

Planning and Management of Social Protection MIS: Albania Case

Istanbul, 21 – 24 May 2014

MSWY

ALBANIA



ALBANIA...

- 
- ✓ **Population:** 2,9 Mln
 - ✓ **Urban Population:** 52%
 - ✓ **Unemployment rate:** 14.4% (21,8%*)
 - ✓ **GDP (2013)** 10.1 billion EUR
 - ✓ **GDP per capita:** 3,551 EUR

* INSTAT, Labour force surveys 2012 Q2 to 2013 Q1. Reprocessed data according to the international standards adopted by the 19th International Conference of Labour Statisticians, Geneva, 2013.

Social Protection in Albania

People living below poverty line:14,8%

Social Assistance Programs
(cash transfers)

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graph TD; A["Social Assistance Programs (cash transfers)"] --> B["Ndihma Ekonomike (NE/Economic Aid)"]; A --> C["Disability Assistance Benefits"]
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Ndihma Ekonomike
(NE/Economic Aid)

Disability Assistance
Benefits

Social Protection in Albania

Expenditures



Ndihma Ekonomike:

0.32% of GDP*

Recipients: 106,593 families

Disability benefits:

0.96% of GDP*

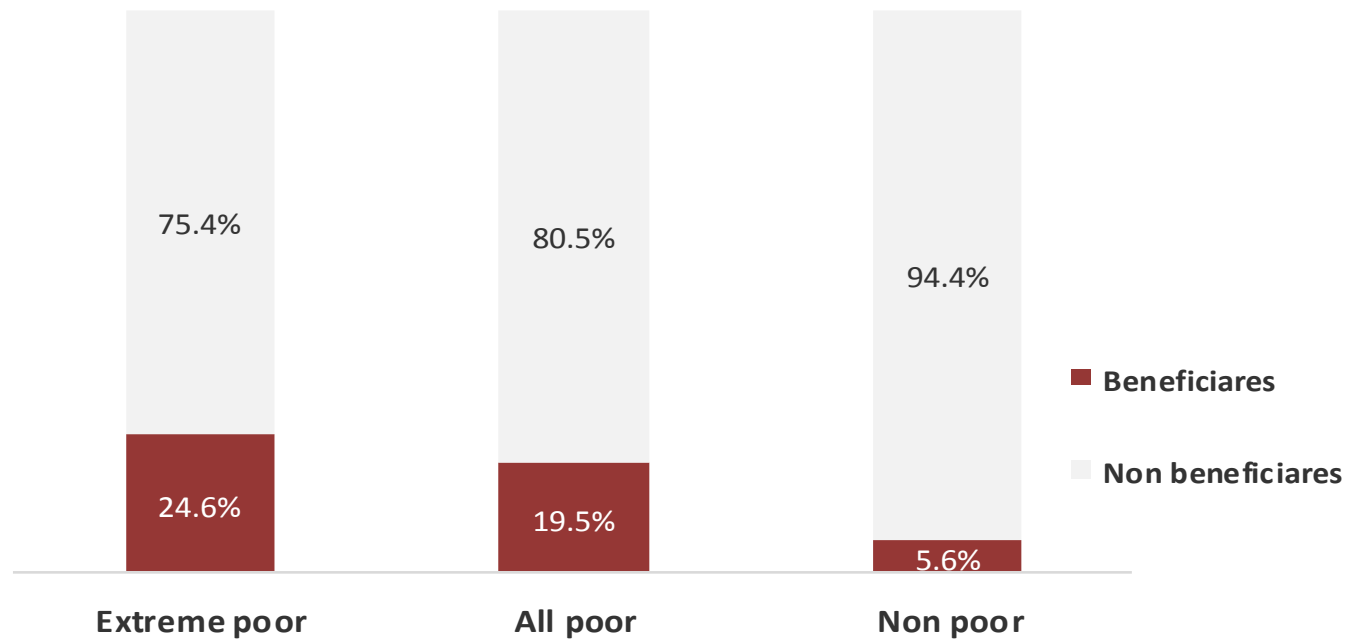
Beneficiaries: 158,217 persons

Institutions involved:

- State Social Service: Plans budget
- MSWY: Allocates budget to LGUs
- Local Governmental Units
 - Social Administrators (Proposer)
 - Municipality Councils (Decision Maker)

SOCIAL ASSISTANCE

Current Situation - Coverage of Households



Based on 2008 data – WB report

CURRENT CHALLENGES in NE: BROAD REFORM AGENDA

- **Low coverage of the poor by Ndihma Ekonomike program:**
 - Budget squeezed by the expanding outlays on disability benefits
 - Distortion in the definition and implementation of current eligibility criteria- One off filters excluding the poor!
- **Inadequate and non-transparent eligibility systems:**
 - Final Decision at the discretion of a Local Council- Potential for politicizing or bias for transfers- Room for Discretion
- **Inefficiencies in administration of programs:**
 - No automated national registry- benefit management is largely paper-based
- **Inadequate oversight and controls mechanisms:**
 - Lack of enforceability of sanctions
 - Lack of cross-communicable databases

Focus on:

Challenges in Benefit Administration

- Inefficiency in benefits administration
 - Limited capacity
 - Complex application processes
 - Lack of automated registry of applicants and beneficiaries
 - Paper – based process at local level
- Lack of MIS
 - Inefficiency in applying and awarding benefits
 - Inflated transaction costs for applicants
 - Lack of reporting tools

Reforms to

Improve social assistance equity and efficiency...

...through improved targeting and strengthened administration ...

Some key elements:

- ✓ **A pilot scheme** is being implemented in three regions of Albania (Tirana, Durrës and Elbasan) which represent almost 50% of the overall population;
- ✓ **Objective criteria** for selecting the NE beneficiaries (Unified Scoring Formula) will be set and current inappropriate filters will be eliminated (expected in 1st of June 2014);
- ✓ **Information technology**: Establish management information system for NE program;
- ✓ **Transparency** achieved through the implementation of the unified scoring formula;
- ✓ **Objective decision** making through the new centralized procedure which avoids the subjectivity of the local councils.

MIS- Stakeholders

- MSWY & SSS
- NAIS (National Agency of Information Society)- Intergovernmental coordinating Agency:
 - responsibilities include: e-government and interoperability platform; signs off on all TORs related to public IT procurement (software & hardware)
- Contractor- Software development
- INSTAT- National Institute of Statistics
- Independent Verification & Validation (IV&V)- for Quality Assurance funded under WB Project
- World Bank

NE-MIS: Planning

- **Funding provided by MOF in the MSWY's 2013 budget (in late 2012) (approx 10 months)**
 - As per request made by MSWY for the reform implementation, and also due to the RBF nature of the WB project.
 - I.e. MIS to be funded by the Govt, as MIS related disbursement linked indicators achieved, (e.g. developed and tested; integrated with at least three Govt databases; implemented in three pilot areas etc.) Treasury will be reimbursed by pre-set amounts in the project. (the first two indicators achieved for a total of almost 5 million euros reimbursement)

- **ToR/Bidding Documents (6-8 months)**
 - NAIS in collaboration with MSWY to finalize the business processes under the reform (secondary legislation on the specifics of the reform was required to be approved before NAIS can prepare the TOR/bidding documents).
 - Approval of secondary legislation, delayed the process. After approval TOR/bidding documents prepared/finalized within 2-3 months.

- **E- Procurement according to Albanian Government Rules (approx. 3 months)**
 - Separate procurement for hardware and software (Cost will be provided during presentation)
 - Procurement process started in March/April 2013, negotiation and signing of the contract with software developer in June 2013.

- **Development phase & Management of Contractor (approx. 6-7 months): Regular meetings by Technical Working Group (TWG)**
 - Include expert from MSWY, expert from SSS, end-user(i.e. social administrator) (the user group), and representative from NAIS, IT advisor and officer from MSWY, and representative of the IV&V company (the technical group)
 - TWG approves each stage of the design and implementation, including the final acceptance and user testing

NE-MIS Specifications

- Hosting - NAIS
 - Environment
 - Infrastructure (Hardware – Software - Network)
 - Support (VPN, Backup Procedures)
 - Consultancy – Technical Specifications, Design through all SDLC
- End – user in pilot areas (296)
 - Hardware supply – MSWY
 - Training – MSWY, Contractor
 - Support – Help Desk team (MSWY, SSS, Contractor, NAIS)

NE- MIS

Specifications

- Web – based platform
 - MS Technologies
 - Sharepoint 2013
 - Three – tier architecture
 - Enables separation of application processes in several servers
 - Optimization of performance according to number of users
- Integrations – ESB platform of NAIS
 - NCR – National Civil Registry
 - NRC – National Registration Center
 - SII – Social Insurance Institute
 - GDRTS – General Directorate of Road Transportation Services
 - RERO – Real Estate Registration Office (Test)
 - Register of Courts (Test)
 - NES – National Employment Service (In process)
 - GDTO – General Directorate of Tax Office (Planned)

Screenshot for Electronic Cross-checks through Integration

Procesi i verifikimit automatik ([Raporti i verifikimeve te kryera](#))

Zgjidh verifikimet:

- Verifikim i vendbanimit
- Verifikimi i biznesit
- Verifikim i Vizites Ne Shtepi
- Verifikim i mjeteve motorike
- Verifikimi i pensioneve
- Verifikimi i deklarates

Fillo

Verifikimet e kryera

Fillimi	Mbarimi	Gjendja	Verifikimet	Njesite vendore kryer	% e kryer	Verifikime Kohezgjatja	Stop
11/04/2014 11 05	11/04/2014 12 03	Perfunduar	Verifikim i vendbanimit, Verifikimi i biznesit, Verifikim i Vizites Ne Shtepi, Verifikim i mjeteve motorike, Verifikimi i pensioneve, Verifikimi i deklarates	Te gjitha	100	U kryen 2804 verifikime ne 6 sisteme!	0hr, 58min -
27/03/2014 14:30	27/03/2014 15:12	Anulluar	Verifikim i vendbanimit, Verifikimi i biznesit, Verifikim i Vizites Ne Shtepi, Verifikim i mjeteve motorike, Verifikimi i pensioneve, Verifikimi i deklarates	Te gjitha	11	140	0hr, 41min -
27/03/2014 14:30	27/03/2014 20:34	Perfunduar	Verifikim i vendbanimit, Verifikim i Vizites Ne Shtepi, Verifikim i mjeteve motorike, Verifikimi i	Te gjitha	100	1248	6hr, 3min -

The Management Information System for NE

Steps already taken...

- ✓ **NE MIS collects information** from existing beneficiaries (first step for recertification);
- ✓ **NE MIS integrates with other 4 government databases**, cross-checking information for consistency/validity with the initial data;
- ✓ **Full switch to scoring formula** in pilot areas (about 50% of the country) set to start in June, 2014.

NE-MIS Challenges

- Dependency of end-users- resistance
- Familiarity with new procedures
- Capacity of hosting environments – Performance, constraints by NAIS
- Integrations
 - Quality of exchanged information
 - Cooperation
- Computer literacy of end - users

REFORM

Challenges

- Implementation at local level
 - Verify actual with planned
- Process evaluation of the process
 - Identify bottlenecks in the process
- Enhance inclusion & targeting of extreme & all poor
- Reform of Disability Benefits
 - From medical based eligibility criteria to social model & international standards
 - Establishment of Disability MIS (as a module to NE MIS) in planning stages

LESSONS LEARNED

- Building Awareness, Ownership & Understanding
 - Clear & comprehensive communications
 - Public understanding & support
 - Understanding of administrative changes by those who are directly affected
- Robust monitoring & evaluation capacity
- Avoid delays in procurement of IT inputs by Government

Q & A

THANK YOU