
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

Annual allocations for administering the system (CA, GMB, UB, MPB) 2014	Annual allocations for administering the system CBC 2017
HRK 4,100,046,000	HRK 3,499,488,000
Annual savings: <u>HRK 600,598,000</u>	

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, CP11, CH11, 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?

Legislative framework

- 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)

MISOSS

- 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

	2014		2015		2016	
	1-6	7-12	1-6	7-12	1-6	7-12
CBC network	Tour of SAO infrastr. as CBC network	SAO + CoZ -N1 City of Zagreb agreement 127 Defining CBC	Adaptation of CBC	127 CBC 31 Dec. within single administrative location		
Legislative framework			Amendments to Social Welfare Act	Amendments to Maternity and Parental Assistance Act	Amendments to Employment Agency and Unemployment Rights Act	Amendments to Child Allowance Act
IT	Providing computers for SAOs Education on SocSkrb		Expansion and establishment of IT infrastructure for SAOs Development of MISOSS	Education on SOCSKRB, September	Education on MISOSS	
HR					Transfer of CHII staff and Social Welfare Center finances	Transfer of CEB staff
Benefits				GMB October	MPB June	UB Oct.

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