delivery Systems to Link Safety Nets and Human Capital <i>Chair: Mansoor Rashid</i> Colombia, Djibouti, Niger		Panel Discussion <i>Chair: Arup Banerji</i> Tereza Campello, Minister of Social Development and Fight Against Hunger, Brazil Marcelo Neri, Minister of Strategic Affairs, Brazil Corazon Juliano-Solimman, Secretary for the Department of Social Welfare and Development, Philippines Mariana Campeanu, Minister for Labor, Family, Social Protection and Elderly, Romania	
9:00 AM	Opening <i>Chair: Magnus Lindelow</i> Deborah Wetzel Arup Banerji Brazilian Government Officials	Coffee/Tea Break				Coffee/Tea Break		World Without Poverty (WWP) Launch	
10:30 AM		Global Café Interactive Session <i>Chair: Friederike Rother</i>				Global Café Interactive Session <i>Chair: Friederike Rother</i>		Coffee/Tea Break	
11:00 AM	Brazil's Social Protection System <i>Chair: Romulo Paes-Sousa</i>	Lunch				Lunch		Making the Case: Group Presentations Lessons Learned and Challenges Ahead <i>Chair: Anush Bezghanyan</i>	
11:30 AM	Luis Henrique Paiva, National Secretary of Citizenship Income The Challenge of Delivering Social Protection and Labor Programs <i>Chair: Arup Banerji</i>	Building Effective Information Systems <i>Chair: Veronica Silva</i> Brazil, Romania, West Bank & Gaza				Using Delivery Systems to Link Safety Nets and Health Insurance <i>Chair: Uwe Gehlen</i> Ghana, India, Philippines			
12:30 PM		Coffee/Tea Break				Coffee/Tea Break			
1:00 PM	Lunch	Interactive Session Preparation for Field Trip and Group Work <i>Chair: Friederike Rother and Laura Rawlings</i>				Group Work Prep Session Lessons Learned and Challenges Ahead <i>Chair: Laura Rawlings</i>			
1:30 PM	Building Robust Identification Systems <i>Chair: Robert Palacios</i> Pakistan, Peru, Rwanda	Coffee/Tea Break				Closing Dinner			
2:30 PM		Determining Eligibility and Registering Beneficiaries <i>Chair: Margaret Grosh</i> Albania, Indonesia, Senegal							
3:30 PM		Taking CoPs Global <i>Chair: Maria Concepcion Steta Gandara</i>							
4:00 PM		Opening Reception							
4:30 PM									
5:00 PM									
5:30 PM									
6:00 PM									
6:30 PM									
7:00 PM									

Framing Session

The Challenge of Delivering Social Protection and Labor Programs

Arup Banerji, the World Bank's Director of Social Protection and Labor, will explain the rationale behind the Forum's agenda and lay out the emerging framework for analyzing SPL delivery systems, their components and how multiple programs can harness them to achieve progress on multiple fronts.

Plenary Sessions

Building Robust Identification Systems

Session Lead: Robert Palacios, Pension Team Leader, Social Protection and Labor Unit, World Bank

Speakers

Pascal Nyamulinda, Director General, National Identification Agency, Rwanda

Carlos Reyna Izaguirre, Manager, Restitución de la Identidad y Apoyo Social (GRIAS), Registro Nacional de Identificación y Estado Civil (RENIEC), Peru

Muhammad Gohar Ahmed Khan, Chief Project Officer, Project Directorate, National Database and Registration Authority (NADRA), Pakistan

Background

Most low- and middle-income countries have weak national identification (ID) and vital registration systems. The weaknesses in these systems can lead to two major issues in the provision of social services. First, identification problems can result in exclusion from much-needed social service programs, as eligible people are sometimes not able to register for government programs. Second, the inability of governments to verify identities can

also result in massive leakages. In both cases, weak systems can lead to undesirable outcomes for otherwise well-designed programs.

In the first case, beneficiaries may find the process of identifying themselves at the time of each transaction to be onerous and costly. A study carried out in Peru found migration, along with distance from and access to registry offices, as the main factors explaining low ID coverage among the poor. Children are particularly vulnerable to exclusion in countries with weak civil registries and/or low rates of institutional birth. The lack of identification for children can impede the timely provision of health insurance, nutrition, and cash transfers, as well as a program's ability to track results.

In the second case, where documents can be fraudulently acquired, many people who have not been classified as eligible can present false IDs and receive benefits, in some cases in collusion with the party responsible for delivering the benefits. In other situations, documents may be valid, but the person presenting them may not be the right individual.

While there is a need for robust identification within the context of a particular program, there are also large potential benefits from the integration of the ID across public programs as well as private sector entities. This integration can reduce the cost to both the government and the beneficiary by eliminating unnecessary duplication of effort (to assign and maintain the ID on the one hand, and for the beneficiary to take the time to provide the information to the government on the other). In other cases, it can make the scheme more efficient, such as in the case where the banking system and the program can use the same ID to facilitate cash transfer payments directly into bank accounts. Finally, to the extent that programs are administered by local or state authorities, integration at the national level can allow for portability of benefits across the country. This is particularly important in larger countries and for those in the process

of urbanization and significant internal migration.

Country Cases

Each of the presenters will describe the implementation of their identification programs focusing on coverage, the use of technology to ensure robustness, and the way the ID is being integrated across programs and services. In particular, the use of the ID for the authentication of transactions in major social programs will be highlighted. The presentations will conclude with lessons learned from their implementation experiences.

Recently, dozens of countries have introduced new program and foundational (national level) IDs that use increasingly affordable biometric technology to address this challenge. This session will focus on three countries that have made huge strides in this area.

RWANDA

The National Identification Agency (NIDA) was established by legislation in 2011. The agency has issued IDs to more than 80 percent of the adult population using biometrics to ensure uniqueness. It is now being used to authenticate identity for services ranging from banking to social security. Efforts are under way to modernize civil registration and provide identification for children.

PERU

Legislation passed in 1995 created a consolidated, sole-purpose agency called RENIEC that is responsible for both civil registry and national IDs. The ID number is generated for adults and uniqueness is ensured using biometrics. The ID number is now used for the vast majority of public and private transactions—from voting to opening bank accounts—and is also used for social programs such as cash transfers and social insurance. In the last decade, huge efforts have been made to identify children through RENIEC; these efforts have important implications for the delivery of certain social programs, such as World Bank-supported nutrition

programs for young children. Coverage is almost universal for the adult population and has reached 95 percent for children.

PAKISTAN

Established in 2000, Pakistan's national ID agency, NADRA, is one of the earliest developing country ID agencies to use biometrics to ensure unique ID numbers for its citizens. With estimated coverage of the adult population at almost 90 percent, the National ID Card has become the dominant form of identification for most transactions. Most recently, NADRA has worked closely with the Benazir Income Support Program (BISP) to ensure robust identification of the beneficiaries of the country's largest cash transfer program and has helped implement an e-payments system linked to this robust form of identification.

Determining Eligibility and Registering Beneficiaries

Session Lead: Margaret Grosh, Lead Economist, Human Development, Latin American and Caribbean Region, World Bank

Speakers

Mame Atou Faye, Technical Advisor, Programme National de Bourse de Sécurité Familial, Senegal

Sudarno Sumarto, Policy Advisor, National Team for Accelerating Poverty Reduction, Indonesia

Erion Veliaj, Minister, Ministry of Social Welfare and Youth, Albania

Background

In deciding the general parameters of who should be eligible for a program (e.g., the poor, elderly, landless agricultural workers, or a combination of categories), the precise definitions and cut-offs are difficult to delineate, and usually involve the interplay of an analytical diagnosis of need, availability of budget, and political economy factors that both shape the options and influence the choice among them. Once the general parameters of who should

be eligible are decided, the government needs to construct operational mechanisms that will translate the general vision into decisions made household by household, or individual by individual. These operational mechanisms often do an imperfect job of sorting and consequently introduce targeting errors. They also often require a significant administrative apparatus, and the interplay of levels of government and/or agencies exchanging information and working in a coordinated fashion to yield the final list(s) of program beneficiaries. This part of the “beneficiary cycle” may be the most difficult part, administratively, the most error-prone and the most controversial. However, it is also critical to the impact of the program, and to the distribution of outcomes.

Country Cases

There has been a great deal of attention paid in recent years to the job of building systems to determine eligibility and register beneficiaries. Every new program must tackle the issue and there have been many new programs in the last 10 years, especially in response to, and following the 2008 food and fuel price increases and financial crisis. Equally, older programs periodically renew their decisions and efforts around eligibility, taking advantage of new technology, and/or new windows of opportunity to improve on current systems.

This session will highlight three diverse country cases, drivers for change, and details of the systems used, including significant commonalities.

ALBANIA

The poverty-targeted “Ndhimja Ekonomike” cash transfer program was developed in 1993, but has until now been operating on a paper record basis with most functions and records decentralized to the local level. The system of filters used as part of the eligibility process led to very high errors of exclusion. The Government is implementing an ambitious

modernization program that revises eligibility criteria to use a scoring formula, develops a national registry and payment system, and enhances the system of reducing error and fraud. The Government is also reforming the criteria for entry into the disability assistance program, to move from a strictly medical model toward the social model of disability.

INDONESIA

The Unified Database has been developed by the Government of Indonesia to identify the bottom 40 percent of the population for the purpose of targeting social assistance programs. The poor have been identified through proxy means testing and the database will be updated through a transparent and participatory mechanism. Recently, as part of the compensation package that followed the reduction in fuel subsidies, integrated social protection cards (KPS) were issued to 15.5 million poor and vulnerable beneficiary households (identified through the BDT) entitling them to subsidized rice allocations (RASKIN), temporary unconditional cash transfers (BLSM), and financial assistance for poor students (BSM).

SENEGAL

Senegal has developed a targeting system that will be the basis for the targeting of a series of programs in social protection, health, nutrition and education (and potentially other areas). The design of the registry itself was done with representatives from the various programs and sectors under the auspices of a coordination body—a steering committee for the social protection strategy—to ensure that the household data collected in the process of building the registry and identifying potentially eligible households was useful and sufficient for all programs, so as to reduce potential costs for programs that would be associated with having to re-survey households to obtain additional information. This exercise also presents an interesting combination of geographic, community and proxy means testing in the

targeting system. The operational process is strongly anchored in local-level community organizations, as well as in local-level authorities. Lessons are available from the pilot phase that registered 75,000 households for the cash transfer program.

Payments and Transactions

Session Lead: Sarah Rotman, Financial Sector Specialist, Consultative Group to Assist the Poor (CGAP)

Speakers

Ali Nur Ismail, Principal Secretary, Ministry of Labor, Social Security and Services, Kenya

Magdy E. Elhennawy, Family Card Projects General Manager, Ministry of State for Administrative Development, Egypt

Arastoo Khan, Additional Secretary, Economic Relations Division, Ministry of Finance, Bangladesh

Background

Many poor people in developing countries still rely on the physical delivery of cash to receive payments and access financial services. One of the major impediments to providing convenient payments and financial services to the poor has been the high cost inherent in the traditional “brick-and-mortar” branch model. But with the recent emergence of new technologies and delivery models, the economics of banking is changing drastically. The rapid growth of mobile phones and point-of-sale (POS) devices has now created an opportunity to reach more poor people than ever before.

Increasingly, governments and donors are looking to transition their social transfer payments from cash to electronic payments and, in some cases, incorporate financial inclusion objectives into these payment schemes. This momentum toward e-payments rests on the promise of improving transparency, reducing leakage, and decreasing costs on the one hand, and facilitating value-added services for beneficiaries through financial access on the other.

This transition in payment mechanisms should be studied from the perspective of the three main stakeholders in the system: the government is focused on the affordability of e-payments in social transfer programs; the payment service provider (PSP) is focused on the profitability of offering such services; and the beneficiary is focused on the ease, cost and regularity of the payment process.

Research to date has shown that by leveraging existing payments infrastructure for social transfers, governments are able to reduce the cost of making these payments. The Government of Brazil saves 5.8 percent of the cost of payments to Bolsa Familia beneficiaries by having 15 percent of payments land in bank accounts and paid out by agents. But in countries where the infrastructure (such as an agent distribution network) needs to be built up in order to make e-payments, the cost to governments may increase in the short-term. In Colombia, the government paid US\$6.24 for account-based payments through agents, a substantial increase from the previous cash payment fee of US\$5.20.

Research also shows that beneficiaries welcome the convenience of e-payments over cash, but few recipients use the bank account, when offered, for much else beyond withdrawing benefits. In some remote areas, however, cash payments may still prove to be more convenient and cheaper for beneficiaries.

The social protection industry is increasingly enthusiastic about the promise of e-payments for social transfers. Such promise rests largely on the assumption that payments technology and infrastructure are sufficiently advanced to support more efficient and more transparent payment schemes. But technology will never be a panacea to substitute for robust processes and solid preparation. The ongoing dialogue about social transfer payments and transactions needs to be honest and recognize that the feasibility of e-payments for social transfer programs will

vary across payment methods and across countries.

Country Cases

There has been a flurry of innovation in social transfer payments and transaction schemes. While many countries have experiences to share on this topic, this session will highlight three specific country cases.

KENYA

Kenya is arguably the most advanced ecosystem for mobile payments in the world with the early and enormous success of M-PESA, a mobile phone-based money transfer service. Likewise, both bank and nonbank agent networks are very well developed throughout the country. Various social transfer programs in Kenya have experimented with new payment mechanisms transitioning from direct cash payouts, to semi-manual cash payouts through the Postal Corporation, to the use of e-payments through both mobile phones and smart cards offered by mobile network operators and banks.

EGYPT

Starting in 2006, Egypt implemented a smart card system for its subsidized food program that now covers three-fourths of its population. The Ministry of State for Administrative Development (MSAD) maintains the registry of the individual members of families that have a “family card” which entitles them to receive subsidized food under a program run by another ministry. The same card is used for social assistance payments from a third ministry. The transaction information flows to the MSAD and is then accessible to the other two ministries who use the information to allocate cash and food, respectively and to track their transactions. Although there are different points of transaction—food shops and post offices for cash—the transaction process and the back-end information system are the same. There is a discussion underway to extend the same infrastructure for other subsidies such as subsidized fuel.

BANGLADESH

Bangladesh has several recent experiences using mobile financial services to make government-to-person (G2P) payments in various social protection programs. Electronic Post Office debit cards are being used to make conditional cash transfers to poor mothers. Electronic Post Office debit cards and mobile phones are also being piloted to make wage payments linked with work site attendance in the country's flagship public works program. These innovative payment options are motivated by the goal to minimize leakage as well as decrease transaction costs. The G2P payment modalities will be further facilitated by the national database of poor households that will be linked to a biometric-enabled electronic identification system which is currently underway.

Building Effective Information Systems

Session Lead: Veronica Silva Villalobos, Senior Social Protection Specialist, Social Protection Sector, Latin American and Caribbean Region, World Bank

Speakers

Rodrigo Ortiz D'Avila Assumpção, President, DATAPREV, Brazil

Mariana Câmpeanu, Minister, Ministry of Labor, Family, Social Protection, and Elderly, Romania

Thanaa Al Khozendar, Director General of Combatting Poverty, Ministry of Social Affairs, West Bank and Gaza

Background

Social protection policies and programs need information from the design to the evaluation phase. Each program requires validated and updated data to enable timely decisions in order to improve performance and achieve results. The gradual establishment of a social protection system that organizes various programs and benefits for the same beneficiaries requires an information system that promotes (i) the exchange of data between programs, (ii) the potential unification of targeting mechanisms, (iii) the tracking and

monitoring of poverty and vulnerability conditions of the population covered by the social protection system, and above all (iv) an efficient and effective management process for social services delivery to the poorest. The objectives of harmonization, rationalization, improvement and modernization of social protection programs require the support of high quality information.

In different regions of the world, several countries have undertaken the task of designing and implementing a management information system (MIS) for specific programs and also for supporting important reforms aimed at the effective and efficient delivery of social services.

Country Cases

The purpose of this session is to share the experiences of three governments which from different starting points and for various reasons see the relevance of a management information system as a central tool for the development, strengthening and improvement of social protection systemic policies.

BRAZIL

The National Register of Social Information (CNIS) contains more than 220 million records of individuals and over 35 million legal entities (companies or institutions) documenting the development of employment contracts, payroll, and contribution amounts for each registered individual. It is the main registry that allows Brazilians to receive pensions, social insurance in cases of illness or disability, and several other types of pensions or social benefits. The CNIS is also used to verify eligibility of citizens for several other public policies. In addition, it helps to provide consistency and prevent fraud in large social care programs. An important instrument of the federal government for policies aimed at low-income populations is the Unified Registry for Social Programs (CadÚnico) with 50 million records. In 2009, the CNIS became the legal reference for the automatic recognition of social security rights. Once the information is in the system,

beneficiaries are no longer required to present documents to prove previous contributions and work contracts. This comprehensive information tool allows the individuals to transit along the social protection system.

ROMANIA

The social assistance system in Romania focuses on cash transfers for low-income households, the disabled, and families with children. In order to improve equity and efficiency, the Government is consolidating four means-tested programs for low-income households into one flagship program to: (i) strengthen oversight and control procedures, including detection of error and fraud using risk-based investigation; (ii) provide data matching, data quality audits, and consolidated beneficiary registries; (iii) set up a performance management monitoring and evaluation system; and (iv) improve the overall administrative efficiency of the system.

WEST BANK AND GAZA

In order to better organize different social services and benefits, funded by a variety of sources, and implemented by several public and private agencies, the Ministry of Social Affairs created a MIS under the Social Protection Strategy of 2011–2013. The system was developed with modules covering all the processes of the program's implementation (from registration and eligibility, to payments, and information for internal and external audits), including cross-checking procedures, control and monitoring of all transactions carried out for each household. The MIS allows for better linkages between planning, implementation and budgeting processes, aiming to move from social protection programs to a social protection system.

Using Delivery Systems to Link Safety Nets and Human Capital

Session Lead: Mansoor Rashid, Sector Manager, Social Protection Sector, Latin America and Caribbean Region, World Bank

Speakers

Zahra Youssef Kayad, Minister, Ministry of Social Affairs, Djibouti

Harouna Moumouni Moussa, ICT Manager, Cabinet du Premier Ministre—Cellule Filets Sociaux, Niger

Diana Isabel Cárdenas Gamboa, Director of Mobility and Job Training, Ministry of Labor, Colombia

Background

While much has been written about conditional cash transfers and their potential role in building human capital, an increasing number of programs are developing innovative ancillary services that target children and youth in order to lay the foundation for escaping inter-generational poverty. This session will highlight the efforts of three countries to leverage cash transfer programs for the delivery of additional services that enhance human capital and nutritional outcomes toward a more holistic approach. These interventions are particularly focused on children and youth both in terms of early childhood development, and the facilitation of productive employment for young people. A key element in all programs is the ability to expand underlying delivery systems to efficiently incorporate these new services.

Country Cases

DJIBOUTI

Originally structured as a short-term response to the negative impacts of the financial crisis, an innovative Social Safety Net Program with a particular focus on women has been developed and implemented in Djibouti. The SSN program links employment creation opportunities to the improvement of nutrition practices. From the delivery perspective, common processes for eligibility and enrolment are brought together in the Management Information System (MIS). The MIS allows automated processes to support the implementation of program components for nutrition and workfare for household males and females,

as well as the enabling of payment processes related to the provision of these services and the support for monitoring and evaluation tasks through the generation of indicators, statistics, and performance reports. Nevertheless, challenges remain with regard to beneficiary identification and transactions.

NIGER

Niger's Cash-for-Work program includes innovative ancillary services aimed at improving children's development by encouraging parents' behavioral change. The measures include nutrition, health, and sanitation, as well as stimulation and language development. Activities in the last 18 months have included monthly community meetings for all households in the village, monthly small group meetings, and monthly household visits. The activities are implemented using a mix of trained community educators and NGO workers, with strong oversight and quality control.

COLOMBIA

Colombia now offers a package of services well beyond cash transfers, with the aim of further increasing human capital and earnings opportunities. This package of services is known as Mas Familias. It incorporates complementary initiatives, including Jovenes en Accion, a program that focuses on skills building initiatives for the youth. Jovenes en Accion provides an example of the establishment of a transition system for youth, from social assistance programs to Active Labor Market Programs (ALMPs).

Using Delivery Systems to Link Safety Nets and Health Insurance

Session Lead: Uwe Gehlen, Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)

Speakers

Vikas Sheel, Secretary, Department of Food, Civil Supplies and Consumer Protection, Government of Chhattisgarh, India

Lawrence Ofori-Addo, Deputy Director (LEAP Coordinator), Department of Social Welfare, Ghana

Corazon Juliano-Soliman, Secretary, Department of Social Welfare and Development, Philippines

Background

There are now dozens of countries administering, or in the process of implementing, programs to expand health coverage, particularly to the poor in the context of the global push for universal health coverage (UHC). Recently, the World Bank's UNICO project documented 24 of these experiences in low—and middle-income countries (see these reports at www.worldbank.org/universalhealthcoverage). Among other things, these case studies document how the target population for the coverage expansion was determined and, in most cases, describe the various implementation processes involved in delivering health coverage ranging from enrolment to information systems. The linkages between social assistance programs and these efforts vary across countries and in countries where there are linkages between systems, the collaboration was often difficult. These experiences lead to a number of questions: How can delivery systems for anti-poverty programs be coordinated or leveraged to expand health insurance in the most cost-effective manner? What changes to existing processes and platforms would better exploit potential synergies between social assistance programs and bottom-up health coverage? What is the most efficient way to ensure unique and robust identification for beneficiaries of social protection and health programs?

Country Cases

The session will highlight the efforts of three countries to better integrate the processes associated with their targeted health insurance programs with their major social assistance programs. Each presenter will describe the implementation of their programs focusing on practical issues such as institutional coordination, cost and outreach. They

will describe the challenges that were faced and lessons from their experiences that may be relevant for other countries.

INDIA

The Rashtriya Swasthya Bima Yojna (National Health Insurance Program or RSBY) was started in 2008 and now covers more than 36 million families, for hospitalization up to certain limits. The program uses the proxy-means test-based targeting approach that had been in place for decades and which is used to determine eligibility for other programs such as subsidized food and social pensions. Recently, the integration of processes has been extended to identification and transactions through the use of a multi-program biometric smart card on a pilot basis.

GHANA

In 2010, Ghana initiated an effort to provide health insurance to the poor and to extend its National Health Insurance program. Another anti-poverty program, Livelihood Empowerment against Poverty or LEAP, was expanding from its pilot phase at about the same time. For various reasons, the targeting approach for health insurance evolved separately. In the last two years, however, there has been a concerted effort to move to a single eligibility determination process and better coordinate the two programs.

PHILIPPINES

The Philippines has established one of the world's largest conditional cash transfer programs known as the Pantawid Pamilyang Pilipino Program. Piloted in 2007, the program now covers more than one million poor households. In 1995, PhilHealth, a new health insurance program, was launched. PhilHealth aims for universal health insurance coverage and includes a program that cross-subsidizes the premium for the poor. Having developed separately, the two programs are increasingly coordinating both in terms of their eligibility determination, and their transaction processes.

Interactive Sessions

Taking Communities of Practice (CoPs) Global

Communities of Practice are considered to be groups of professionals with common vested interests who learn from each other through regular interaction. As a global knowledge broker, the World Bank facilitates the regular interaction of country program teams and, in doing so, supports the sharing of practical knowledge stemming from program experience. In turn, this experiential knowledge can then be used to shape policy, or the design or evolution of a program.

Presently, there are regional Social Protection and Labor CoPs operating in Africa, Europe and Central Asia, Latin America and the Caribbean, and the Middle East and North Africa regions.

This session will bring together members of these four CoPs to share the following: 1) Examples of how members of a CoP can influence policymakers and practitioners on the design of their policies and programs, and the impacts of these interactions. 2) The experience of knowledge transfer between regional communities of practice. In particular, you will learn about the exchanges between the CoPs in Africa and Latin America and the Caribbean. 3) An exploration of how the World Bank can better facilitate cross-CoPs exchanges.

Global Cafés

These sessions will feature a series of simultaneous group discussions among Forum participants, focusing on first-hand country experiences in the design and implementation of social protection and labor systems. These will allow participants to connect with each other, build collective knowledge of experiences, and develop a common understanding of how different countries approach similar challenges. The sessions will be held in an informal setting, where

participants will be split into groups of 10 (based on preferences and by language) and then seated at roundtables. Each roundtable will discuss challenges and lessons learned from a specific social protection and labor systems delivery topic of interest, allowing for participants at each table to explore the topic in more depth.

Topics to be discussed will include the following:

- Building Robust Identification Systems
- Determining Eligibility and Registering Beneficiaries
- Payments and Transactions
- One-stop Agencies
- Building Effective Information Systems
- SPL Systems in Fragile and Conflict Situations
- Linking Safety Nets and Human Capital
- Linking Safety Nets with Health Insurance
- Safety Nets in Urban Settings
- Linking Safety Nets and Improving Human Capital: Activation & Graduation
- Grievance and Redress/EFC
- Disaster Response through Cash for Work

Preparation for Field Trip and Group Work

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

Participants will be placed in groups of approximately 10 people before the Forum begins, according to language, country composition, and thematic interests.

The groups will gather three times during the Forum:

Tuesday: Preparation for Field Trip and Group Work

Meet your group and host, learn about the work you will be doing together during the Forum, and prepare for the Field Trip which will be organized by groups.

Thursday: Group Work Prep Session—Lessons Learned and Challenges Ahead

Groups will engage 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?

Groups will then prepare a short (five minute) presentation drawing from the discussion.

Friday: Making the Case: Group Presentations—Lessons Learned and Challenges Ahead

Groups will give their short presentations, drawing on insights and focusing on actions to strengthen social protection systems.

Field Visit Information

See map on page 21

A one-day field trip on Wednesday, March 19, will provide participants with the opportunity to experience social protection delivery systems in action in both urban and semi-rural settings in and around Rio de Janeiro. The emphasis will be on practical issues related to major system processes, including robust methods of identification, enrolment, and registration of beneficiaries in order to ensure that benefits are effectively delivered and that information systems can track and report key results so that those administering the programs can monitor and improve them. In addition, the inter-linkages of systems and databases, such as registries, hospitals/clinics/healthcare providers, schools, and labor market training centers will be showcased.

Buses will depart every 15 minutes beginning at 7:00 a.m. for the following locations. You will be notified of your group assignment prior to departure.

Búzios (semi-rural)

CRAS—Reference Center for Social Assistance

Active Search for Beneficiaries (Simulation)

Secretariat of Social Assistance and Labor (registration in the Unified Registry and monitoring of Bolsa Família's conditionalities)

Productive Inclusion through Microentrepreneurship

Saquarema (semi-rural)

Secretariat of Social Development (registration in the Unified Registry)

Monitoring of Bolsa Família's conditionalities

CRAS—Reference Center for Social Assistance

Rural Productive Inclusion Programs

Magé (semi-rural)

Center for Registration in the Unified Registry

CRAS—Reference Center for Social Assistance

Monitoring of Bolsa Família's conditionalities

Rural Productive Inclusion Programs

Morro do Alemão (urban)

CRAS—Reference Center for Social Assistance (registration in the Unified Registry)

Monitoring of Bolsa Família's conditionalities

Urban Productive Inclusion through Training Programs

Cable car over the community

Rocinha/Vidigal (urban)

CRAS—Reference Center for Social Assistance (registration in the Unified Registry)

Decentralized Reference Center of Social Assistance (social work with families)

Monitoring of Bolsa Família's conditionalities

Urban Productive Inclusion through Training programs



Photo: Julio Pantoja / World Bank

About the Speakers



Thanaa Al Khazendar is Director General of the General Directorate to Combat Poverty programs in the Palestinian Ministry of Social Affairs (MoSA). In 2002 she assumed the role of the World Bank's focal point for the Social Safety Net Reform and Cash Transfer Projects. At present she is the national coordinator for the unified Palestinian Cash Transfer Program where she played a key role in MoSA's policy direction and strategic planning as well as the formulation of the Palestinian Social Protection Sector Strategy. As the Ministry's focal point for various poverty and social protection programs, she closely coordinates with various development partners including the World Bank, the European Union, the World Food Program, and the United Nations Refugees and Works Agency. In addition, she lectures at a number of local universities, and volunteers as a board member for a number of local institutions and charitable organizations. She holds a PhD in Mental Health.



Rodrigo Ortiz D'Avila Assumpção has been the Chief Executive Officer (CEO) of the Social Security Data Processing Company (Dataprev)—the information technology company focused on the social area of the Government of Brazil—since December 2008. Previously, he held the post of Deputy Secretary of Logistics and Information Technology in the Ministry of Planning, Budget, and Management of the Brazilian government. As head of Dataprev, he received the Professional Award for Information Technology granted by the Editorial Forum for three consecutive years. He was Director at both the Florestan Fernandes Institute and Sampa.org NGOs located in Sao Paulo; worked as an educator in Cajamar Institute; and served as the e-Government coordinator of the Municipality of Santo Andre in the Metropolitan Region of Sao Paulo. He holds a degree in History and a Master's degree in Communication Sciences from the University of Sao Paulo (USP), Brazil, with a dissertation on digital division.



Arup Banerji is the World Bank's global Director for Social Protection and Labor, overseeing strategy and knowledge work on labor markets, social safety nets, pensions, and disability issues. In his career at the World Bank, he has worked on

both research and operations in Eastern Europe, Central Asia, Africa and the Middle East on a variety of issues relating to employment and labor markets, social protection systems, social sector reforms, poverty reduction, institutions, public sector reform, and governance, economic growth strategies and evaluation of programs. He also co-chairs the global Social Protection Inter-Agency Cooperation Board and the Youth Employment Network. Prior to joining the World Bank, he taught at the Center for Development Economics at Williams College, Massachusetts, USA, where he was the Director of Graduate Studies, and at the University of Pennsylvania, USA. He holds a PhD and a Master's degree in Economics from the University of Pennsylvania, USA, and a Bachelor's degree in Economics from the University of Delhi, India.



Anush Bezhanyan is Sector Manager of the Social Protection and Labor Unit of the World Bank. The unit covers the spectrum of social protection and labor issues, including labor markets, pensions, disability, and social safety nets. Prior to holding this position, she was a Lead Social Protection Specialist and Cluster Leader for 15 countries in South and East Africa. Before moving to the Africa region, she was Human Development Sector Coordinator for Moldova, Ukraine, and Belarus in the Europe and Central Asia Region and regional coordinator for the Roma Inclusion Program. In her 15 years at the World Bank she has worked on many projects and programs relating to social safety nets, social assistance and cash transfers, public works, pensions, children and youth, social inclusion, and community development. She has also focused on institutional development and administrative reforms of the social protection sector. Prior to joining the World Bank, Ms. Bezhanyan worked in the State Department for Refugees and Migration in the Government of Armenia. She holds a Master's degree in Economics and Project management from the State Technical University in Yerevan.



Valentina Buliga is Minister of Labor, Social Protection, and Family for Moldova. Prior to holding this position, she was a member of Parliament and the Head of the Parliament Commission on Social Protection, Health and Family. She was also Head of Department at the Ministry of Health. Mrs. Buliga

has carried out a series of international studies in the sphere of public acquisitions, child protection, pharmacy and health services, health insurance, and the prevention of family violence. She earned a Master's degree in Public Administration at the Academy of Public Administration of the President of the Republic of Moldova, and a Diploma of Excellence from the State University of Medicine and Pharmacy of Nicolae Testimianu, Moldova.



Sérgio Cabral is Governor of the State of Rio de Janeiro. As a journalist, he began his political career in the 1980's when he first integrated youth into the

Brazilian Democratic Movement Party. In 1984, he was the Coordinator of the Pedro Ernesto Committee, supporting Tancredo Neves, and in the following year, became Director of Rio de Janeiro's Tourism Company Operations. In 1990, he was elected State Representative for Rio de Janeiro, being reelected in 1994 and 1998. For eight years, he presided over the Legislative Assembly of Rio de Janeiro. In 2002, Mr. Cabral was elected senator. In 2006, he was elected Governor of Rio de Janeiro, starting an intense transformation process in the state. In the following year, he was reelected Governor of Rio de Janeiro with more than 66 percent of the valid votes.



Mariana Câmpeanu is Minister of Labor, Family, Social Protection and Elderly for Romania, having been reappointed to this office in 2012. She

has been a member of the National Liberal Party since 1997, becoming vice-president of the party in 2009. In 2008 she was nominated as the Minister of Labor, Family and Equal Opportunities and confirmed by Parliament. In 2010 she became Member of the Romanian Parliament's Chamber of Deputies as a representative of the National Liberal Party. As an expert in pensions and social insurance, she served as Executive Director for Ilfov County's House of Pensions from 2001 to 2007, and President with the rank of Secretary of State of the National House of Pensions and Other Social Insurance Rights from 2007 to 2008. Mrs. Câmpeanu graduated from the Bucharest Academy of Economic Studies with a degree in Accounting and Economical Cybernetics and holds a post-graduate degree, specializing in Economic Analysis.



Tereza Campello is Minister for Social Development and Fight Against Hunger in Brazil. Prior to assuming the office, she participated in the

coordination of the working group that designed the Bolsa Família Program. At the Casa Civil at the Presidency of the Republic, she was head of priority projects in development, such as the Biodiesel, Ethanol and Territories of Citizenship programs, in addition to the National Plan on Climate Change, the palm oil sustainable production program and Effort Arco Verde, which took public services, land tenure and promotion of sustainable development to the Amazon. She holds a Bachelor's degree in Economics from the Federal University of Uberlândia, Brazil.



Jorge Chediek is UN Resident Coordinator and UNDP Resident Representative in Brazil. He is also in charge of the International Policy

Centre for Inclusive Growth (IPC-IG), UNDP's global forum for policy dialogue and South-South learning on social development innovations. Mr. Chediek has a long career in the UN system of almost 20 years, notably as UN Resident Coordinator and UNDP Resident Representative in Peru and Nicaragua, among other positions at UNDP. He obtained his Master's in Economics in Foreign Service from the University of Georgetown, USA, and his Bachelor's Degree in Political Science from the Universidad Católica de Argentina.



Magdy E. Elhennawy is Family Card Projects General Manager of the Ministry of State for Administrative Development (MSAD) in Egypt. As

such, Mr. Elhennawy is responsible for building, implementing and maintaining the social support services system that is supported by a database of 17.6 million families to deliver various governmental services (subsidized goods, social security pensions) to the public. Prior to joining the MSAD, he was the manager of an Information System Center, specialized in building, rolling out, operating, supporting and maintaining a distributed system over a geographically distributed location all over Egypt. He pursued his studies at the Faculty of Engineering at Ain Shames University, Egypt, from which he obtained a Master's degree in Performance Evaluation of Security and Integrity Measures for Database Systems, as well as a PhD in Cryptographic Engineering for Securing Information Exchanged over the Internet.



Mame Atou Faye is currently Technical Advisor for the National Delegation for Social Protection and National Solidarity (DGPSN) and coordinator of

the Social Protection Project financed by the World Bank in Senegal. He was also lead project manager on the analysis of socio-demographic, health, urban, and economic data from different projects in that country. Mr. Faye is an economist, statistician, and expert in demography and development project management with 20 years of experience in programs to improve living conditions in terms of health, education, and poverty.



Diana Isabel Cárdenas Gamboa is Director of Mobility and Work Training of the Ministry of Labor in Colombia. Prior to this, she was the Director of

Analysis and Human Resources Policy at the Ministry of Social Protection. In this capacity she was in charge of policies relating to work training and human resources and led studies to improve the efficiency and equity of market integration for labor and education. As part of Colombia's National Planning Department, she served as head of quality for social programs, policy, plans, and targeted social spending using the SISBÉN system to select potential beneficiaries of social spending programs. She was also a consultant for the World Bank in Colombia working on public policy in the areas of social development, labor market, social security and health. Ms. Gamboa is an economist at the National University with a Master's degree in economics from the Andes University.



Uwe Gehlen is Head of Section for the Social Protection Practice of the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ).

Prior to this position, he was Senior Social Protection Specialist at the World Bank. As such he was strongly involved in the establishment of the Social Protection Inter-Agency Cooperation Board and a range of other related activities of the Bank. Previous to that he served as Senior Advisor for the German Executive Director in the World Bank, focusing on Human and Social Development, Internal Governance and Interagency Cooperation. Mr. Gehlen led the Division for Poverty Reduction, Social Protection, and MDGs in the German Federal Ministry for Economic Cooperation and Development (BMZ), and was strongly involved in sharpening the German G8 Agenda with regard to Social Protection. Mr. Gehlen served for over six years as head of the Minister's Office in the BMZ. Mr. Gehlen holds an MA in Political Science, Sociology and Law from the Friedrich-Wilhelms-University in Bonn, Germany.



Margaret Grosh is Lead Economist for the World Bank's Latin American and Caribbean Region Human

Development Department. She has written, lectured and advised extensively on social assistance programs, especially on targeting and cash transfer programs, globally and for Latin America. She has extensive experience with social protection both for crisis response and for improving equality of opportunity. Earlier, she led the team for Social Assistance in the World Bank's global Social Protection Department and before that, the Living Standard Measurement Study in the Research Department. She holds a PhD in Economics from Cornell University, USA.



Ali Nur Ismail is Principal Secretary for the Ministry of Labor, Social Security and Services in Kenya. Mr. Ali previously served as Deputy Managing

Director—Support Services and member of the Board of Directors at the National Bank of Kenya Ltd. Previously he served as Executive Director and Human Resource and Administration Director for the Bank. He holds a Bachelor of Arts degree from the University of Nairobi, Kenya, and a Master's of sciences degree in Human Resource Development from the University of Manchester, UK. He also holds an LLB degree from the University of Nairobi. He is Member and Chairman of the Kenya Institute of Bankers Executive Council, Member of the Institute of Personnel Management (K) and Associate Member of the Kenya Institute of Management. He previously worked with KPTC.



Carlos Reyna Izaguirre is a Peruvian sociologist specialized in political sociology and a professor at the Faculty of Social Sciences and

Communications Arts and Sciences at the Pontifical Catholic University of Peru. He also manages the Restitution of Identity and Social Support (GRIAS—Restitución de la Identidad y Apoyo Social) at the National Registry of Identification and Civil Status (RENIEC—Registro Nacional de Identificación y Estado Civil). His office is in charge of actions aimed at providing free care to the vulnerable population in Peru, closing of undocumented gaps that still exist in the country, and the implementation of a permanent and sustained service that prevents the lack of undocumented people in these vulnerable areas, whose main characteristics are poverty and extreme poverty.



Corazon Juliano-Soliman is Secretary of the Philippines Department of Social Welfare and Development and a social development professional with over 30 years of experience as a leader in civil society and a practitioner of community organizing and people empowerment through her involvement in local and international NGOs. As Secretary, she spearheads projects for poverty reduction, social protection and disaster relief operations. She is the National Project Director for KALAHI-CIDSS (Kapit-Bisig Laban sa Kahirapan or Linking Arms to Combat Poverty—Comprehensive and Integrated Delivery of Social Services), the Philippines' National Community-Driven Development Program; the Pantawid Pamilyang Pilipino Program, a human development program that invests in the health and education of poor households, primarily of children, through a conditional cash transfer; and the National Household Targeting System. She has a degree in Social Work from the University of the Philippines, and a Master's degree in Public Administration from the Kennedy School of Government of Harvard University, USA.



Zahra Youssouf Kayad is Minister of Social Solidarity in Djibouti. The ministry's objectives are to implement policies to fight poverty and promote national solidarity. She holds a Diploma in higher studies in strategic social development (diplôme d'études supérieures spécialisées (DESS) en stratégies de développement social) from the University of Lille (l'Institut Supérieur de l'Action Sociale (ISAS) de l'Université de Lille), France. Previously, she was Director of Social Development at the Djiboutian Agency for Social Development (Agence Djiboutienne de Développement Sociale).



Arastoo Khan is Additional Secretary of Economic Relations Division (ERD) of the Bangladesh Ministry of Finance. He heads the World Bank wing of the

Economic Relations Division, responsible for financing projects and programs supported by the World Bank and the Trust Fund it administers. Mr. Khan graduated from the University of Dhaka, Bangladesh, and earned a Master's of Social Science in International Relations. He then joined the Bangladesh Civil Service (BCS) Audit and Accounts Cadre in 1982 as Assistant Accountant General. He earned his second Master's degree in Public Administration from the John F. Kennedy School of Government at Harvard University, USA. He then

served in various capacities in Audit and Accounts Department before joining the mainstream civil service as Deputy Secretary in 2000. During his long tenure in the Finance Division he also worked as Deputy Secretary (Budget), Joint Secretary (Budget), and Additional Secretary (Budget).



Muhammad Gohar Ahmed Khan is Chief Project Officer of the Project Directorate of the National Database and Registration Authority (NADRA) of

Pakistan. In this capacity, Mr. Khan manages all projects for NADRA from conception to roll-out. In addition, he supervises the NADRA Project Management Office as well as all strategic partnership development initiatives. These initiatives include the assignment and selection of international agents and management of effective supply chains by partnering with international vendors to properly place NADRA for effective competition in international ventures. Among the many projects he has managed are the implementation of the cash disbursement project for Pakistan's flood affected population using the Watan Card data validation procedures. Previously, he was Deputy General Manager (National Projects) and supervised projects executed through six directorates. Mr. Khan holds a Master of Business Administration from the Institute of Management Studies, University of Peshawar, Pakistan, and a BSc in Computer Science from Edwardes College, Peshawar.



Magnus Lindelow is the Sector Leader for Human Development (Health, Education, and Social Protection) in Brazil. He holds a doctorate in

Economics from Oxford University, UK. At the World Bank, Mr. Lindelow has worked on health system reform, service delivery in health and education, public expenditure management, poverty and social protection issues. Over the last few years, he has been involved in projects and research in China, Mongolia, Timor-Leste, Cambodia, Thailand, Malaysia, Myanmar, Laos, and, most recently, Brazil. He has published books and research articles on impact evaluation of health sector programs, distributional issues in the health sector, public finance, service delivery, poverty and other topics. Since August 2011, Mr. Lindelow has been based in Brasilia. Prior to joining the World Bank, Mr. Lindelow worked as an economist in the Ministry of Planning and Finance in Mozambique, and later as a consultant on public finance and health sector issues.



Harouna Moumouni Moussa is Head of the Information Technology (IT) Unit of the Cabinet of the Prime Minister of Niger, Division of Social Safety Nets. As such, he advised on the development of the Government's Management Information System (MIS). He remains in charge of MIS operations, including data collection tools, electronic enrolment, payments and accompanying activities. He previously worked at SAVE THE CHILDREN UK as National Information Technology Officer and Emergency Response Person for IT, Logistics and Emergency Programs. Mr. Moussa is an IT Engineer with an MSc in Systems, Networks & Security from the Paris Graduate School of Management (PGSM/ Ecole Supérieure de Génie Informatique), France.



Marcelo Neri is President of the Institute for Applied Economic Research (IPEA) and is acting Minister of Strategic Affairs for Brazil. He holds a PhD in Economics from Princeton University, USA, and a Master's degree in Economics from PUC-Rio, Brazil. He was a researcher at IPEA's research board, where he worked for five years. His main areas of research are social policies, education and micro-econometrics. He has evaluated public policies in more than two dozen countries. He actively participates in the proposal, evaluation, and debate of public policy, and participated in the establishment of the state minimum wage floors in 2000. Under the policies of conditional cash transfer, Mr. Neri designed and implemented the Familia Carioca and Renda Melhor programs for the city and state of Rio de Janeiro, respectively.



Lawrence Ofori-Addo is Deputy Director of the Department of Social Welfare in Ghana, and has been a social development practitioner for several years, working in various fields in Disability, Juvenile Justice, Children, Gender and Ageing. For the past five years he has been working in the area of Social Protection where he was actively involved in the drafting of the National Social Protection Strategy for the country and instrumental in the design and implementation of the Livelihood Empowerment against Poverty (LEAP) Program—a novel cash transfer program being implemented by the Government of Ghana. Until January 2014, Mr. Ofori-Addo was the National Coordinator of the LEAP Program. Mr. Ofori-Addo holds a Master's of Science degree in Social Development Planning and Management from the Centre for Development Studies of the University of Wales, Swansea, UK,

and a Post-graduate Diploma from the Pan African Institute for Development, Buea, Cameroon.



Eduardo Paes is Mayor of the city of Rio de Janeiro. A law school graduate from PUC-Rio, Brazil, he began his public career in 1993 when he took on the administration of the Jacarepagua and Barra districts. In 1996, he was elected alderman with the highest number of votes in Brazil that year. He was then twice elected to Congress. On his first mandate to Congress in 1998, Mr. Paes received the highest number of votes in the State of Rio de Janeiro. In 2000, Mr. Paes was appointed Rio de Janeiro's Municipal Environment Secretary. In 2002 Mr. Paes returned to Congress for his second term as congressman. In 2007, the year of the Pan American Games, Mr. Paes was appointed State Secretary for Tourism, Sport and Leisure.



Rômulo Paes de Sousa is Director of the World Centre for Sustainable Development, the Rio+Centre (launched in June 2013), and was previously Vice Minister for Social Development in Brazil. He has had a distinguished career as a policymaker in Brazil and has made important contributions to academic debates around health inequalities, social development, and social policy monitoring and evaluation in Brazil.



Luis Henrique Paiva is National Secretary of Citizenship Income in the Ministry of Social Development (MDS) and Fight against Hunger in Brazil. He has a Master's degree in Sociology from the University of Campinas, Brazil, and an MSc in Social Policy from the University of Southampton, UK, as well as a Doctorate in Sociology and Political Science from the Federal University of Minas Gerais, Brazil. He has been a civil servant at the Ministry of Planning and has worked previously in the Ministry of Labor and in the Ministry of Social Security. He also worked for the Chief of Staff of the Brazilian Presidency. He has been working at the MDS since 2009, as advisor, Deputy Secretary and, currently, as National Secretary.



Robert Palacios is Pension Team Leader in the Social Protection Unit of the World Bank. From 1992 to 1994, he was a member of the research department team that produced the World Bank's influential volume on international pension systems, "Averting the Old Age Crisis: Policies to Protect the

Old and Promote Growth.” Since 1995, he has divided his time between operational work and research with work in more than two dozen countries, most recently focusing on South Asia. His publications include articles and books on old age poverty, health insurance and a wide range of pension policy issues. His current areas of special interest include integration of policies across social sectors and use of technology to deliver and track social programs. In addition to core knowledge products, he plans to increase the team’s focus on issues facing low income countries and work towards better integration of the Bank’s support for implementation of social programs.



Adilson Pires is Deputy Mayor of the city of Rio de Janeiro and Municipal Secretary of Social Development. He served six terms as a councilor in the Municipality of Rio de Janeiro, and in his last term he was the leader of the government. While in this role, Mr. Pires managed to approve all projects sent by the Executive to the City Council. Among them were the Porto Maravilha project, which will revitalize an area of 5 million square meters in Rio’s port region, and the new Master Plan of the city. In all, 129 of his projects were approved while he was councilor. In 2002, he became the State Secretary for Social Action and Citizenship, and as a representative of the Federal Government took part in the organization of the 2007 Pan American Games held in Rio de Janeiro. He was responsible for making proposals to ensure the social legacy of the event, including improvements in transportation systems and security, among others.

Mr. Pires managed to approve all projects sent by the Executive to the City Council. Among them were the Porto Maravilha project, which will revitalize an area of 5 million square meters in Rio’s port region, and the new Master Plan of the city. In all, 129 of his projects were approved while he was councilor. In 2002, he became the State Secretary for Social Action and Citizenship, and as a representative of the Federal Government took part in the organization of the 2007 Pan American Games held in Rio de Janeiro. He was responsible for making proposals to ensure the social legacy of the event, including improvements in transportation systems and security, among others.



Mansoor Rashid is Sector Manager for Social Protection and Labor in the Latin America and Caribbean Region (LAC) and Acting Director for the Human Development Department (HD) in LAC. Her work spans a variety of issues relating to social protection systems, labor markets, health, education, poverty reduction, pensions, child welfare, disability, and safety nets. Prior to this, she was the Sector Manager of Social Protection in the South Asia Region, where the Bank supported the development of Pakistan’s Benazir Income Support Program and the National Health Insurance Program for the Poor (RSBY) in India. In Eastern Europe and Central Asia Region, she was HD Lead Economist and HD Country Program Coordinator for Albania and Macedonia, and for Russia, in Social Protection. Ms. Rashid holds a PhD in Economics from the University of Chicago, USA, a Master’s in

Applied Science in Economics from the University of Karachi, Pakistan, and a Bachelor’s degree in Economics from the Claremont Colleges, USA.

Applied Science in Economics from the University of Karachi, Pakistan, and a Bachelor’s degree in Economics from the Claremont Colleges, USA.



Laura B. Rawlings is Lead Social Protection Specialist at the World Bank currently working primarily in Africa on strengthening social protection and

labor systems. She was previously the Strategy and Results team leader in the World Bank’s Social Protection and Labor unit and manager of the Strategic Impact Evaluation Fund (SIEF). She worked in the Latin American and Caribbean region where she led numerous project and research initiatives in the areas of conditional cash transfers, social funds and social protection systems and worked as Sector Leader for Human Development in Central America where she was responsible for coordinating the World Bank’s health, education and social protection portfolio. She began her career at the World Bank in the Development Research Group where she worked on the evaluation of social programs. Prior to joining the World Bank she worked for the Overseas Development Council. An economist by training, she has published books and articles in the fields of evaluation and human development.



Friederike Rother is Senior Social Protection Specialist in the World Bank’s Social Protection and Labor Unit. Her work has focused on youth

employment, general labor market issues, and Social Protection and Labor Systems. She also works on the World Bank’s dialogue with global trade unions, the ILO, and other partnerships. Prior to working at the World Bank, Ms. Rother worked in the Labor Market and Economic Policy Unit of the German Employers’ Association (BDA). In that position, she was a member of the European Social Fund and of the Executive Board of the Federal Employment Office.



Sarah Rotman works on CGAP’s Technology and Business Model Innovation Team where she leads the work on branchless banking in the

West African Economic and Monetary Union (WAEMU). She also manages the team’s work on government-to-person payments (G2P), looking at ways to leverage this large flow of money to bring the poor, unbanked into the formal financial system. Prior to joining CGAP, Rotman worked with a microfinance bank in Rwanda, worked for a development nonprofit on education project in Haiti

and Africa, and was a Peace Corps volunteer in Benin. She has a Master's degree in international relations from Johns Hopkins School of Advanced International Studies (SAIS), USA. The Consultative Group to Assist the Poor (CGAP) is a global partnership of 34 leading development organizations that seek to advance financial inclusion. Housed at the World Bank, CGAP develops innovative solutions through practical research and active engagement with financial service providers, policy makers, and funders.



Vikas Sheel is Secretary of the Department of Food, Civil Supplies and Consumer Protection for the Government of the State of

Chhattisgarh, India. In this capacity, Mr. Sheel implemented the Centralized Online Real-time Electronic Public Distribution System (COREPDS)—an initiative that not only targets food security for the poor, but also seeks to establish convergence with the Rashtriya Swasthya Bima Yojana (RSBY) for service delivery at the PDS retail outlets in the State. He joined the Indian Administrative Service in 1994, and has served as Secretary to the Department of Agriculture and the Department of Health and Family Welfare. As Secretary of the Department of Health and Family Welfare, Mr. Sheel was instrumental in implementing the Rashtriya Swasthya Bima Yojana (RSBY)—a scheme of the Government of India to provide health insurance for the poor in Chhattisgarh. His initiative also resulted in universalization of the NHIS in the State. Mr. Sheel is an electrical engineer by qualification.



María Concepción Steta-Gándara is Social Protection Specialist and member of the Global Expert Team for Safety Nets at the World Bank. She has

vast experience in the design, implementation, and evaluation of social protection programs, particularly in Latin America and the Caribbean. She has worked in many political, cultural and economically-diverse settings to strengthen support for the design and implementation of various World Bank projects in the Dominican Republic, Honduras, El Salvador, Brazil, and Mexico among others. She also leads the Social Safety Nets Community of Practice for the Latin America and Caribbean Region. Previously she served as General Director of Planning and Evaluation of the Oportunidades Human Development Program in Mexico. She has over 32 years of experience in social development in the design, implementation and operation of poverty alleviation programs and strategies, social

protection mechanisms, and the promotion of education for underprivileged children and vulnerable groups.



Sudarno Sumarto is a Senior Research Fellow at the SMERU Research Institute and Policy Adviser of the National Team for the Acceleration of Poverty

Reduction (TNP2K), Office of the Vice President of the Republic of Indonesia. He has a PhD and an MA from Vanderbilt University, USA, and a BSc from Satya Wacana Christian University (Salatiga), Indonesia, all in economics. He was formerly a visiting fellow at Shorenstein APARC Stanford University from 2009 to 2010 and for almost ten years served as the director of SMERU, an independent institute for research and public policy studies. He was also a lecturer at the Institute of Agriculture (IPB) in Bogor, Indonesia. Mr. Sumarto has contributed to more than sixty co-authored articles, chapters, reports, and working papers. In addition to research and writing papers, he has for a number of years worked closely with the Indonesian government, giving advice on poverty issues and government poverty alleviation programs.



Erion Veliaj is Minister of Youth and Social Welfare for Albania. His involvement in politics followed a long engagement in civil society, interna-

tional organizations and the media. In 2003, Mr. Veliaj founded the Mjaft (Enough) Movement, an organization that streamlined the activist and protest spirit of the Albanian youth, which was recognized with the UN Civil Society Award in 2004. In 2011, He joined the Socialist Party of Albania, in the capacity of the Youth and Emigration Secretary. He was elected member of the Assembly for Gjirokastra Constituency in 2013. Further, he joined the European Stability Initiative, a central body for the promotion of EU enlargement. He has a Bachelor studies in Political Studies from Grand Valley State University of Michigan, USA. Afterwards, he completed his Master's studies with focus on European Integration at Sussex University, UK.



Veronica Silva Villalobos is Senior Social Protection Specialist at the World Bank, working in the Latin America and Caribbean Region,

providing technical assistance to several countries inside and outside the Region. She is a social worker with more than 20 years of experience in designing and implementing social programs and policies at the local and central government levels in Chile. She

was in charge of the design and national coordination of Chile Solidario, a national comprehensive social protection system for extremely poor families, which has been one of the main pillars of the National Protection System in the country. She was the Executive Secretary of the Social Protection System in Chile and had a main role in the development of the National Early Childhood Development Policy, in the design and implementation of the Integrated Social Information System for Social Protection, and in the implementation of the non-contributory pillar of the Chile's pension reform.



Deborah Wetzel has been the World Bank Country Director for Brazil since April 2012. From 2010 to 2012 she was the World Bank Group's Chief of Staff

in Washington. Mrs. Wetzel has also served as Director for Governance and Public Sector in the Poverty Reduction and Economic Management (PREM) Network. From 2006 to 2009, she led the World Bank's Economic and Public Sector Programs in Brazil, based in Brasilia. During that period she developed numerous programs with state and federal governments to help improve the effectiveness of public expenditures and achieve better results. During her career, she has worked in Central and Eastern Europe, Ghana, Hungary, Ukraine, Vietnam, Russia, the former Soviet Republics, West Africa, and Zambia. Mrs. Wetzel has a DPhil in Economics from the University of Oxford, UK, and a Master's in International Studies from Johns Hopkins University, USA. She is the author of publications on fiscal decentralization, public finance, governance, and sub-national affairs.

World Bank Logistical Contacts

Should you have any logistical issues, please contact any of the members of the Forum team listed below. You may also visit the Forum Secretariat room.

REGIONAL FOCAL POINTS

Africa



Peter Pojarski

Sr. Social Protection Specialist
ppojarski@worldbank.org



Lucilla Maria Bruni

Young Professional
lbruni@worldbank.org

East Asia and the Pacific



Junko Onishi

Sr. Social Protection Specialist
jonishi@worldbank.org



Mauro Testaverde

Consultant
mtestaverde@worldbank.org

Eastern Europe and Central Asia



Boryana Gotcheva

Sr. Social Protection Specialist
bgotcheva@worldbank.org



Natasha de Andrade Falcao

Consultant
ndeandradefalcao@worldbank.org

Latin America and the Caribbean



María Concepción Steta-Gándara

Sr. Social Protection Specialist
mstetagandara@worldbank.org



Noel Muller

Junior Professional Associate
nmuller@worldbank.org

Middle East and North Africa



Amr Moubarak

Consultant
amoubarak@worldbank.org

South Asia



Cem Mete

Lead Economist
cmete@worldbank.org

CORE TEAM



Robert Palacios

Team Leader
rpalacios@worldbank.org



Friederike Rother

Sr. Social Protection Specialist
frother@worldbank.org



Marlene Justsen

Consultant
mjustsen@worldbank.org



Raiden Dillard

Knowledge Management Officer
rdillard@worldbank.org



Adea Kryeziu

Consultant
akryeziu@worldbank.org



Nadège Nouviale

Program Assistant
nnouviale@worldbank.org



Ngoc-Dung Thi Tran

Program Assistant
dtran3@worldbank.org



Julia Loureiro

Consultant
juliapachecol@gmail.com



Luiza Guaraciaba

Program Assistant
lguaraciaba@worldbank.org



Renata Franco

Consultant
renateca@hotmail.com

Acknowledgements

This South-South Forum would not have been possible without the efforts of the many partners listed below. We are extremely grateful for their contributions.

WORLD BANK MANAGEMENT TEAM

Deborah Wetzel, Country Director, Brazil

Arup Banerji, Director, Social Protection and Labor

Anush Bezhanyan, Sector Manager, Social Protection and Labor

Magnus Lindelow, Sector Leader, Human Development, Latin America and Caribbean

Mansoor Rashid, Sector Manager, Social Protection, Latin America and Caribbean

Lynne Sherburne-Benz, Sector Manager, Social Protection—East/South, Africa

Stefano Paternostro, Sector Manager, Social Protection—West/Central, Africa

Jehan Arulpragasam, Sector Manager, Social Protection, East Asia and Pacific

Andrew Mason, Sector Manager, Social Protection, Europe and Central Asia

Yasser El-Gammal, Sector Manager, Social Protection, Middle East and North Africa

Pablo Gottret, Sector Manager, Social Protection, South Asia

BRAZIL MINISTRY OF SOCIAL DEVELOPMENT AND FIGHT AGAINST HUNGER

Teresa Campello, Minister of State of Social Development and Fight Against Hunger

Marcelo Cardona, Executive Secretary of State of Social Development and Fight Against Hunger

Luiz Henrique Paiva, Secretary of Citizenship Income

Denise Ratmann, Secretary of Social Assistance

Arnaldo de Campos, Secretary of Food and Nutritional Security

Paulo Jannuzzi, Secretary of Evaluation and Information Management

Tiago Falcão, Secretary of Overcoming Extreme Poverty

Claudia Maciel, Director of International Relations

GOVERNMENT OF STATE OF RIO DE JANEIRO

Sérgio Cabral, Governor

Pedro Spadale, Subsecretary of International Relations

Pedro Fernandes, Secretary of Social Assistance and Human Rights

Antônio Claret, Subsecretary for Integration of Social Programs

Lúcia Modesto, Assistant for Institutional Programs and Projects

Miguel Mesquita, Assistant for Integration of Social Programs

Marco Casimiro, Chief Assistant for International Cooperation

Bruno Costa, Assistant for International Cooperation

Daniele Nepomuceno, Chief Assistant for International Financing

Marcela Mota, Assistant for International Financing

Sérgio Siciliano, Assistant for Dissemination of Rio Rural Program

Helga Hissa, Technical Coordinator of Rio Rural Program

CITY HALL OF RIO DE JANEIRO

Eduardo Paes, Mayor

Adilson Pires, Secretary of Social Development

Olga Salgado, Subsecretary of Basic Social Protection

Aretusa de Paula, Assistant for Basic Social Protection

Oswaldo Amendola, Assistant for Basic Social Protection

Nildimar Teixeira, Coordinator of Bolsa Familia Conditionality

Liana Luz, Manager of International Delegations and Events

Pedro Bittencourt, Assistant for Institutional Relations

Anna Carolina Mendes, Assistant for Institutional Relations

Pedro Veiga, Manager of Social Territorial Management of Police Pacification Units

CITY HALL OF BÚZIOS

André Granado, Mayor

Cláudia Carrilho, Secretary of Social Development

Marcia Alcantara, Assistant for Social Development

CITY HALL OF MAGÉ

Nestor de Moraes, Mayor

Selma Vidal, Secretary of Social Assistance and Human Rights

Arminda Nery, Assistant for Social Assistance and Human Rights

CITY HALL OF SAQUAREMA

Franciane Mello, Mayor

Elisia Rangel, Secretary of Social Development

GIZ TEAM

Uwe Gehlen, Head of Section/Social Protection

Cormac Ebken, Technical Advisor

Nishant Jain, Deputy Program Director

Sonja Keller, Research Assistant

Christof Kersting, Program Coordinator

Julia Schäfer, Intern

Holger Willing, Research Assistant

WORLD BANK REGIONAL FOCAL POINTS

Peter Pojarski, Sr. Social Protection Specialist, Social Protection—East/South, Africa

Lucilla Maria Bruni, Young Professional, Social Protection—East/South, Africa

Mariam Denise Brain, Temporary, Social Protection—East/South, Africa

Junko Onishi, Sr. Social Protection Specialist, Social Protection, East Asia and Pacific

Mauro Testaverde, Consultant, Social Protection, Social Protection, East Asia and Pacific

Boryana Gotcheva, Sr. Social Protection Specialist, Social Protection, Europe and Central Asia

Natasha de Andrade Falcao, Consultant, Social Protection, Europe and Central Asia

Setareh Razmara, Lead Social Protection Specialist, Social Protection, Middle East and North Africa

Amr Moubarak, Consultant, Social Protection, Middle East and North Africa

Loubna Ennadir, Temporary, Human Development Group, Middle East and North Africa

María Concepción Steta-Gándara, Sr. Social Protection Specialist, Social Protection, Latin America and Caribbean

Joana C. G. Silva, Sr. Economist, Social Protection, Latin America and Caribbean

Noel Muller, Junior Professional Associate, Social Protection, Latin America and Caribbean

Cem Mete, Lead Economist, Social Protection, South Asia

Elfreda Vincent, Temporary, Human Development, South Asia

WORLD BANK BRAZIL COUNTRY MANAGEMENT UNIT

Claudia Baddini, Consultant

Renata Franco, Consultant

Luiza Guaraciaba, Program Assistant

Renata Gukovas Mayer, Junior Professional Associate

Rafael Proença, Junior Professional Associate

Julia Segatto, Communication Consultant

Paula Teklenburg, Sr. Communication Officer

WORLD BANK CORE TEAM

Robert Palacios, Team Leader, Social Protection and Labor

Friederike Rother, Sr. Social Protection Specialist, Social Protection and Labor

Laura Rawlings, Lead Social Protection Specialist, Africa

Hideki Mori, Program Manager, Social Protection and Labor

Marlene Justsen, Consultant, Social Protection and Labor

Ngoc-Dung Thi Tran, Program Assistant, Social Protection and Labor

Raiden Dillard, Knowledge Management Officer, Social Protection and Labor

Julia Pacheco Loureiro, Consultant, Social Protection and Labor

Adea Kryeziu, Consultant, Social Protection and Labor

Mohamad Al-Arief, Sr. Communications Officer, Human Development Network

Nadège Nouviale, Program Assistant, Social Protection and Labor

Vanessa Co Ongsysia, Online Communications Associate, Human Development Network

Map of Field Visit Sites



SOCIAL PROTECTION AND LABOR
SOUTH 2014
LEARNING FORUM



THE WORLD BANK



RAPID SOCIAL RESPONSE



german
cooperation

DEUTSCHE ZUSAMMENARBEIT

giz Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH