CASH BENEFIT CENTER
ONE STOP SHOP

March 2015
Current status

• 70 benefits under authority of 8 ministries
• 50 social programs under authority of LGs
• Annual allocations: HRK 10 billion (not including administrative overhead)
• Impossibility of financial oversight and control (possibility of multiple exercise of rights in various departments)
• Overlapping purposes of individual benefits
Current status

• Excessively large network of administrative offices
• Uneven operating processes (CA)
• Costs of decision-making and delivery by post
• Ancillary applications (CMS and accounting)
• Access to service users (locations and certificates) rendered difficult

• Impetus for the creation of a single administrative point of departure in relations between the public and the State – an efficient, rational and, for users, accessible system – the ONE STOP SHOP
CBC – OSS concept

- Project plan for implementation of long-term fiscal consolidation reform measures for the 2014-2016 period
- MAJOR PILOT PROJECT – Initiation of complex process with 4 benefits in the CBC
- Guaranteed minimum benefit
- Child allowance
- Unemployment benefits
- Maternity and parental benefits (outside of labor system)
CBC – OSS concept

Current status

• To administer these 4 benefits, the State currently allocates HRK 4,100,046,000
• HRK 54,696,000 for administrative overhead
• HRK 4,045,350,000 for benefits
• Implementation through more than 460 bodies
• 8-10 different administrative applications
• Impossibility of systemizing workplaces due to inefficient implementation processes (CA)
CBC – OSS concept

Objective

• 127 implementing bodies (instead of 460)
  rationalization of all networks in compliance with regionalization (contingent upon digitization)
• 1 application (instead of 8)
• Rational use of human resources
• Digital links (certificates, postage)
• Control of disbursements (linkage to CBC limits)
• Impossibility of overlapping benefits
• Simulation of social policy model
• **Simplified access to end users**
Comparison: current status/objective

<table>
<thead>
<tr>
<th>Annual allocations for administering the system (CA, GMB, UB, MPB) 2014</th>
<th>Annual allocations for administering the system CBC 2017</th>
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<tbody>
<tr>
<td>HRK 4,100,046,000</td>
<td>HRK 3,499,488,000</td>
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Annual savings: **HRK 600,598,000**
Justified project

• Project plan for implementation of long-term fiscal consolidation reform measures for the 2014-2016 period (27 December 2013)
• Measure 4 – Cash Benefit Center
• Responsible working group: CEB, CPII, CHII, MPA, MH
• Pilot project for EU funds for remaining benefits
How to achieve this aim?

- Enhancing the SAOs (installation of IT equipment, adaptation of facilities)
- Legislative framework
- IT (equipment and applications)
- Human resources (staff transfers)
How to achieve this aim?

CBC network

• 126 state administrative offices as CBC network
• 1 office in the City of Zagreb
• 2015 October – administration of GMB
• 2016 June – administration of UB
• 2016 October – administration of MPB
• 2017 March – administration of CA
• Additional IT equipment and facility adaptation required
• Case-by-case consideration of acquiring additional, new premises due to increased workload
How to achieve this aim?

• Amendments to the Social Welfare Act – II/2015
• Amendments to the Maternity and Parental Assistance Act – IV/2015
• Amendments to the Employment Agency and Unemployment Rights Act – I/2016
• Amendments to the Child Allowance Act – IV/2016
• Amendments to the State Administrative System Act to elaborate jurisdiction – in compliance with the public administration reform plan
• Amendments to enabling regulations governing the structure of existing institutes (CEB, CPII, CHII) – to ensure alignment
How to achieve this aim?

- Equipping state administrative offices with computers
- Securing access to the SocSkrb database (CARNet) – Phase N1 (implementation of GMB: September 2015)
- Adaptation of SocSkrb application – Virtual Back Office
- Development and implementation of new applications in 2015/2016 (SocSkrb platform with web services)
- Linking applications with FINA applications
How to achieve this aim?

**Human resources**

- Necessary to enhance capacity for phase N4 2015/2016
- A prerequisite for transferring a portion of the staff from the CHII, CPII and CEB to the state administrative offices is a regulation governing the internal organization of the institutes and amendment of the Salary Directive in order to systemize workplaces
- Education for each of the benefits in the preparatory period for implementation in the CBC
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<thead>
<tr>
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<th>2014</th>
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<th>2016</th>
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<tbody>
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<td>1-6</td>
<td>7-12</td>
<td>1-6</td>
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<tr>
<td>CBC network</td>
<td>Tour of SAO infrastr. as CBC network</td>
<td>SAO + CoZ -N1 City of Zagreb agreement 127 Defining CBC</td>
<td>Adaptation of CBC</td>
</tr>
<tr>
<td>Legislative framework</td>
<td></td>
<td>Amendments to Social Welfare Act</td>
<td>Amendments to Maternity and Parental Assistance Act</td>
</tr>
<tr>
<td>IT</td>
<td>Providing computers for SAOs Education on SocSkrb</td>
<td>Expansion and establishment of IT infrastructure for SAOs Development of MISOSS</td>
<td>Education on SOCSKRB, September</td>
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<td>HR</td>
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<td>Benefits</td>
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Implementation – GMB phase

- Technical alignment for work in SocSkrb application
- Education in September 2015 (test application)
- Administration of GMB in SAOs begins in October 2015
- Support to SWC staff dealing with new demands
- Re-certification begins in March 2016
- Accounting remains with the centers for the GMB in 2015
- Equipping SAOs and adaptation of facilities, new premises – prerequisites for the phase of transferring other benefits
- Implementation of MISOSS applications
CBC developmental perspectives

• Increased savings and rationalization of system with each new benefit - Phase N+ (part of project)

PROGRESS

• Link to LGs

• By assuming other benefits, other administrative networks shrink due to reduced workload (prerequisites for successful regionalization)

• Due to digital platforms and links to the other databases of state administrative bodies, the MISOSS is compatible with the e-Croatia project