

# **Foundation of SPL System: Introduction to MIS and (social) Registries**

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# SPL system



The objective of implementing a social program:

Deliver goods, services or money to people deemed eligible

The reality:

Many people that should benefit do not

Why?

Implementation failures are largely to blame

How can we improve implementation? Specifically, how can we maximize the target population that a program benefits?

First we have to understand where things are going wrong.

# Developing a SPL system (SSN system)

- Set of coordinated programs with three objectives:
  - improve resilience through smoothing consumption,
  - improve equity through poverty reduction and
  - improve opportunities through human capital promotion
- Coordination envisages to protect, prevent and promote population with minimal duplication and waste of resources.
- A system is sustained by implementing a set of functioning institutional, financial and technical arrangements that are closely interlinked and vary according to country context

# Two Core Elements of a system

- **Management Information System (MIS)**
- **(Social) Registry**

***What*** is a (Social) Registry?

# CLICKER QUESTION



- **“What is the (social) registry:**

Your answers:

- (a) A list of individuals
- (b) One single database of potential beneficiaries
- (c) One or multiple harmonized and integrated databases of potential beneficiaries
- (d) A businesses processes that generate and rely on the list(s) (identification, eligibility determination, enrollment, transactions).
- (e) A process that allow management of information and services across several programs

# *Answer*

- (Social) Registry
  - Database of potential beneficiaries for social assistance programs
    - It can be one single database or multiple harmonized and integrated databases

***Why*** a (Social) Registry is important?



# CLICKER QUESTION



- “Why is it important:

Your answers:

- (a) Provides accurate and transparent information on potential beneficiaries for social assistance programs;
- (b) Allows linkages among multiple programs for which the potential beneficiaries **can be** eligible;
- (c) Allows articulation, harmonization and complementarities of social programs
- (d) All of above

# CLICKER QUESTION



- **My country :**

Your answers:

- (a) Already has one in operation
- (b) Is actively developing one
- (c) Is considering developing one

(Social) Registry

# (Social) Registry

- **Despite the high demand, there is limited common understanding of what we mean when we refer to registries:**
  - A list, civil registry, program registry..
  - Some or all of the businesses processes that generate and rely on the list(s)
    - identification, eligibility determination, enrollment, transactions...
  - Refer to and reflect interest in the ability to manage information and services across several programs
    - rather than the minimum support to transactions for social assistance program.
  - Identification often refers to targeting
    - Rather than the process of ensuring that an individual is assigned a unique identifier and that this identifier can be used to authenticate the identity at the point of a transaction to link individuals across databases

# CLICKER QUESTION



- **What do we expect:**

Your answers:

- (a) preventing or reducing undesirable duplication of benefits
- (b) reducing duplication of administrative costs across programs
- (c) allowing quick scalability of social programs in times of crisis or shocks to mitigate its impact
- (d) monitoring evolution of living conditions of potential beneficiaries over time
- (e) All of above

# Expected value of a (Social) Registry

- **There are several advantages of having a (Social) Registry, including inter alia:**
  - preventing or reducing undesirable duplication of benefits
  - reducing duplication of administrative costs across programs
  - allowing quick scalability of social programs in times of crisis or shocks to mitigate its impact
  - monitoring evolution of living conditions of potential beneficiaries over time.
- **The (Social) Registry represents a major step forward in improving efficiency.**
  - minimize administrative and private costs,
  - allows coordination between social programs including interactions with programs from other sectors as:
    - Health
      - Ghana experience of linking LEAP program to health insurance program and Philippines that also link health insurance to cash transfer programs
    - Education
      - Brazil experience that provide tertiary education quotas for Bolsa Família beneficiaries
    - Agriculture
      - Productive inclusion activities in the rural areas in AFR (FAO from protection to promotion - <http://www.fao.org/economic/ptop/home/en/>)

# (Social) Registry

- Repository of information about potential beneficiaries for multiple social assistance programs that ***share common population of interest, but not necessarily same eligibility approach***
- Enables social safety net programs administrators to identify families (households) or individuals who fit their program eligibility criteria.
- Helps disseminate information, lowers beneficiary transaction costs, and improves efficiency

# Integrating across processes within social protection

No integration

Program/ Process	Identification	Social Registry	Eligibility determination	Enrolment	Transaction
Program 1					
Program 2					
Program 3					
Program 4					
Program 5					

Differential integration

Program/ Process	Identification	Social Registry	Eligibility determination	Enrolment	Transaction
Program 1					
Program 2					
Program 3					
Program 4					
Program 5					



# CLICKER QUESTION



- **How to register the intended population :**

Your answers:

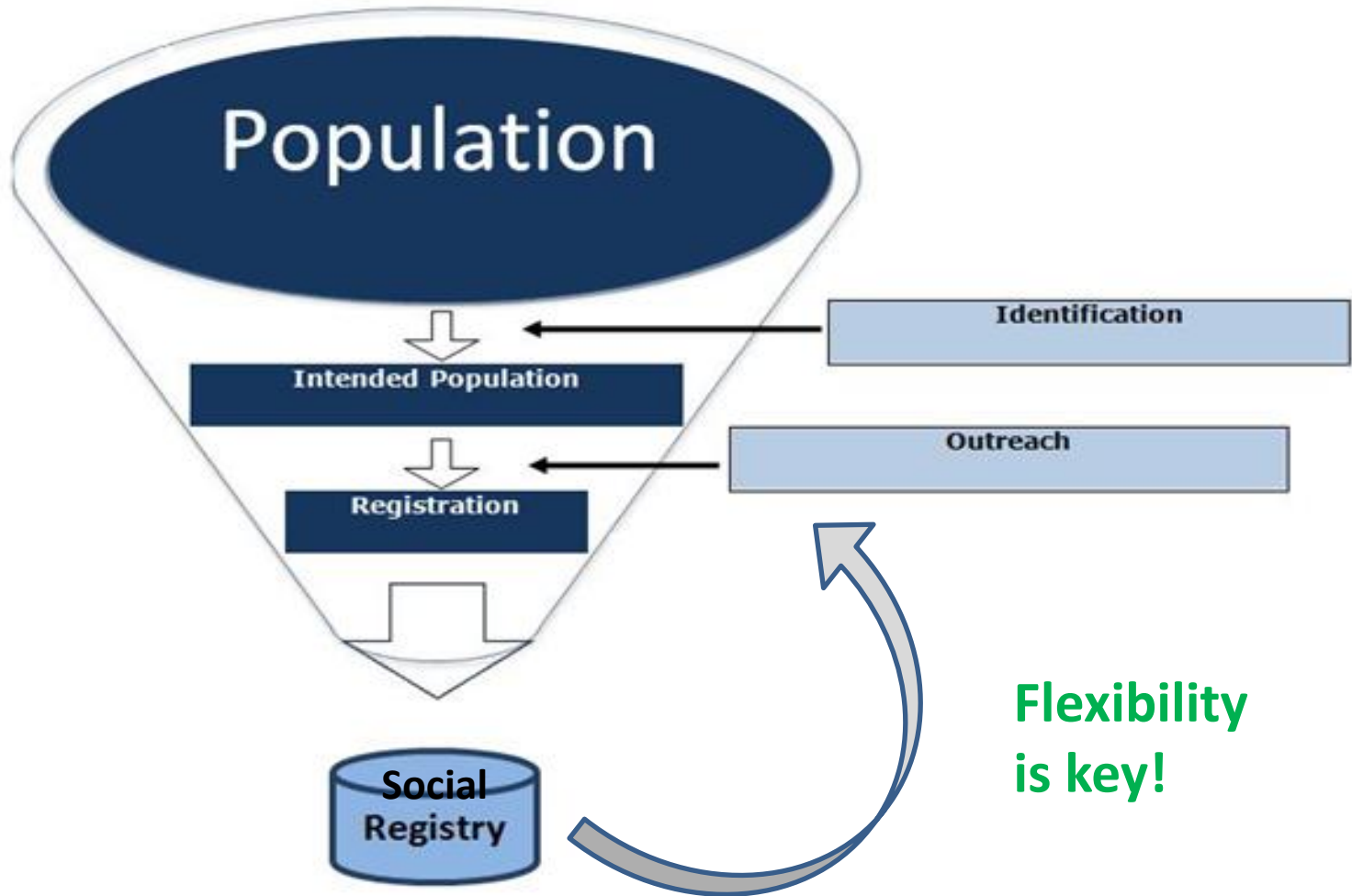
- (a) using a national targeting system

**How to “identify” the intended population:**

Your answers:

- (a) Providing a the Unique Social Registry Identification (USRI)
- (b) Providing a the Unique Social Registry Identification (USRI) that is linked to the national ID
- (c) Using the national ID

# How to build it?



# Building the social registry: Key issues

- The implementation plays an important role in the optimization of targeting outcomes
- **Where should be hosted?**
- **Developing a social registry requires inter-sectoral work from the design stage.**
  - In most cases, policymakers start developing a social registry for a single program, without having a strategy for consolidating information about population of interest for multiple programs.
- **Developing a (Social) Registry takes times and requires a clear policy framework that articulates the vision for social protection in the country and a strong political leadership.**
  - Revision of legislation to ensure relevance of the (social) registry may be necessary.
  - Functional institutions, a dedicated unit for the database management and efficient cross-sectorial coordination are also required.

# Characteristics of a well-functioning (Social) Registry

- **Accuracy and Integrity of information**
  - because people provide information that needs to be “recertified” and “validated” to ensure quality control and minimize erroneous data;
- **Confidentiality, Security and Privacy**
  - to protect applicants personal information against fraudulent use and abuse (theft, misrepresentation and other illegal or non-authorized use) of personal data; the detailed personal information must only be accessed by authorized personal; and
- **Timeliness and Reliability of information**
  - since data becomes available in real time to program administrators and across different sectors administrators to improve social programs delivery.
- **Manuals and documentation available**
  - A Registry also requires preparation of clear procedures manuals on how to collect the data, how to maintain the data and how to manage the Registry.
- **Key components to the social Registry: the Unique Social Registry Identification (USRI) and the Unique Registration form**

# Basic features of the (Social) Registry

- Built around a **unique application form** or multiple databases consolidated by using same **id number**.
- Must be **flexible** to reflect changes and store historical data of applicants if needed.
- Is a **dynamic database**: Applicant information can be verified, recertified and updated regularly.
- Can **benefit from other external data sources**
  - as tax revenue database and school records, for keeping information updated and/or for cross-validation checks (not possible when *Law of Transparency and Access to information* is not revised because each existent database may have its own protocols for keeping confidentiality of database roster intact)
- **Update and recertification processes are continuous processes**



# CADASTRO ÚNICO PARA PROGRAMAS SOCIAIS DO GOVERNO FEDERAL

Olá, MARCELO VIANA PARIS

Ministério do Desenvolvimento Social e Combate à Fome

Seu último acesso foi em 07/12/2010 às 23:04.

[BUSCAR FAMÍLIA](#) [CADASTRAR FAMÍLIA](#) [GERIR FAMÍLIA](#) [RELATÓRIOS](#) [BAIXAR ARQUIVOS](#)



> Cadastro Único > [Buscar Família](#)

V. 7.2

## Buscar Família

CÓDIGO DA FAMÍLIA

PELO NIS

**INTEGRANTE DA FAMÍLIA**

OCORRÊNCIA/PENDÊNCIA

FAMÍLIAS EM CADASTRAMENTO

FAMÍLIAS SEM REGISTRO CIVIL

Digite o **Nome** e outras **duas das informações** abaixo:

Nome:

Data de Nascimento:

 /  / 

Nome da Mãe:

Nome do Pai:

Tipo de Certidão:

Número do Termo:

RG:

CPF:

Título de Eleitor:

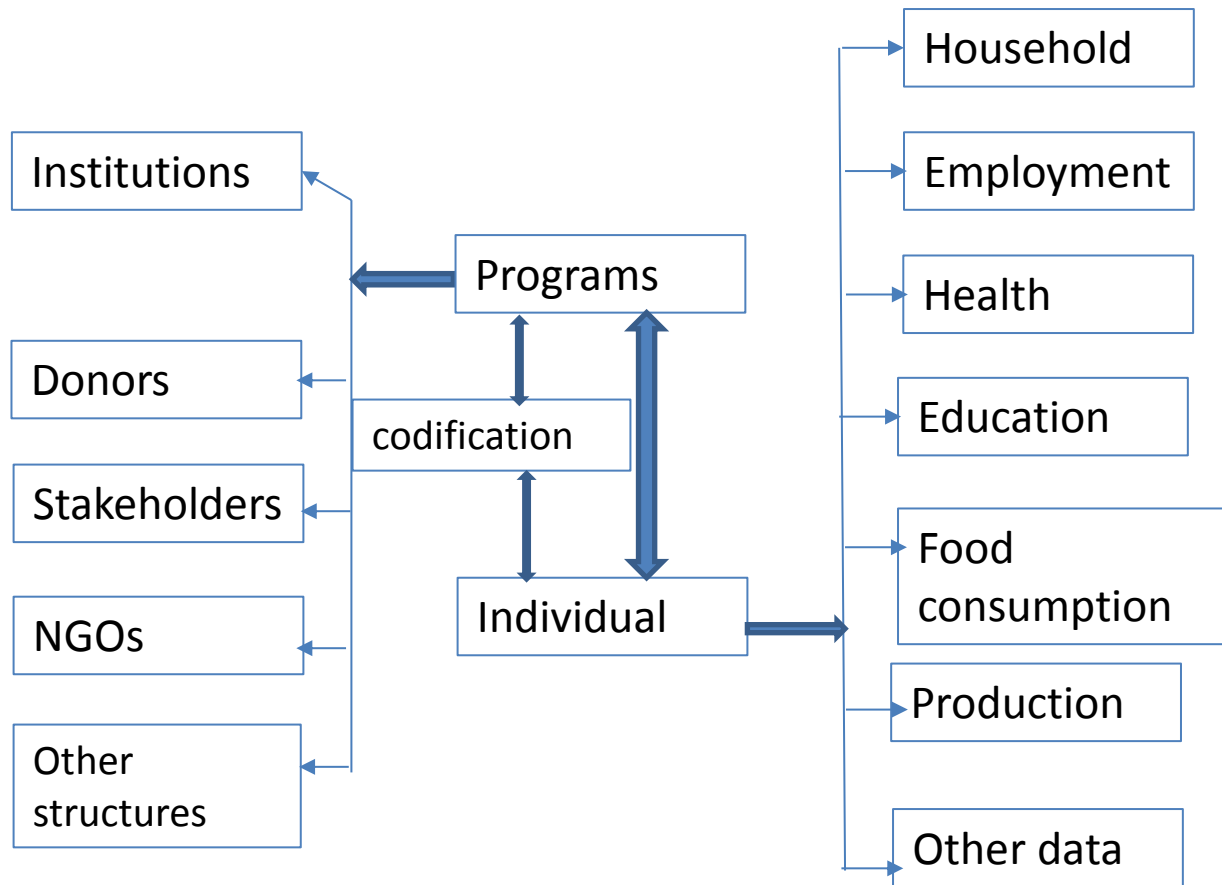
Carteira de Trabalho:

**BUSCAR**

# Another important questions

- **Open Registration? How to register the intended population?**
  - Registration is the first formal contact between an applicant and the government.
    - individuals may be discouraged to register, if too many documents, time or money are required to register. Moreover, they may not have the right incentives simply because application does not tie individuals to benefits immediately.
  - Governments must therefore ensure low transactions costs for beneficiaries.
    - passive search approach (in-office application)
    - active search approach (in-house application)
    - mixed approach
    - based on existing program database.
  - If existent database is used, outreach is needed to invite this people to the new registration process so that information is updated at the new social registry.
  - Transition from old registry to the new registry is done sequentially without affecting the implementation of the former(s) program.
    - For example, Brazil took 4 years to consolidate all four existent registries into the Cadastro Único, and then into the Bolsa Família program.

# (Social) Registry





# International Experiences:

## Time and use

Brazil, Colombia and Georgia,

- **Brazil:** Developed in 2001 (BE), updated in 2005 (BF) and 2007. In 2011, CADÚNICO reached about 20 million families (one third of the Brazilian population)
  - Covers 28 programs. Largest are Bolsa Família (13 million families) and Beneficio From Prestação Continuada-social Pensions (4 million families)
- **Colombia:** Developed in 2000, updated in 2005 and 2008. In 2011, SISBEN reached about 27 million people
  - Familias en Accion; 8 institutions, and another 31 social assistance programs.
- **Georgia:** Developed in 2005. In 2011, the database is used to select more than 400,000 beneficiaries
  - cash assistance program, health insurance, subsidies ....
- **Philippines:** Developed in 2008. In 2014 the database is the core database for different program.

# Establish a (social) registry for Potential beneficiaries

- **Registration:** Which institution is responsible? Who will collect the information?
- **Management:** Which institution is responsible? Who will control the information?
- **Re-certification:** Which the institution is responsible? When should this information be updated?
- **Legal Framework:** Do we have a legal framework that enables the exchange of information between the institutions involved in the new system?
- **Institutional arrangements:** Which institutional framework is needed

Claudia Baddini

# **THE CASE OF CADASTRO UNICO IN BRAZIL**

***What*** is a Management Information System  
(MIS)?

# CLICKER QUESTION



- **What is an MIS**

Your answers:

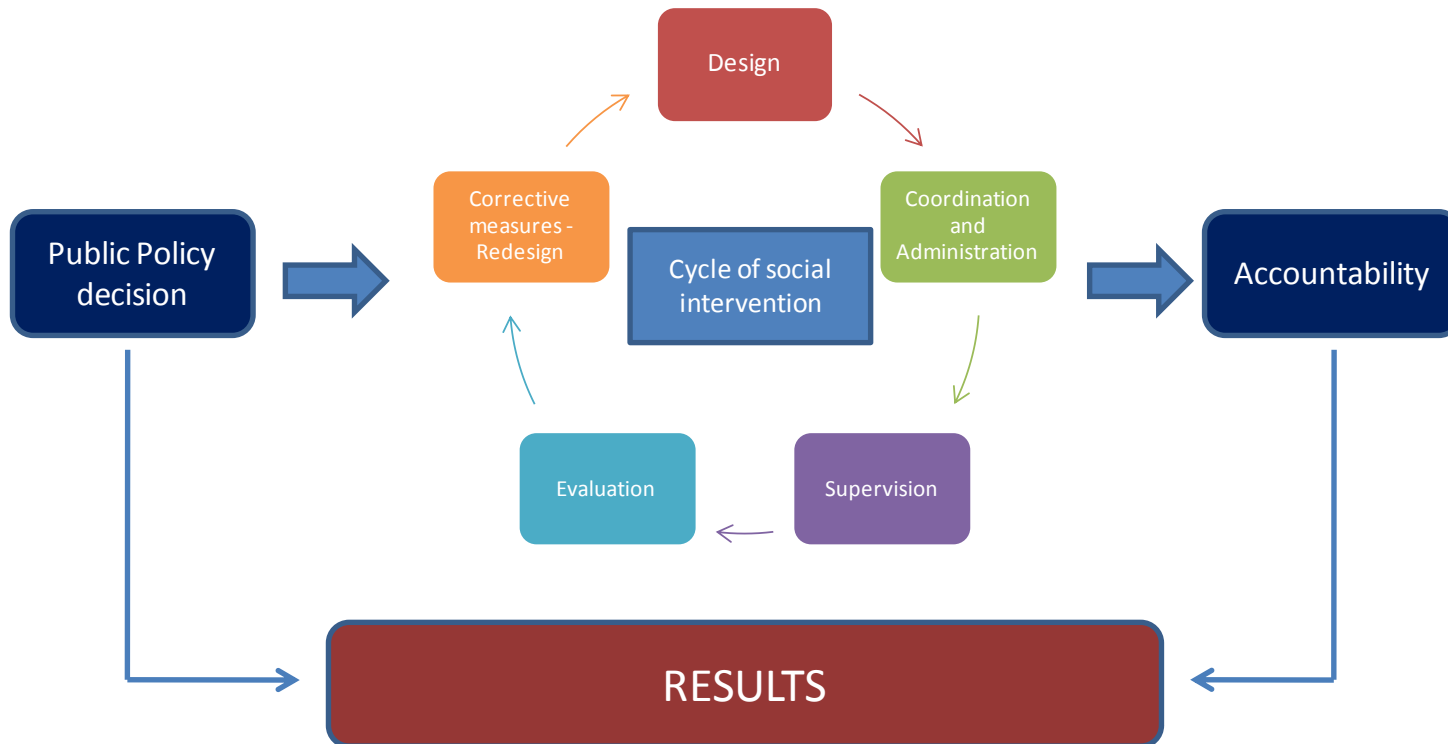
- (a) A tool for managing data
- (b) A tool for facilitating evidence-based decision-making
- (c) A tool for ensuring program oversight and accountability
- (d) A tool for developing M&E
- (e) All of above

## *What is it?*

- Management Information System (MIS)
  - Platform through which program information travels across different institutional levels for operational, monitoring and accountability purposes:
    - Supports data management for program processes transforming data into useful information;
    - Supports management of information regarding services provided,
    - Supports coordination and information flows across multiple programs and sectors

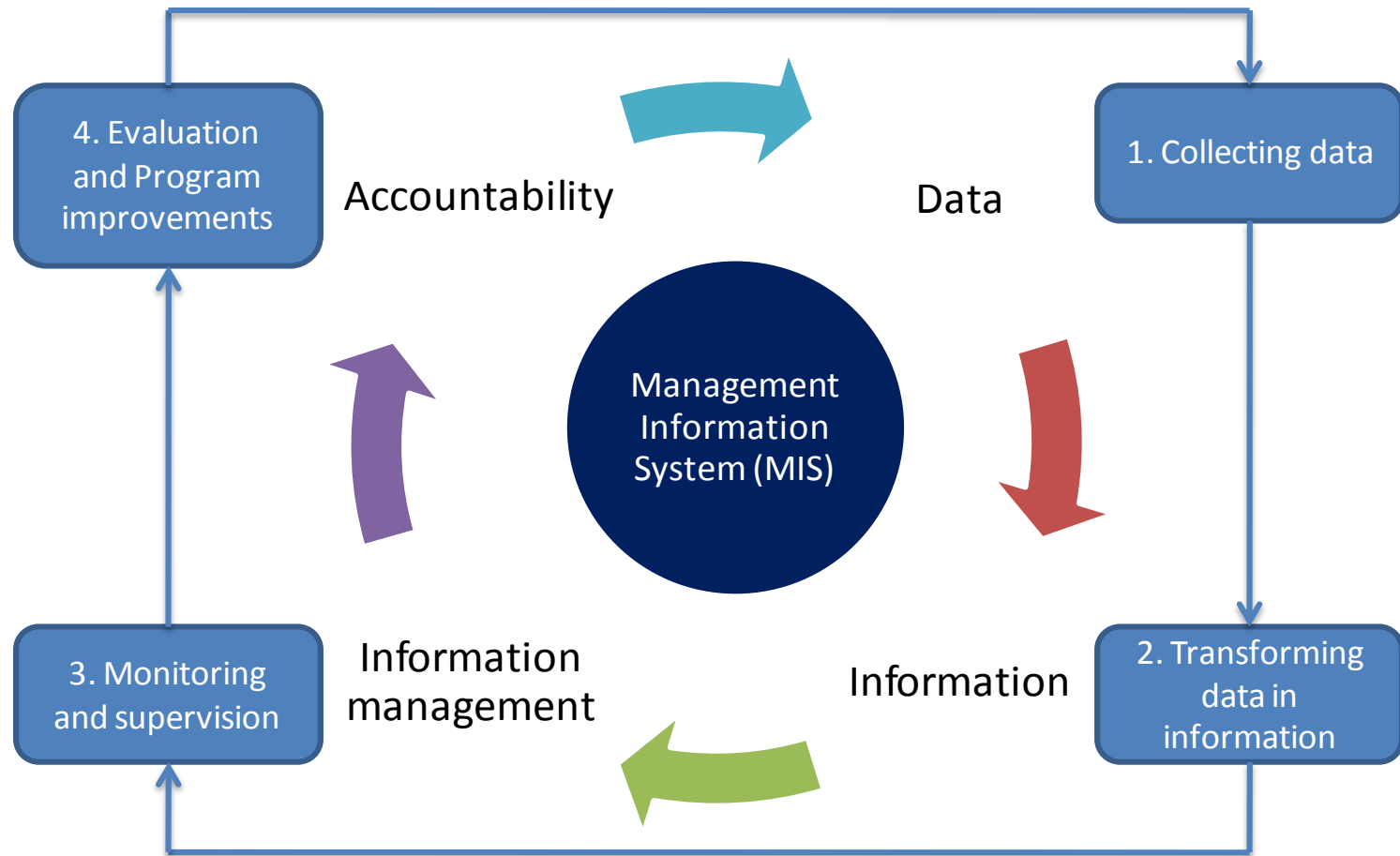
***Why*** a Management Information System (MIS)  
and a (Social) Registry are foundations of a  
system?

# 1. Any social program involves a continuous management cycle





## 2. Different functions with the same tool



### 3. MIS is a powerful tool to ...

Collect, process, analyze, store and disseminate information useful for decision-making

Manage data for all program processes

Facilitate evidence-based decision-making

Ensure program oversight and accountability

But, requires ...

**Selection of appropriate data**

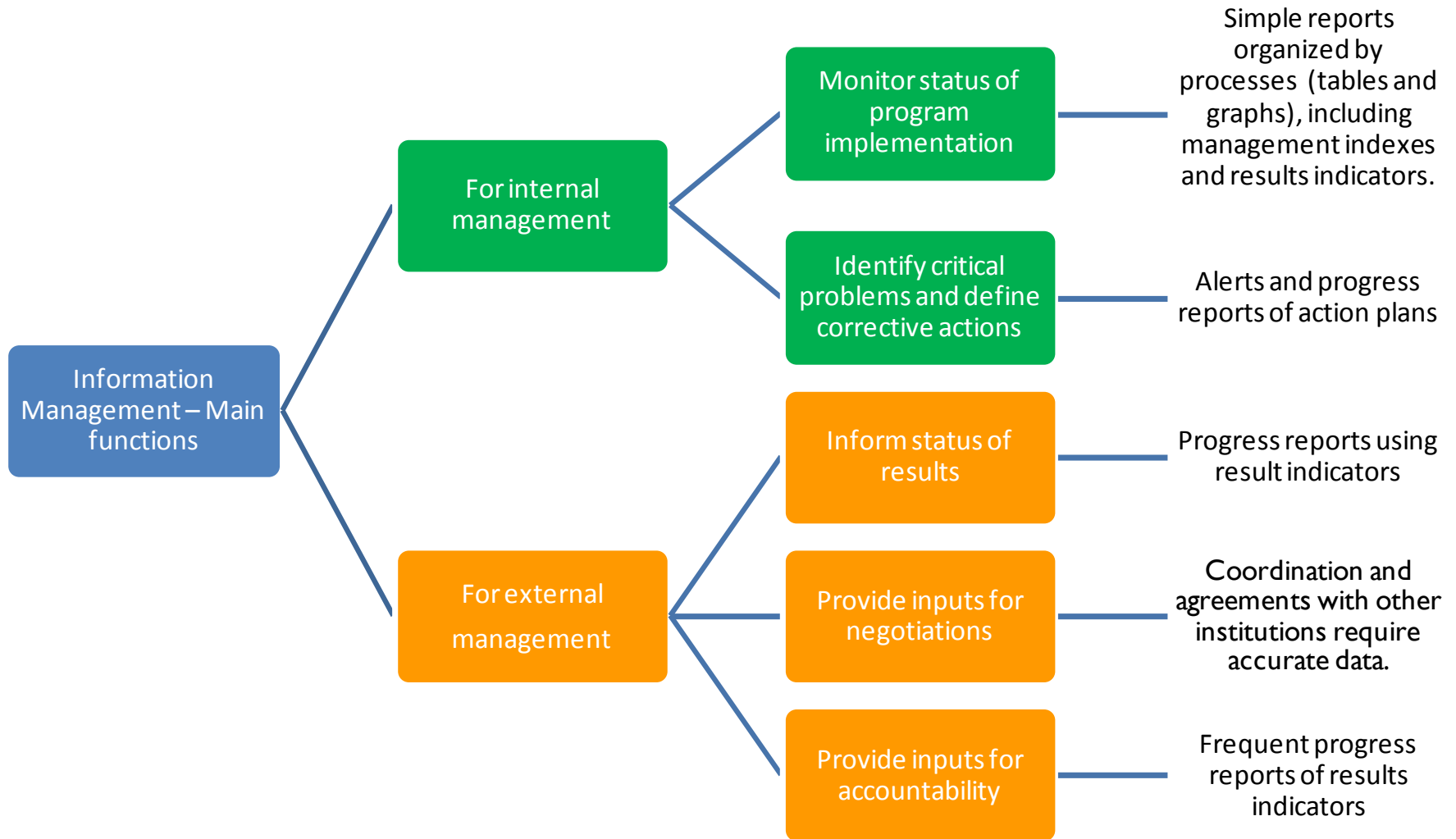
**Good quality data**

**Variety of data collection tools**

**Regular updating**

Source: Villalobos (2012)

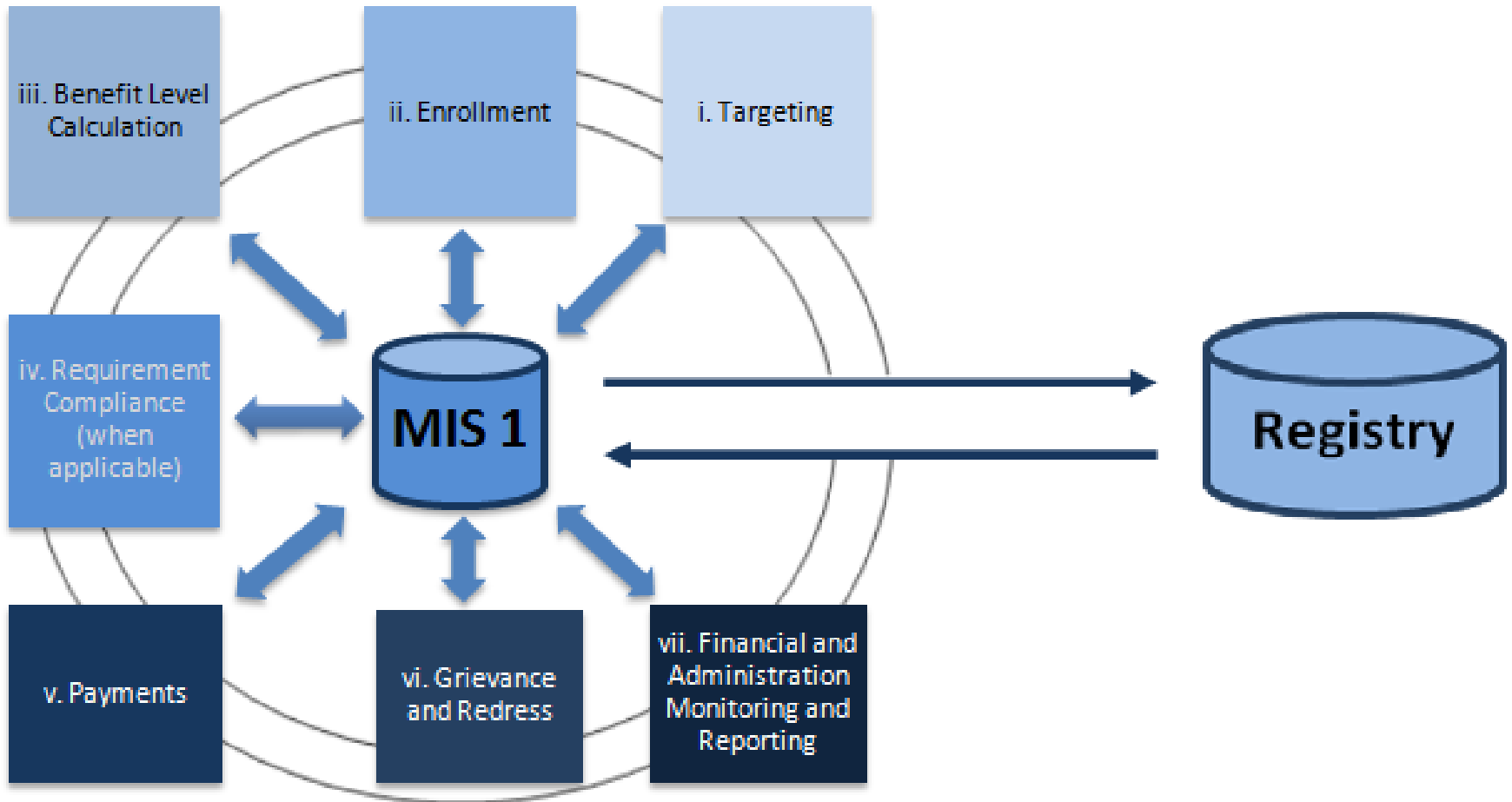
# 4. Specially useful for Monitoring & Supervision



# MIS

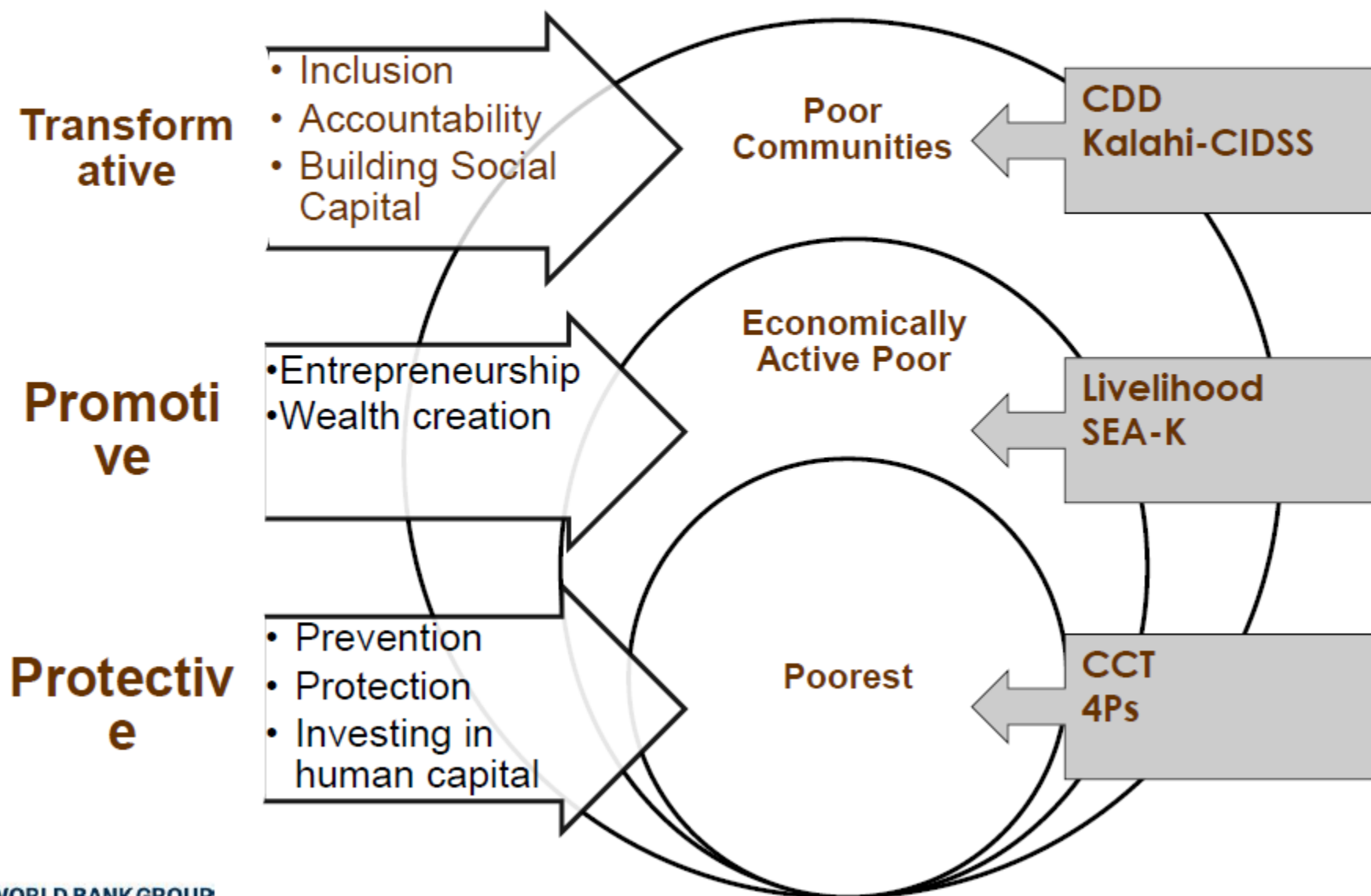
- *Principles*
  - *Accuracy and Integrity*
  - *Security and Privacy*
  - *Timeliness and Availability*
- *Characteristics*
  - *Reflects the program operation's manual (roadmap of clear rules)*
  - *Quality, Management and Dissemination*

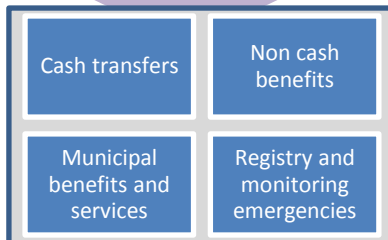
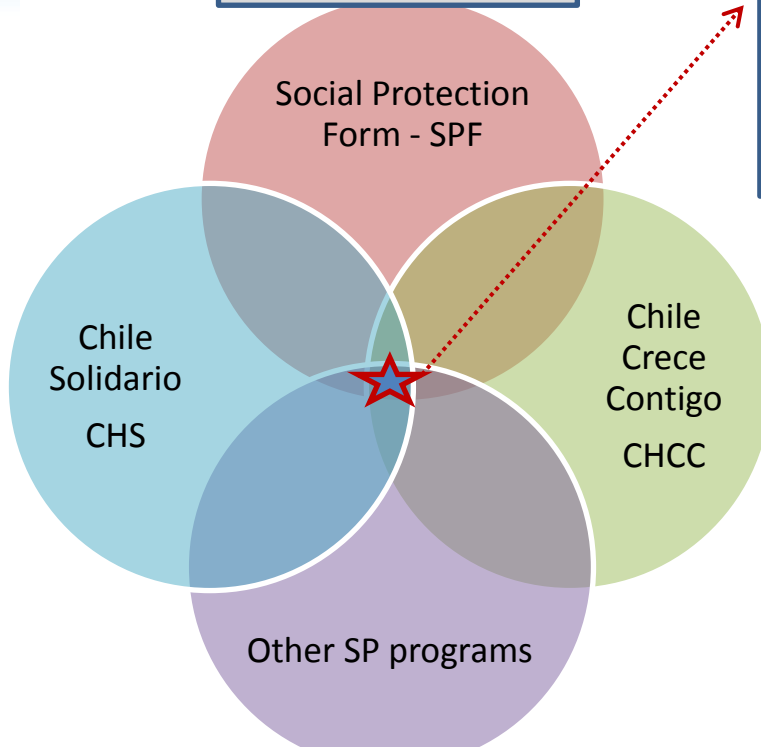
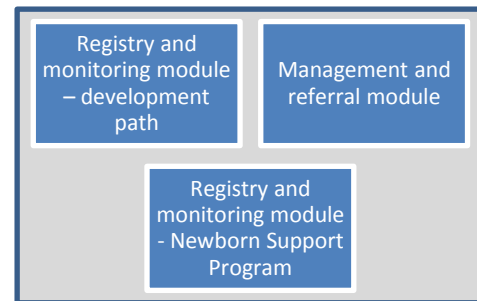
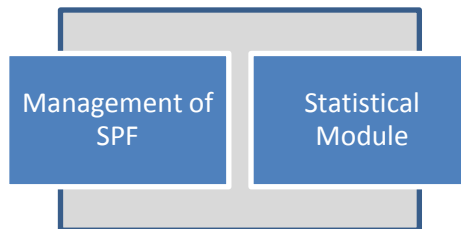
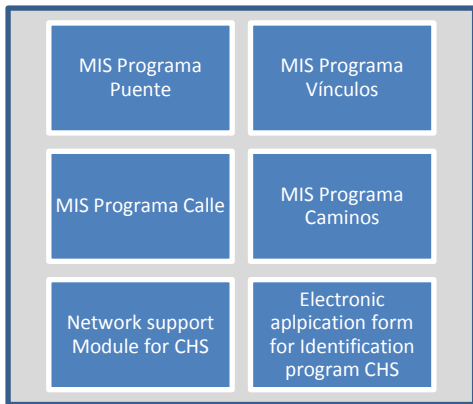
# Program/Sector specific MIS



Management Information System (MIS) for  
multiple interventions: Social Information  
System

# Convergence of Strategies





2009 - 2010



# INTEGRATED SOCIAL ASSISTANCE SERVICES PROJECT (ISAS Project)



# CHALLENGES

## **AT START,**

- ✓ **CONVINCING OTHER GOVERNMENT INSTITUTIONS FOR DATA SHARING**
- ✓ **DIFFERENT SUBSTRUCTURE OF IT SYSTEMS. HARMONIZING THEM WAS HARD TASK**

## **NOW,**

- ✓ **UPDATING SYSTEM AFTER COMPLICATED LAW CHANGES.**

# NEEDINESS SITUATION INSPECTION TIME FOR SOCIAL ASSISTANCE APPLICATION

## BEFORE

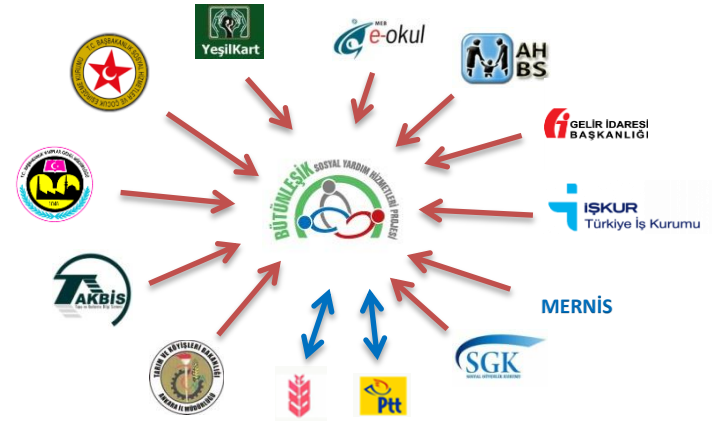
## AFTER

APROX.  
15-20 DAY

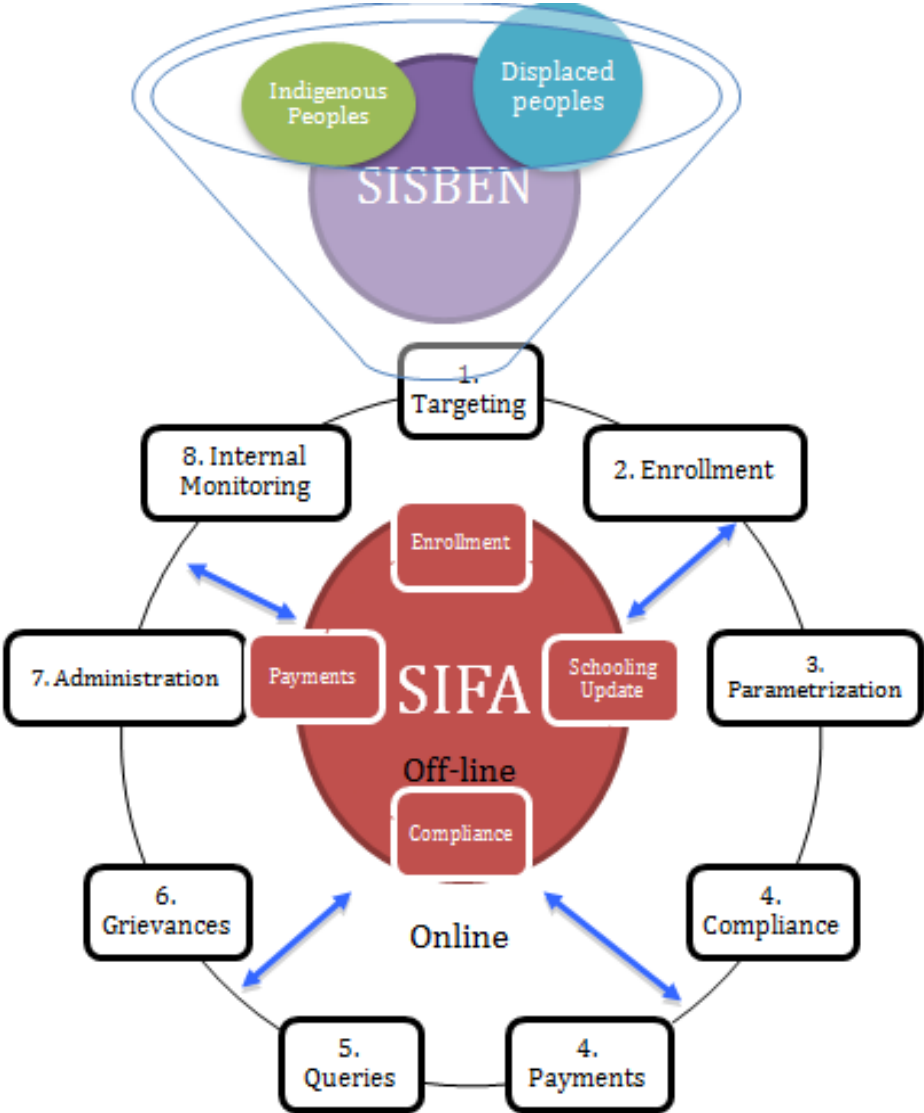


APROX.  
1 MINUTE

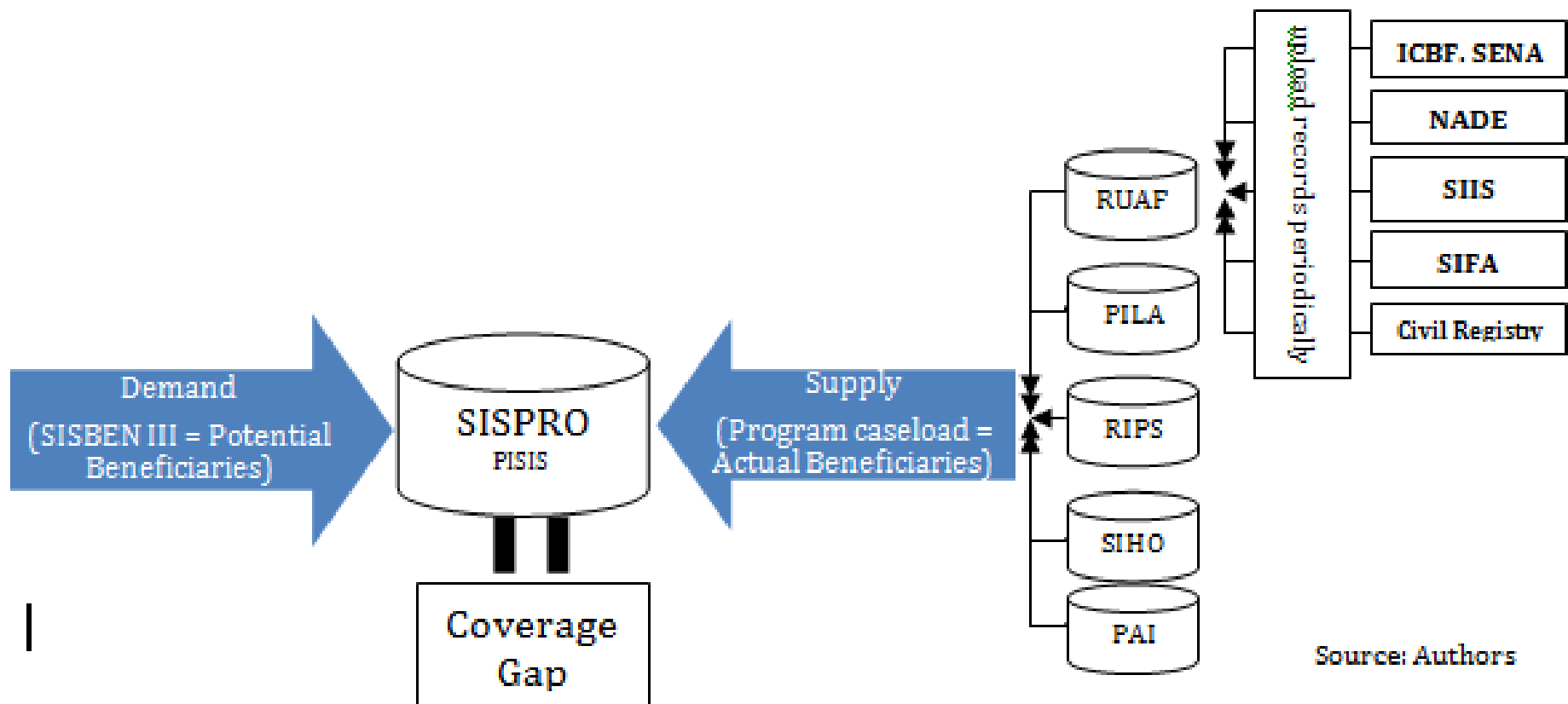
INSTITUTIONS REACHED  
ONLINE



# MIS Experiences – Colombia: from program to



# Integrated system



Source: Authors