Emerging Social Protection Systems in an Urbanizing World
Dear Participant,

We are delighted to welcome each of you to the 2015 South-South Learning Forum on “Emerging Social Protection Systems in an Urbanizing World”. Urbanization poses both opportunities and challenges for central and local governments around the globe, and the Forum offers one the first global events to discuss, share and learn from emerging knowledge and practical innovations on social protection in urban areas.

In this regard, China embodies a perfect location to learn from the design and implementation of comprehensive social protection systems for urban dwellers. We must express our deepest gratitude to the Ministry of Civil Affairs and Ministry of Finance of the People’s Republic of China, and the Municipal Government of Beijing for their generous support and warm hospitality in hosting this event.

We are also very grateful for the financial support of the German Federal Ministry for Economic Cooperation and Development (BMZ) and the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH, as well as the RSR (Rapid Social Response) Program which in turn is supported by the Russian Federation, Sweden, Norway, the United Kingdom and Australia.

The Forum’s agenda is designed to promote knowledge and sharing through a range of learning methods: on one hand, plenary presentations will explore issues around urban institutional and financing arrangements, operational “nuts and bolts” issues, and ways to connecting social safety nets to urban labor markets, basic social services, and urban development agendas.

On the other hand, participants will have the opportunity to engage and learn from each other during interactive roundtable discussions or “Global Cafés”, including allowing to build networks for continued collaboration beyond the Forum. Structured lessons-learned sessions towards the end of the Forum will give participants the opportunity to reflect on the week’s content and discuss ideas and priorities. Finally, a one-day field trip visit to various locations in the Municipality of Beijing will bring the topics of the Forum to life, as you witness Chinese urban social assistance programs 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 systems on a global basis. Throughout the Forum we hope that you stay engaged, connect with participants and share and expand your knowledge on this key strategic issue for social protection and beyond.

Arup Banerji  
Senior Director and Head of Global Practice, Social Protection and Labor, World Bank Group

Bert Hofman  
Country Director, China, World Bank Group
<table>
<thead>
<tr>
<th>MONDAY NOVEMBER 9</th>
<th>TUESDAY NOVEMBER 10</th>
<th>WEDNESDAY NOV. 11</th>
<th>THURSDAY NOVEMBER 12</th>
<th>FRIDAY NOVEMBER 13</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 AM</td>
<td>Registration</td>
<td></td>
<td>Greet the Day/Tai Chi</td>
<td>Greet the Day/Tai Chi</td>
</tr>
<tr>
<td>8:45 AM</td>
<td>Official Opening</td>
<td></td>
<td>Nuts and Bolts in Urban Areas—Part 1: Outreach, Targeting and Enrollment</td>
<td>Productive Inclusion: Connecting Safety Nets to Urban Job Opportunities</td>
</tr>
<tr>
<td></td>
<td>Chair: Li Liguo, Minister of Civil Affairs, China Wang Yong, State Councilor, China Keith Hansen, Vice President, World Bank Group</td>
<td></td>
<td>Chair: Maria Concepcion Steta Mexico Philippines West Bank and Gaza</td>
<td>Chair: Roberta Gatti Germany Rio de Janeiro, Brazil Uganda</td>
</tr>
<tr>
<td>10:30 AM</td>
<td>Coffee/Tea Break</td>
<td></td>
<td></td>
<td>Coffee/Tea Break</td>
</tr>
<tr>
<td></td>
<td>Chair: Xiaqing Yu Ministry of Civil Affairs and Ministry of Finance, China</td>
<td>Chair: Philippe Leite Romania Peru Benin</td>
<td>Chair: Philip O'Keefe New York, USA Osijek, Croatia Medellín, Colombia</td>
<td></td>
</tr>
<tr>
<td>12:30 PM</td>
<td>Lunch</td>
<td></td>
<td></td>
<td>Lunch</td>
</tr>
<tr>
<td>1:30 PM</td>
<td>Overview of Forum Approach Ruslan Yemtsov</td>
<td>Global Café Session 1 Case Study Presentations Friederike Rother</td>
<td>Global Café Session 2 Case Study Presentations Friederike Rother</td>
<td>Lessons Learned: Presentations and Discussion Anush Bezhanyan Christof Kersting</td>
</tr>
<tr>
<td>3:00 PM</td>
<td>Coffee/Tea Break</td>
<td></td>
<td></td>
<td>Coffee/Tea Break</td>
</tr>
<tr>
<td>3:30 PM</td>
<td>The Architecture for Urban Safety Nets: Institutional and Financing Models</td>
<td>Preparation for Field Trip Elena Glinskaya</td>
<td>Tackling Tough Living Conditions: Slum Upgrading, Vouchers, and Affordable Housing Programs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Chairs: Kathy Lindert, Yasuhiko Matsuda Belo Horizonte, Brazil Surakarta City, Indonesia Nigeria</td>
<td>Connect with Passionate Professionals Margaret Grosh</td>
<td>Chair: Sumila Gulyani Haiti Kenya Thailand</td>
<td></td>
</tr>
<tr>
<td>4:00 PM</td>
<td></td>
<td></td>
<td></td>
<td>Closing Remarks and Looking Forward Chair: Jehan Arulpragasam China, Heike Kuhn (BMZ), Arup Banerji</td>
</tr>
<tr>
<td>4:30 PM</td>
<td></td>
<td></td>
<td></td>
<td>Opening Reception</td>
</tr>
<tr>
<td>5:00 PM</td>
<td></td>
<td></td>
<td></td>
<td>Closing Dinner</td>
</tr>
<tr>
<td>6:00 PM</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Schedule subject to change
Special Sessions

Social Protection Systems in Urban Areas: Framing the Issues

Arup Banerji, the World Bank Group’s Senior Director and Head of Global Practice for Social Protection and Labor, will discuss the nature of urban poverty and the role of social protection in urban areas. The session will present global evidence on the performance of urban social protection programs, briefly lay out emerging practices from cross-country experiences and set the stage for the issues underpinning the Forum rationale and structure over the week.

Urban Dibao and the Social Protection System in China

Representatives of the Ministry of Civil Affairs and Ministry of Finance of the People’s Republic of China will provide an overview of Chinese urban social protection programs, with a focus on social assistance programs, including the urban Dibao program, its linkages to other interventions and financing.

Preparation for Field Trip

Participants will receive content and logistical details of the field trip on November 11.

Plenary Sessions

The Architecture for Urban Safety Nets: Institutional and Financing Models

SESSION LEADS
Yasuhiko Matsuda, Senior Public Sector Specialist, Social Protection and Labor, World Bank Group (Moderator and Session Framing)
Kathy Lindert, Global Lead for SPL Delivery Systems, Social Protection and Labor, World Bank Group (Session Chair)

SPEAKERS
Marcio Lacerda, Mayor, City of Belo Horizonte, Brazil
Ahyani Sidik, Head of Regional Development Planning Agency (Bappeda), Surakarta City, Republic of Indonesia
Peter Papka, National Coordinator, Youth Employment and Social Support Operation, Federal Ministry of Finance, Nigeria

BACKGROUND
Clarity on inter-governmental roles for financing and delivery of social safety nets is essential in decentralized contexts (see figure). Safety net programs are often national, with central governments providing (much of the) financing, the policy framework, norms for eligibility and benefits, and monitoring. Sub-national governments, particularly at the local level, often play a role in delivering these programs as it is difficult for national governments to have administrative capacity to implement the programs across all cities, towns, and villages. As such, local governments often play key roles for program delivery, including “client-facing” roles such as outreach, intake and registration, linking to provision of complementary services, local oversight, point-of-contact for handling grievances and queries, and so forth. With shared responsibility, it is important to ensure that national and
local incentives align. Tensions can arise between national policy objectives and fiscal constraints versus local government incentives for expanding coverage of their populations with nationally-financed programs while minimizing outlays from their own resources for administrative costs or locally-funded benefits. Opportunities can also emerge as local governments innovate in service delivery approaches, for example bundling nationally-financed safety net programs with complementary services aimed at meeting a broader set of needs of their diverse populations.

In large urban cities, these challenges and opportunities can be magnified. Metropolitan governments are often pioneers in this field, while at the same time facing particular challenges of coordination and program implementation due to the size and diversity of their populations. Often, national safety net programs co-mingle with a diverse array of other benefits and services provided by metropolitan governments. Effective linkages between these national programs with other local place-based policies (infrastructure, local enterprise development, urban upgrading) or other social sector policies (education, health, employment offices) are needed. At the same time, especially in rapidly urbanizing areas, weak municipal governance can create a vacuum for effective program implementation and coordination.

This session will explore the challenges of, and opportunities for, coordinating and integrating social safety nets in diverse contexts in urban local settings, drawing on from Brazil, Indonesia and Nigeria. Specifically, the speakers will address:

- The challenges of vertical coordination and central-local roles for financing and delivery of national social safety net programs.

- Opportunities for innovating in service delivery approaches at the local level, for example bundling nationally-financed safety net programs with complementary services aimed at meeting a broader set of needs of their diverse populations and their potential for replication.

**COUNTRY CASES**

**Belo Horizonte, Brazil**

The city of Belo Horizonte (BH) is the third largest metropolitan area in Brazil. Since the early 2000s, successive city administrations have experimented with innovative institutional solutions to improve inter-sectoral coordination in addressing urban poverty. The innovations included creation of a coordinating municipal secretariat (i.e., ministry) to oversee and direct social sector agencies such as education, health, social assistance and others, as well as a spatial/territorial approach to enhance inter-sectoral coordination through the Program “BH Citizenship”. The presentation will share the historical evolution of these institutional innovations and the current administration’s strategy for addressing urban poverty in Belo Horizonte.

**Surakarta City, Republic of Indonesia**

The city of Surakarta (or Solo) is famous for the place from which the current President Widodo (Jokowi) hails. During the seven-year tenure under Mayor Widodo and until now, the city has developed a range of pro-poor urban policies. However, coordinating interventions at the local level where the central government also invests heavily in social programs can lead to a coordination challenge. The city’s planning agency (Bappeda) and the poverty eradication coordinating team (TKPD) play key roles in enhancing the city administration’s ability to channel its social interventions in ways that supplement central government programs. The presentation will describe how the city’s participatory planning process, the use of locally-generated data, and the improvement of supply side readiness support effective vertical coordination of social interventions by the central and the city administrations.

**Nigeria**

Nigeria’s Youth Employment and Social Support Operation (YESSO) takes a comprehensive approach to supporting youths and women from poor households with three interventions implemented at the state level: labor-intensive public workfare, skills development and conditional cash transfers. YESSO aims to develop a springboard platform for social protection anchored on basic principles of decentralization with national coordination, monitoring and evaluation, state-level supervision, and local government facilitation—along with private sector collaboration, supervision, and authentication. The presentation will explore how YESSO is confronting the challenges and opportunities of coordination and delivery in Nigeria’s decentralized context with a focus on implementation in diverse large metropolitan contexts.

**Nuts and Bolts in Urban Areas—Part 1: Outreach, Enrollment and Targeting**

**SESSION LEAD**

Maria Concepcion Steta, Senior Social Protection Specialist, Social Protection and Labor, World Bank Group

**SPEAKERS**

Edgar Olaiz Ortiz, General Director of the Unit to Improve Public Spaces, Secretariat of Agrarian, Territorial and Urban Development, Mexico

Jaceł Javier-Paguio, OIC-Assistant Regional Director for Operations, DSWD-NCR, Philippines

Daoud Al Deek, Assistant Deputy Minister, Ministry of Social Affairs Palestinian Territories, West Bank and Gaza

**BACKGROUND**

As countries implement social safety nets programs, a range of technical hurdles affects their implementation. Urban areas can present very unique challenges (and opportunities). For instance, urban density and the fluid...
expansion and contraction of urban informal settlements pose particular dilemmas on how to reach and inform beneficiaries about safety net programs. High opportunity costs, including in terms of time, transportation and higher cost of living, can make safety net programs less attractive, resulting in limited uptake and enrollment.

Poor populations in urban areas may also lack of proper mechanisms to authenticate personal identity. For example, depending on institutional arrangements, urban migrants may need to travel back to their place of origin and apply for verifying documents. These are often key to access public services and programs.

Moreover, given the characteristics of urban poverty, some targeting methods for selecting the poor for programs can be better adapted to the urban context. At the same time, better urban infrastructure, technology and platforms can present significant opportunities for more “sophisticated” and effective delivery of social safety nets programs.

This session will present cases to illustrate how some countries are designing their strategies and programs to deal with the urban challenges and the benefits of delivering cost effective programs in those areas. This session is divided into two parts: Part 1 will focus on issues and experiences around outreach, enrollment and targeting methodologies, while Part 2 examines identification, enrollment and targeting. These are often key to access public services and programs.

In particular, Part 1 of this session will address the following questions:

- What are the principles and main features of the country’s outreach strategies to identify vulnerable population in urban settlements? How do administrators communicate with urban populations to get their attention and interest in applying and enrolling in programs? Are community associations, NGOs or other grassroots organizations included in the model of outreach and keeping information on potential beneficiaries up-to-date?

- How can a country gather information to identify vulnerable populations? What is an appropriate communication strategy?

- What are the targeting methods used in urban areas? Do they differ by sub-regions? How do they differ from rural areas? Is geographical clustering particularly relevant to identify pockets of poverty in urban areas?

- How does a country identify and keep track of families with high mobility in poor urban areas?

- Has the use of technology been catalytic for the functioning of the system for identification and collection of information for targeting?

COUNTRY CASES

**Mexico**

The socio-urban model in Mexico is a pilot intervention designed to provide a comprehensive geographical policy to reduce urban poverty with a rights-based approach. The core of the socio-urban intervention model is the articulation of four main actors: government, civil society, educational and health institutions (among others) and the community so that the institutional supply matches the social demands. Using a geographical approach and based on the identification and agreement on priorities between state and municipal governments, the intervention covers six components: 1) nutrition and feeding; 2) access to health and social security; 3) income and employment; 4) quality of dwellings, basic services and urban environments; 5) access to Education and Cultural activities and 6) security and community cohesion.

To date the pilot interventions have been implemented in urban areas in Monterrey, Nuevo Leon (the second largest metropolitan area of Mexico) and a comprehensive diagnosis of results is being developed.

**Philippines**

Realizing the need to improve the coordination of social protection programs, the Philippines established Listahanan or the National Household Targeting System for Poverty Reduction (NHTS-PR)—an information management system that identifies who and where the poor are nationwide. Established in 2008, the system now covers over 21 million households—almost 75% of the population. This presentation will describe how this system works in urban areas, in particular to address the challenge of registering and offering programs to target homeless or other itinerant families. The presentation will focus on the outreach and registration efforts that lead to an effective strategy to bring marginalized urban dwellers into the system, as well as the development of the Modified Conditional Cash Transfer (MCCT) Program targeted to specific needs of these families.

**West Bank and Gaza**

In 2010 the Ministry of Social Affairs (MOSA) made significant progress in the implementation of the targeting methodology using local communities, civil society organizations and various stakeholders to ensure greater transparency, awareness and trust in the selection of project beneficiaries. The targeting methodology uses as a source an assessment form used by social workers to collect basic information on individuals, and cross checks information from the civil records using national ID numbers. The methodology to identify the poor also relies on an outreach strategy that includes text messaging, the creation of beneficiary councils and putting a grievance redress mechanism in place.

**Nuts and Bolts in Urban Areas—Part 2: Identification, Enrollment and Payments**

**SESSION LEAD**

Phillippe Leite, Senior Social Protection Economist, Social Protection and Labor, World Bank Group
BACKGROUND

This session examines identification, enrollment and payments in safety net programs, and will address the following questions:

- What are the principles and main features of strategies to provide programs to vulnerable populations in urban settlements?
- Are national IDs that integrate information from different databases used for the identification and enrollment of beneficiaries of social protection programs?
- What strategies are used when proper identification is limited? Do families get unique identification numbers so as to monitor results of social protection programs?
- Has the use of technology been catalytic for the functioning of the systems to enroll, make payments and monitor results?

COUNTRY CASES

Romania

Social safety net reforms use a national ID to facilitate database integration and a specific identification strategy/tools for marginalized communities within cities. Romania started reforming its social safety net system to, among other objectives, better identify marginalized communities within cities (e.g., urban gettos), diagnose related problems and create typologies and develop an action plan to tackle extreme poverty in these areas.

Peru

The Household Targeting System (SISFOH) in Peru was created in 2004 with the objective of providing information for the identification and selection of users of all social programs in the country. Since 2011, SISFOH is managed by the Ministry of Social Development and Inclusion (MIDIS). In this function MIDIS administers the National Household Registry (PGH) which lists the socio-economic classification of potential and active users of social programs and establishes norms for targeting. In 2015 the Ministry updated the methodology for socio-economic classification, identifying 15 geographical areas using principal components analysis, with variables associated with conditions of poverty within each corresponding area. Sources of information to measure these variables vary from available administrative databases (i.e., taxable income, payments in electricity and water) to direct surveys to households collected countrywide. The 2015 reforms were accompanied by operational improvements that facilitate the application of the system, such as the creation of unique household identifiers that families can use to apply to all public social programs across the country.

Benin

Benin is in the process of implementing an innovative safety net program, including comprising unconditional cash transfers and an optional cash for work component. Overall, a range of design features were devised to fit the special challenges and opportunities presented by urban contexts. For instance, among the districts covered, the intervention is implemented in Cotonou, the nation’s capital. The targeting process involves a combination of urban-sensitive methodologies and lays the basis for a national unique targeting methodology for other programs.

SESSION LEAD

Robert Gatti, Global Lead for Labor, Social Protection and Labor, World Bank Group

SPEAKERS

Ulrich Hoerning, Deputy Mayor for General Administration in the City of Leipzig, Germany

Enzo Mayer Tessarolo, Sub-Secretary of Social Programs Integration, State of Rio de Janeiro, Brazil

James Ebitu, Youth Livelihood Program (YLP) Manager at the Ministry of Gender, Labor and Social Development, Uganda

BACKGROUND

Productive employment is recognized as key for sustainable pathways out of poverty. However, vulnerable groups face significant barriers to access to employment, including lack of adequate skills, limited social networks, little information, or distance from markets. These barriers can make the search for productive employment a daunting task for workers who need it the most.

Many programs around the world have been specifically designed to help the vulnerable overcome these barriers and to connect them to sources of livelihood. The scope and design of these programs differ tremendously across contexts. In rural disadvantaged areas, supporting livelihood for families might mean providing them with the skills to use fertilizers efficiently or helping them acquire and manage well their main assets—often livestock—or building the infrastructure to connect them to value chains and markets. In urban areas, where agglomerations support the development of production and labor markets, programs usually focus on equipping beneficiaries with the skills that are in demand locally and helping them learn about suitable job opportunities.
Depending on country priorities, the target population for these interventions differs, ranging from safety net beneficiaries to specific vulnerable groups, such as youth-at-risk, older workers or workers with low education. In some countries, these interventions focus explicitly on reaching out to the extreme poor, especially those segments who are not yet covered by existing anti-poverty programs. The bundle of services that is offered can also be very diverse. Income and employability support are two critical ingredients, as the first is often the incentive for the second. Training is usually a mix of remedial education, technical, entrepreneurial and, increasingly, life skills training. Job intermediation—which aims at reducing the asymmetric information that is pervasive in labor markets—can take the form of job fairs or individual and group counseling and coaching. Some programs also aim at improving access to finance and supporting self-employment and small scale entrepreneurship and direct or indirect job creation. Finally, more comprehensive interventions also emphasize community infrastructure and citizens’ security as part of the package as access to jobs and markets often require efficient and secure transportation.

The effective implementation of these interventions relies on an informed understanding of the characteristics of beneficiaries and of the barriers they face as well as of the surrounding economic context and of private sector actors’ incentives. Well-developed protocols for service delivery, institutional coordination (across agencies and ministries and between government levels) and strong information and monitoring systems are critical elements of success. Some of these features need to be specifically geared to the urban context where targeting processes need to take into account the growth in informal settlements, violence in some neighborhoods and high mobility and other characteristics that make some potential beneficiaries that are “hard to reach” (e.g., homeless, newly-arrived migrants).

The purpose of this session is to review and discuss experiences linking social assistance beneficiaries and vulnerable groups to productive opportunities in urban settings. The session consists of a framing presentation and three case studies followed by a discussion with the audience, which will revolve in part around lessons learned. The cases featured in this session cover a broad range of experiences across the country/income spectrum. The presentations will highlight key program design features (mechanisms for beneficiary enrollment in active labor market programs (ALMPs); service provision modalities (such as length of training/intervention); targeting mechanisms; institutional coordination challenges and costs, coverage and results.

COUNTRY CASES

Germany
In the early 2000s, Germany launched a major labor market reform in an effort to reduce unemployment, increase formal employment and make the labor market more responsive to market needs, including by liberalizing rules such as those for part-time and temporary work. This reform was supported by a massive reorganization of the Federal Labor Office. One of the key changes was the merging of two types of benefits—federal assistance for the unemployed and municipal welfare payments—into a single basic living standard guarantee (Hartz IV). The reform package also included rules that prod the unemployed into seeking and accepting work. Benefit receipt time has been limited to one year, or 18 months for those older than 55 and beneficiaries must agree to a contract outlining a mutual obligation between the state and the individual in the spirit of what was known as Fördern und Fordern (“Assist and Challenge”).

The new labor offices and job centers have been modeled after a private placement agency with responsibility for managing unemployment and basic social benefits and finding placements for jobseekers. The session will portray the experiences and challenges of the German employment and basic income system in the context of place-based policies for local economic development and neighborhood regeneration. It will include examples of networking approaches in urban settings and systematic urban activation policies to manage and implement the labor market reforms and its activation policies for the unemployed.

State of Rio de Janeiro, Brazil
The Rio Sem Miseria plan is part of a broad strategy of the Brazilian State of Rio de Janeiro. The plan complements existing Federal programs which include cash transfers (Bolsa Família); access to basic social services (Busca Ativa); incentives for vulnerable youth to complete secondary education (“Better Youth Income Program” or Renda Melhor Jovem) and the promotion of professional and vocational training (Pronatec/BSM).

Recently, the Rio State is developing a pilot project for Managing Social and Economic Opportunities for the poor. This is being implemented in an urban informal settlement (favela) of Rio de Janeiro city—Cidade de Deus (“City of God”)—and aims at mapping the needs of the poor and connect them to social and economic opportunities in the territory. In view of a potential scale-up at State level, a range of activities are being conducted, such as 1) mapping the institutions and networks that provide social assistance and offer social and economic opportunities for the poor; 2) investigating and systematizing needs and opportunities (such as job qualification, education opportunities, microcredit offerings); 3) promoting the creation of a network composed by actors of the public and private sectors, as well as the civil society and 4) developing a website to enhance connections, visibility and accountability of the initiative.

Uganda
The Ugandan Youth Opportunities Program (YOP) targets youth (18–30 years) with the objective of increasing
their income employment opportunities in both rural and urban settings. Participants received cash grants for their approved projects in groups of 15–30 members. The cash grants were targeted to cover 1) the fees for vocational skills training and 2) tools and materials for practicing the craft. The Program financed 464 youth groups. A total 6,678 beneficiaries were directly engaged in self-employment and income generating activities as a result of the skills and business assets they acquired through the Program. The impact evaluation of the project showed important impacts: real earnings of the beneficiaries (treatment group) were significantly higher than the control (comparison) group after two and four years. The impact was greater on treated females than on males. Treated female incomes were 84% greater than female controls, while the treated males had a 31% relative gain over the male control group. The discussion will focus on discussing the multi-dimensional aspects of vulnerability and social exclusion. This session will focus on issues and experience with respect to provision of social and social care services in urban areas for poor and vulnerable households, highlighting the examples of Medellin, Colombia, Osijek, Croatia, and New York City, USA. The range of services globally is large and highly varied across countries, including linkages to health and education services, social housing, legal support services, disability and aged-care services, and identity and other legal documents. The session will give a flavor of the types of services offered and the linkages between them. While each poses specific challenges, there are some common themes in design and implementation. These include the need for case management and customization of support to the needs of specific households and individuals; challenges in institutional coordination when managing support to poor and vulnerable households across the mandates of multiple agencies; defining roles and responsibilities between national, intermediate and local governments in service delivery and financing; interfaces between the public social protection and social services systems and private providers of services (for-profit and not-for-profit), including contracting, licensing and quality assurance issues; the appropriate balance between more formal institutional services and home— and community-based services; and other issues.

**Country Cases**

**New York, USA**

The speakers will use the New York City and US experience to frame a discussion about the necessity of building urban social safety net systems that include a mix of cash assistance, social/human services and care management to move vulnerable and marginalized people from poverty to employment, stability and inclusion. The presentation will also focus on the roles of government and NGO’s in providing assistance and creating opportunities that meet basic needs and offer a way out of poverty.

**Osijek, Croatia**

The city of Osijek has been a national leader in promotion of deinstitutionalization of services for people with disabilities, moving to a community-based model of services. The presentation will focus on the community-based care model and the successes and challenges encountered in operationalizing it.

**Medellin, Colombia**

The city of Medellin operates the Medellin Solidaria program for households in extreme poverty to promote their social inclusion. Built on a network of social co-managers, who are professional in psychosocial fields, the program addresses nine dimensions of human development: identification, education, health, and labor income, nutrition, housing, family dynamics, savings and justice. Medellin Solidaria works from the principle of shared responsibility, allowing participants to enhance their capabilities and gain autonomy.

**Tackling Tough Living Conditions: Slum Upgrading, Housing Vouchers and Affordable Housing Programs**

**Session Lead**

Sumila Gulyani, Global Lead on Urban Strategy and Analytics, Social, Urban, Rural and Resilience, World Bank Group

**Speakers**

Clement Belizaire, Directeur Exécutif, Unité de Construction de Logements et de Bâtiments Publics, Haiti
BACKGROUND
The urban poor often contend with tough living conditions. This is most visible in slums in the developing world—ramshackle housing, poor quality water and toilets, lack of electricity, clogged drains, heaps of garbage, and the list goes on. The scale of problem is not trivial, given that 50-70% of residents in many cities—especially in Africa and South Asia—live in slums or informal settlements. But this issue is not confined to slums in developing countries. Rather, most cities in most countries across the world have neighborhoods where living conditions are tough.

Appalling living conditions are in themselves a key facet of poverty. They interact with and exacerbate the economic and social deprivation that the poor face. In fact, slums and many tough neighborhoods are often a confluence of economic, social, legal, and physical deprivation. Traditional social safety nets address economic and social deprivation by bringing a household up to a basic level of consumption. But this approach leaves a gap in addressing physical and legal deprivation. Specifically, safety net programs that deliver benefits such as cash transfers, food subsidies and education vouchers, cannot solve the physical problem of inadequate infrastructure and lack of decent but affordable housing. The lack of legal recognition in many slums or informal settlements compounds this physical inadequacy by creating areas where service agencies lack of authorization or willingness to deliver services or maintain infrastructure.

Physical living conditions and neighborhood-level interventions are, thus, an important missing piece of the current discourse on urban safety nets. Households residing in poor or informal neighborhoods are hindered by problems such as poor quality houses, chronic flooding, lack of heat or electricity, limited access to transport, and lack of legal recognition of their homes and neighborhoods. These type of conditions are difficult for households to overcome to take full advantage of the increased consumption provided by traditional social safety nets. One option is to give households housing vouchers to move out of tough neighborhoods but this doesn’t solve the overall structural issue of lack of supply of quality housing in livable neighborhoods.

To address the problem of tough living conditions, governments have been working with a range of policy and program instruments. Approaches range from providing full housing units, to rental subsidies, to in-situ upgrading of infrastructure and tenure, to provision of serviced plots. Over time, local governments, CBOs and donors have developed instruments to work directly with poor communities to design and implement upgrading and subsidy programs to improve living conditions without causing large scale displacement. These programs take advantage of social networks and community public goods to create local ownership and increase sustainability. Through a conversation about programs from Haiti, Kenya, and Thailand we will discuss available options and share insights from the experience thus far.

COUNTRY CASES

Haiti: Conditional Cash Transfer for Rental Vouchers
Several years after the earthquake, nearly all of the people still living in tents were renters. The support provided for reconstruction had focused solely on owners, but the majority of people affected by the earthquake were in fact renters. In response to this, a new housing support mechanism was developed targeted to renters. This voucher drew from the principles of conditional cash transfers and has been effectively used to move 5,102 households out of the camps and back into rental housing. In addition, the program provided urban planning activities in eight neighborhoods, rehabilitated more than a kilometer of roads, and provided temporary jobs to 1,000 people.

Kenya: National Informal Settlement Upgrading Program
The ongoing Kenya Informal Settlements Improvement Project (KISIP) attempts to overcome the limited results of piecemeal improvements in tenure and infrastructure for low-income urban settlements by taking a programmatic approach to reaching a majority of the informal settlements in 15 of Kenya’s largest urban centers. Unlike several other programs that focus solely either on infrastructure upgrading or on tenure regularization, the KISIP program explicitly aims to work on both. Under one window, informal neighborhoods can receive support for planning and tenure recognition and regularization. Under a second window, informal neighborhoods get financing for infrastructure investments and upgrading. In each neighborhood the community identifies its priorities and agrees on a package of investments, within a reasonable budget envelope. The menu of options includes basic services such as street lighting, footpath upgrading, drainage, and water supply. The project is still under implementation but is already generating important experience. It has had some positive results in both eliciting community participation and delivering improved living conditions in the informal neighborhoods of several urban municipalities.

Thailand: Baan Mankong Program
The Baan Mankong program, introduced in 2003, addresses slum upgrading nationally using a community-driven approach. Baan Mankong reached more than 96,000 households by extending subsidized housing and infrastructure loans to communities with flexibility in the mix of upgrading and land tenure investments. The program makes loans to community cooperatives with...
a 10% contribution from communities. Communities then tailor the program to their needs selecting from options including on-site upgrading, land sharing and reconstruction, reblocking and land readjustment, and resettlement. Communities have used *Baan Mankong* infrastructure grants to establish drainage systems, communal septic tanks for sanitation, household connections for water supply and electricity, and in some instances grey-water treatment units. Communities are also linked to other beneficiary communities offering them better bargaining power in tenure negotiations and opportunities to share experience.

**Interactive Sessions**

**Connect with Passionate Professionals**

Successful policies and programs require many things coming together to work. But many professionals are drawn to some aspects of the work more than others. They learn deeply on their subject of interest and absorb information on it wherever they go and whatever they read. Come have a chat with others who share the same interest as yours, or find those who might have learned something to help you with a challenge that has been troubling you. The session is designed as an informal and unstructured conversation. Each table will be seeded with at least one World Bank task team leader or analyst with a special interest in the topic.

**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 in urban settings. These sessions 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 informal settings, where participants will be organized into groups of 10 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. Planned discussion topics (subject to change) will include the following:

**SESSION 1—TUESDAY, NOVEMBER 10**

**The Architecture for Urban Safety Nets: Institutional and Financing Models**

- *Bangladesh*: Municipal challenges and opportunities in the city of Narayanganj.
- *Botsswana*: Comprehensive social protection systems in urban areas.
- *China*: Issues and challenges of China’s urban social assistance system.
- *Kenya*: Intergovernmental implementation of urban safety nets in Kenya.
- *Mozambique*: Strategic program for urban poverty reduction.
- *Pakistan*: Institutional arrangements for social protection in urban areas.
- *Russia*: Addressing social issues in urban municipalities through a participatory approach in Tver Oblast, Russia.
- *Uruguay*: *Uruguay Integra*: Financial incentives to promote social protection interventions in urban areas.

**Nuts and Bolts in Urban Areas—Part 1: Outreach, Targeting and Enrollment**

- *Brazil*: *Busca Ativa* in Rio de Janeiro, Brazil: Active methods to identify the poor.
- *Georgia*: Strengthening Georgia’s targeted social assistance program in urban areas.
- *Guinea*: The productive safety nets program: Ebola response and services in Guinea.
- *Mali*: The *Jigisemejiri* program: Targeting strategy in Bamako and the challenges in identifying the poor and vulnerable population for the cash transfer program.

**SESSION 2—THURSDAY, NOVEMBER 12**

**Productive Inclusion: Connecting Safety Nets to Urban Job Opportunities**

- *Argentina*: Argentina’s Jóvenes por Más y Mejor Trabajo: An integrated approach to promote youth employment in cities.
- *Mexico*: Mexico’s *Prospera*: Targeting the poor in cities.
- *Mongolia*: The design and introduction of proxy-means targeting in urban Mongolia.
- *Peru*: Peru’s national targeting system (SISFOH): Adjusting the targeting algorithm to better identify the poor in urban areas.
- *Philippines*: *Listahanan* (or National Household Targeting system for Poverty Reduction) in urban areas.
- *Senegal*: The challenges of targeting the poor in urban contexts.
- *Tanzania*: Tanzania’s productive social safety nets project: Scaling-up safety nets from rural to urban areas.

**Nuts and Bolts in Urban Areas—Part 2: Identification, MIS and Payments**

- *Congo DR*: Challenges of identifying the poor and vulnerable population for the cash transfer program in Brazzaville and Pointe Noire.
- *Pakistan*: The Benazir Income Support Program (BISP): IDs and registries for urban social benefits.
- *Romania*: Combating error and fraud in Romania’s social assistance system.
- *Sierra Leone*: Urban safety nets and the Ebola response in Sierra Leone.
Brazil: Productive inclusion interventions: Local adjustments to the national strategy Brasil sim Miseria in Rio de Janeiro, Brazil.

Ethiopia: Expanding safety net programs to urban areas in Ethiopia.

Germany/Lebanon: People on the move: Targeting and ID of refugees in Lebanon and the German city of Leipzig.

Ghana: Productive inclusion under the Livelihood Empowerment Against Poverty (LEAP) Cash Transfer Program in urban Ghana.

Indonesia: KUBE: Indonesia’s group-based, micro-business program for poor urban households.

Liberia: The results of an evaluation of the cash transfer program in urban Liberia.

Services for Inclusive Cities: Linking Safety Nets to Health, Education and Social Care

Bangladesh: BRAC: Community health solutions in urban Bangladesh.

China: The urban Dibao Program and the linkages with social services.

Djibouti: Nutrition-sensitive public works programs in urban areas.

Indonesia: Indonesia’s Program Keluarga Harapan conditional cash transfer program in urban areas and its interplay with family support and other services.

Mali: The unconditional cash transfer program and accompanying measures: linking cash transfers with measures to improve child nutritional and health status (universal health care program) in urban Mali.

Mauritania: The Tekavoul national cash transfer program and measures to increase social promotion in urban Mauritania.

Social Services and Violence Mitigation

Colombia: Colombia’s Medellin Solidaria: An integrated approach and counseling program to support families in extreme poverty in cities.

South Africa: South Africa’s urban safety nets program and public works.

USA: Social services and substance abuse, violence prevention and youth in New York City.

Tackling Tough Living Conditions: Slum Upgrading, Vouchers and Affordable Housing Programs

Chad: Social dynamics of an urban context in the city of N’Djamena.

Chile: Chile’s Habitabilidad: Interventions to improve the housing conditions—alternative energy sources and subsistence gardens for the poor in cities.

Mauritius: Social housing and the role of social workers in urbanized communities.

Mobility in Urban Areas

Egypt: Egypt’s emergency employment investment project in urbanized regions.

Philippines: MCCT: Providing a social safety net for the urban homeless in the Philippines.

Urban Disaster Risk Response

USA: Urban disaster risk response: New York City’s response to the Hurricane Sandy disaster.

Lessons Learned

The Lessons Learned session is an essential element of the Forum and pursues three core objectives, including: 1) strengthening interactive learning and networking; 2) fostering reflections on the Forum’s content and implications; and 3) discussing possible actionable plans and follow-up initiatives. In particular, participants will be engaged in group discussions (at their tables) moderated by facilitators and revolving around a select number of questions. These are designed to revisit the content offered during the week, tease out issues of particular interest, and discuss their applicability in different contexts. Main points agreed by the groups will be summarized and presented in the wider plenary session by selected rapporteurs.
About the Speakers

Daoud Al Deek is the Assistant Deputy Minister for Planning & Administrative development in West Bank and Gaza. He has worked in the Palestinian Ministry of Social Affairs since 2005. He is in charge of policy and strategic planning, budgeting, HR management and HR development. He is also in charge of coordinating the Palestinian National Program for Social Protection and coordinating the work of the steering committee of the Cash Transfers Program (CTP). Currently, he serves as the chair for the National Sectoral Team for Social Protection Strategy; co-chair for the Palestine-EU subcommittee on Social Affairs and Health under the European Neighborhood Policy; and is a member of the Advisory Council for Formal Statistics. Recently, he became the chairperson for the Policy Revision Team within the Ministry. Mr. Al Deek holds an MA in Democracy and Human Rights from Bir-Zeit University, and a BA in English Language.

Arup Banerji is the World Bank Group’s Senior Director and Head of Global Practice for Social Protection and Labor, as well as the Senior Director for the Jobs Group. He oversees the WBG’s work on jobs and labor markets, social safety nets, and pension 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 and is a Member of the World Economic Forum’s Global Agenda Councils. 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 an MA in Economics from the University of Pennsylvania, USA, and a BA in Economics from the University of Delhi, India.

Clément Bélizaire is Executive Director of Housing and Public Buildings Construction Unit (UCLBP) in Haiti. Mr. Bélizaire is a civil engineer who graduated from Faculté Des Sciences of the State University of Haiti (UEH). He started his career in the private sector in sales and marketing where he helped to improve their financial and operational position of several large companies. He shifted to public sector work in 2007 where he was the national project director for Food for the Poor. As part of that program he revamped a housing construction project of 3,000 42.5 square meter units for the poor. In the aftermath of the earthquake President Martelly nominated Mr. Bélizaire to lead the “16/6” project which moved displaced families from six IDP camps back to their 16 neighborhoods.

Claudia Benavides is the General Coordinator of the Household Targeting System at the Ministry of Social Development and Inclusion (MIDIS) in Peru. She has vast experience in the design and implementation of social public policies in the country. In the last 15 years, Mrs. Benavides has worked on analyzing the causal chains of interventions for early child development, designing and analyzing results based budgeting for social programs, including the national nutrition program and the national program for educational achievements, and on creating tools for social accountability of public budgets. Mrs. Benavides holds a BA in Economics from the Catholic University of Peru and an MA in Development Economics from the University of Northern British Columbia.

Anush Bezhanyan is the World Bank Group’s Practice Manager for Strategy, Operations, Knowledge and Learning in Social Protection and Labor Global Practice. The unit she is heading covers broad spectrum of social protection and labor issues, including social safety nets, pensions, youth employment and labor market issues. Prior to 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 17 years at the World Bank she has worked on many projects and technical assistance programs on a variety of issues relating to social safety nets, social assistance and cash transfers, public works, pensions, children and youth, social inclusion, community development. She has also been focusing on institutional development and administrative reforms in social protection sector. Prior to joining the World Bank, Anush Bezhanyan worked in the State Department for Refugee and Migration in the Government of Armenia and different international organizations and NGOs working on micro-finance and community development programs. She holds a Master’s degree in Economics and Project Management from the State Technical University in Yerevan.

Andi Zainal Abidin Dulung is Director General of Social Protection and Security, Ministry of Social Affairs (MOSA) of the Republic of Indonesia since 2011. He is also a member of the National Social Security Council (DJSN), Republic of Indonesia since 2014. He started his career with the Ministry of Public Works as well as in the Ministry of Public Housing before joined MOSA. As the Director General, he manages national social protection programs, including the unconditional and conditional cash transfer for very poor families, social protection for victims of natural and social disasters and human trafficking and undocumented migrant workers. He has actively and continuously developed the Keluarga Harapan/PKH CCT program to become a national priority, integrated with all poverty reduction programs in Indonesia. He graduated with an MA in construction management science from the University of New South Wales, Sydney, Australia, and holds a PhD in project management from the National University of Singapore.

James Ebitu is a National Program Manager in the Youth Livelihood Program, Ministry of Gender, Labor and Social Development in Uganda. Prior to his present position, he was a Livelihood Specialist and Program Officer in the Word Bank-funded Second and First Northern Uganda Social Action Funds, respectively, and Principal Economist in the Government of Uganda. He has been a Short Term Consultant for the World Bank on Youth Employment. Mr. Ebitu has coordinated the planning function and policy formulation processes in a number of Government Institutions and offered Technical Assistance to the Second Tanzania Social Action Fund. An economist by training, he was a member of the core design teams for a number of social protection initiatives, including the Second Northern Uganda Social Action Fund, the Third Northern Uganda Social Action Fund, the Youth Livelihood Program and the Women Entrepreneurship Program in Uganda, as well as the Liberia Youth Employment Program in Liberia.

Roberta Gatti is the Global Lead for Labor policies in the Social Protection and Labor Global Practice of the World Bank Group. She joined the Bank in 1998 as a Young Professional in the Development Research Group. Her papers, which includes theoretical and empirical contributions on labor and household economics, political economy, growth, and social inclusion, are published in international refereed journals such as the Journal of Public Economics, the Journal of Economic Growth, and the Journal of Development Economics. After a period based in the Bank’s office in Bulgaria, Roberta became sector manager and Human Development Lead Economist in the Middle East and North Africa and then in the Europe and Central Asia regions, overseeing work on aging, skills, jobs, pensions, social safety nets, and the Roma inclusion agenda. She also worked as Lead Economist based in the Bank’s Warsaw office. She is the lead author of the World Bank flagship report Jobs for Shared Prosperity: Time for Action in the Middle East and North Africa and of the forthcoming report, “Equality of Opportunity: A Fair Chance for Marginalized Roma”. Roberta holds a PhD in Economics from Harvard University and has taught at Georgetown and Johns Hopkins Universities.

Ugo Gentilini is a Senior Economist with the Social Protection and Labor Global Practice at the World Bank Group. His interests revolve around the analytics and practice of social protection, including as it relates to urbanization, disaster risk, fragile states, and food security. He’s been involved in the design and implementation of several large-scale programs and pilot initiatives, including in urban areas. He holds a PhD in development economics and has published extensively on social protection, including in peer-review journals and the blogosphere.
Linda Gibbs is a Principal at Bloomberg Associates, a non-profit consulting firm created by former Mayor Michael Bloomberg to assist mayors in improving the quality of life in their cities. She is responsible for the health and social services practices. She served as New York City Deputy Mayor of Health and Human Services from 2005–2013. Supervising the city’s human service, public health and justice agencies, she spearheaded major initiatives on poverty alleviation, juvenile justice reform and obesity reduction. “Age Friendly NYC”, a blueprint for enhancing livability for older New Yorkers; and “Young Men’s Initiative”, addressing race-based disparities facing Black and Latino young men in the areas of health, education, employment training and the justice system, are two of the collaborative efforts she shaped to address significant social challenges. Gibbs also improved the use of data and technology in human service management, contract effectiveness, and evidence-based program development.

Elena Glinskaya is the World Bank Group’s Lead Social Protection Specialist and Program Leader for China and Mongolia. Elena joined the World Bank as a Young Professional in 1999, and has worked on the wide range of Bank products in South Asia, Europe and Central Asia and East Asia regions. She has published books and articles in the areas of social safety nets, education, health, migration, poverty and labor markets. Before moving to Beijing about two and a half years ago, she spent three years in Almaty, Kazakhstan. In addition to her current Program Leader role, Elena leads World Bank dialogue on elder care in China. Elena received her MS degree in Mathematics and Computer Science from the Moscow State University and a PhD in Economics from the University of North Carolina at Chapel Hill.

Margaret Grosh is the Practice Manager for the World Bank Group’s Social Protection and Labor Global Practice, Latin American and Caribbean Region. 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, 1986.

Sumila Gulyani is currently the Global Lead for Urban Development Strategy and Analytics at the World Bank Group. From 2012–2014, she served as Manager for Urban Development, Water Supply and Sanitation, and Disaster Risk Management in the Europe and Central Asia Region of the World Bank. The unit’s active portfolio included 38 projects totaling US$4 billion. From 2008–2011, she was based in Kenya as Sector Leader for Sustainable Development for 6 African countries. From 2005–2007, Ms. Gulyani was at Columbia University in New York where she held the position of Assistant Professor and also served as the founding Director of the Infrastructure and Poverty Action Lab (I-PAL). Prior to that, she has held several other positions at the World Bank. Ms. Gulyani received her PhD in Economic Development and Urban Planning from the Massachusetts Institute of Technology, and also holds a graduate degree in architecture. She is the author of the book “Innovating with Infrastructure” and of several articles on urban development, water, electricity, transport, and slums.

Mekuria Haile is Minister of Urban Development, Housing and Construction for Ethiopia. As such, he led a number of urban reforms and development initiatives, including the country’s Urban Safety Net Strategy which was approved in April 2015. His first public sector post was to the Trade, Industry and Urban Development Bureau of the Southern Region. He then moved to the Municipality of Addis Ababa as city manager before becoming Minister of Urban Development, Housing and Construction in 2010. Minister Haile has a BA in business management from Addis Ababa University and two MAs, in international business and business administration, from the United Kingdom.

Keith Hansen is the Vice President for Human Development at the World Bank Group, overseeing the Global Practices for education; health, nutrition, and population; and social protection and labor. Prior to this appointment, Mr. Hansen was one of the co-vice presidents for all of the Global Practices responsible for the setup and oversight of the Bank Group’s new operating model, which aimed at bringing together the best expertise from across the institution and from partners to help tackle countries’ most
complex development challenges. In that role, he was also responsible for the oversight of the Cross-Cutting Solution Areas, which focus the WBG’s efforts and resources on achieving ambitious targets in key priority areas such as gender and jobs. Mr. Hansen also served as acting vice president for the World Bank’s Human Development Network. He was the human development director for Latin America and the Caribbean, responsible for the Bank’s activities in education; health, nutrition, and population; and social safety nets in the region. Previously, in his role as head of the AIDS Campaign Team for Africa, Mr. Hansen spearheaded the Bank’s renewed approach to the epidemic. He holds a master of public affairs degree from the Woodrow Wilson School at Princeton University, a law degree from Stanford University, and a bachelor’s degree in political science from Yale University.

Ulrich Hoerning is the Deputy Mayor for General Administration in the City of Leipzig. His portfolio includes all basic administrative operations (HR, organization, IT, legal) as well as citizen service centers and registries. Prior to his election to this position, Mr. Hoerning worked as a Senior Economist in the Social Protection and Labor Global Practice of the World Bank. His project engagements included policy dialogue about the “out-of-work” populations in 6 EU Member States, the design and implementation of parts of a Minimum Income pilot program in Greece and advisory work in Latin America on improved linkage between cash transfer programs and activation policies. In previous positions, Mr. Hoerning worked as the Head of Administrative Reform in the City of Mannheim, as special advisor to the German Minister of Finance, as project manager at Booz & Co. strategy consultants and as a consultant at the World Bank in Brazil’s Bolsa Familia program in 2004–2005. He holds a Diploma in International Economics from the University of Tuebingen and a Master’s in Public Administration from Harvard Kennedy School of Government.

Jacel Javier-Paguio is the OIC-Assistant Regional Director for Operations, DSWD-NCR. She has over 20 years of professional experience in the field of social protection, training and development, project/program management, administrative functions and other support services in one of the largest government social welfare and development agency in Philippines. She also has wide experience in implementing poverty reduction programs and services for the poor, disadvantage and vulnerable sectors in urban areas. Mrs. Paguio has also managed training programs, technical assistance and operations on interventions to promote women’s welfare and development. She was awarded as Best Division Chief in 2010 of DSWD-National Capital Region. Mrs. Paguio holds a BA in Social Work from the Philippine Women’s University and is working on a MA in Social Work Administration.

Christof Kersting is Director of the Global Alliances for Social Protection Program for GIZ. In 2002, he began working for “Deutsche Gesellschaft für Internationale Zusammenarbeit” (GIZ, formally GTZ) in Bolivia as advisor for the Program “Support for Decentralized Management and Fight against Poverty”, continuing in 2005 as GIZ advisor for the Ministry of Economic Cooperation and Development (BMZ), Department for Combating Poverty and Social Protection in Bonn, Germany. Afterwards he was head of the GIZ working group on “Programs Based Approaches” and in 2010 he continued as Senior Advisor for Social Protection. Since 2013 he is Director of the GIZ Program “Global Alliances for Social Protection”, commissioned by the BMZ. Before GIZ, he accumulated experiences as a consultant, an integrated expert (CIM/GIZ) in Bolivia, a project officer and deputy director of UNFPA in Brazil and Mexico, as well as an employee of German and Bolivian NGOs. He obtained a degree in Social Work (community development) in Germany and a Graduate Diploma (Population and Development) at the Institute of Social Studies (Den Haag, The Netherlands).

Heike Kuhn is Head of Division for “Sectoral and Thematic Policies, Poverty Reduction, Social Protection, Inclusion of Persons with Disabilities” at the Federal Ministry for Economic Cooperation and Development (BMZ) in Bonn/Berlin, Germany. She has a background of more than 20 years in European and multilateral development cooperation, HR, financing, M&E and evaluation. Ms. Kuhn has long-standing experience in leading and managing multilateral negotiations at European and UN-level, lately as Executive Board Director to the International Fund of Agricultural Development and Alternate Representative at the Permanent Representation of the Federal Republic of Germany to the International Organizations in Rome, Italy. Her most recent responsibilities included financial oversight of a 3.2 billion EUR p.a. Ms. Kuhn holds a PhD in Administrative Sciences from the University of Leipzig.
Marcio Lacerda is the Mayor of Belo Horizonte. He began a successful career as an entrepreneur, creating two telecommunications companies, with operations in 16 Brazilian states, plus Chile and Bolivia. In 2003, he became an executive secretary of the Ministry of National Integration. From 2007–08, he was a Secretary of State for Economic Development of Minas Gerais. He was elected as a Mayor of Belo Horizonte in 2008 and re-elected in 2012. He was considered the best mayor of Brazil three consecutive times by Ibope and Datafolha institutes, and was indicated as one of the best mayors in the world by the Foundation City Mayor. In 2014, the “Best City” survey index pointed to Belo Horizonte as the best capital based on 77 indicators. In April, he was elected president of the National Front of Mayors for the biennium 2015/2016. In 2015 he was elected President of the National Front of Mayors.

Ladislav Lamza is Director of the Center for Community Based Services in Osijek, Croatia. He has been working for 26 years in the social sector of the Republic of Croatia on various positions: social worker, advisor, coordinator and director. He was Director of an institution of social care for people with mental challenges for 10 years. He started with the deinstitutionalization of social care 5 years ago. In 2014, he and his staff managed to close down the institution and became the first provider of services in community for people with mental challenges in Croatia. He is also active in the global process of deinstitutionalization and inclusion of people with disabilities and their de-stigmatization in society. He graduated from the Faculty of Social Work of the University of Zagreb, Croatia.


Javier Loza is the Operations Director of the User Management Unit at the Ministry of Social Development and Inclusion (MIDIS) in Peru. Before MIDIS he worked as researcher on health issues at the University Cayetano Heredia in Peru, and was chief executive officer at two public health posts in the rural areas in Lima’s outskirts. Mr. Loza also teaches on applied biology in the National Engineering University of Peru. Mr. Loza is a Medical Doctor from the University Cayetano Heredia and holds a MA on Epidemiological Studies from the same university.

Peris Mang’ira is Senior Deputy Director of Physical Planning at the Ministry of Land, Housing and Urban Development in Kenya. She has many years of experience in urban and regional planning including policy formulation and implementation, land reforms, national, regional and urban planning and research. She is currently the National Coordinator for the World Bank supported Kenya Informal Settlement Improvement Project that aims to improve living conditions in informal settlements in fifteen urban areas in Kenya. She has a BA and an MA in planning, both from the University of Nairobi,
Kenya. She is also a member of both the Kenya Institute of Planners and the Architectural Association of Kenya. She serves as an appointed member of Physical Planners Registration Board.

Yasuhiko Matsuda is a Senior Public Sector Specialist with the World Bank Group’s Social Protection and Labor Global Practice (SPLGP). He specializes in institutional and financial issues in social protection and labor. Before joining the SPLGP, he worked for more than 15 years on governance and public sector management issues in Africa, Latin America, and East Asia. His particular areas of expertise as a governance specialist is public financial management, fiscal decentralization and service delivery. Mr. Matsuda holds a PhD in political science from the University of Pittsburgh.

Marvi Memon is Minister of State and Chairperson of the Benazir Income Support Program (BISP) in Pakistan. She started her career as a banker at Citibank Pakistan where she specialized in marketing and quality management. After this, Ms. Memon launched Trakker, Pakistan’s first satellite tracking fleet management company, which established her as an entrepreneur and the youngest woman CEO of a multinational firm at the time. She served as member of Parliament for the first time from March 2008 to June 2011. Ms. Memon was appointed Chairperson of Benazir Income Support Program with the status of Minister of State in February 2015. She graduated from the London School of Economics with a BSc (Econ) Honors in International Relations in 1993.

Gail Neyowith is the Principal of 1digit LLC, a project management and consulting practice that connects social purpose organizations, leaders and government to solutions that improve performance, impact and reach. She works at the intersection of the social sector, government and philanthropy to increase the effectiveness of nonprofit organizations and government, meet community needs and resolve complex challenges. Gail has a track record of accomplishment in leading vital organizations operating in highly complex environments and is a trusted advisor and implementation partner for nonprofit and government leaders. She serves on the boards of several nonprofit organizations, holds two government appointed positions and publishes occasionally on issues affecting children, families, government and the nonprofit sector. Gail speaks publicly on matters of public policy, financing and nonprofit management and provides strategic advice and operations support to government, nonprofit leaders and foundations.

Thipparat Noppaladarom is an Advisor to both the Community Organizations Development Institute (CODI) within the Ministry of Social Development and Human Security, and the National Health Commission in Thailand. She has held various positions within the National Housing Authority for more than 30 years. Between 2001 and 2013 she helped to develop and implement CODI’s national slum upgrading program when she served as assistant director and director. She has a Bachelor’s of Architecture from Chulalongkorn University and a Master’s of Science in Urban Planning from the Asian Institute of Technology. She also has a certificate of housing and planning studies from the Institute for Housing Studies, Netherlands.

Philip O’Keefe is a Lead Economist in the Social Protection and Labor Global Practice of the World Bank Group, working on East Asia and Pacific (EAP) region primarily, with a particular focus on China and Vietnam. Previously, he was Lead HD Economist for EAP region and Sector Coordinator for HD for China and Mongolia. Prior to EAP, he worked in South Asia and Europe and Central Asia regions of the World Bank on social protection and labor issues. Prior to joining the World Bank in 1993, he was Lecturer at University of Warwick, UK. He holds degrees from University of Sydney, LSE and Oxford University.

Edgar Olaiz Ortiz is General Director of the Unit to Improve Public Spaces at the Secretariat of Agrarian, Territorial and Urban Development in Mexico. Between 2013 and 2015 he was the General Director of Unit of Social Inclusion and Cohesion at the Social Development Secretariat (SEDESOL) where he was responsible for the design and roll out of the socio-urban model. Between 2009 and 2013 Mr. Olaiz worked at the Government of the State of Nueva Leon as Director of the State’s Social Fund and Sub secretary of Units that promote civil society participation. Between 2003 and 2009 he worked for the Municipality of Monterrey and the Federal Congress. Mr. Olaiz holds a BA in Law from the University Regiomontana and graduated studies in International Relations from ITAM and the Autonomous University of Barcelona.
Germain Ouin Ouro is Coordinator of the Decentralized Community Driven Services Project (PSDCC) which has been financed by the World Bank since 2012. Before joining the PSDCC, Mr. Ouin Ouro worked for over 15 years with high responsibilities in Benin’s Ministry of Health at different levels of intervention (community, district and national levels). For five years prior to joining PSDCC, he was the national coordinator of a successful World Bank-financed HIV project. Prior to that, he served as the technical advisor for project monitoring under six Ministers of Health. This rich and varied experience allowed him to launch successfully the PSDCC’s pilot social safety nets program—the first such experience in Benin.

Peter Papka is National Coordinator of the Youth Employment and Social Support Operation (YESSO), supported by the World Bank. The YESSO is geared towards increasing access of poor youth to employment and social services opportunities and strengthen social safety net coordination. Mr. Papka has worked on eight donor-assisted social assistance and empowerment projects over the last three decades. Though he started his career in the field of forestry and environmental management, he has been able to develop and migrate his experience to poverty reduction, rural development using a community driven development approach, skills development and now social safety nets coordination and management. In addition, Mr. Papka is managing Nigeria’s Graduate Internship scheme, building employability skills for unemployed graduates. While managing World Bank projects, Mr. Papka received two awards: 1) “Saving the Drylands” award by UNEP/IFAD in 1996 and 2) the World Bank African Region Award for Most Results Focused Project in 2008.

Eva Raskovsky is the National Director of the Federal Service for Employment in Argentina. She has worked at the Ministry of Labor, Employment and Social Security since 1986 in different positions such as technical coordinator of the program TRABAJAR, advisor to the Secretary of Employment and team member responsible for the implementation of the Insurance for Training and Employment. Mrs. Raskovsky was appointed Director of Employment Services in 2006 to lead the network of employment offices in the field. Since 2009 as National Director of the Federal Service for Employment she has been in charge of coordinating the implementation of employment programs countrywide, design training strategies and manage the logistics of the units of employment and labor training and advice the Secretary of Employment on protocols and agreements with municipal employment offices. Mrs. Raskovsky holds a BA on Pedagogic Studies.

Friederike Rother is Senior Social Protection Specialist in the World Bank Group’s Social Protection and Labor Global Practice. 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.

Rovana Plumb has been President of the National Council of the Social Democratic Party and Minister of Labor, Family, Social Protection and Elderly from Romania since March 2014. She was Minister of Environment and Climate Change between May 2012 and March 2014. From 2007 to May 2012, Mrs. Plumb was a member of the European Parliament and participated in the Commission for Employment and Social Affairs. She was also a substitute member of the Committee for Environment, Public Health and Food Safety and the Committee for Women’s Rights and Gender Equality. Between 2011 and May 2012, when Mrs. Plumb became Minister, she also held the position of Vice-president of Political Group S&D in the European Parliament. Mrs. Plumb was member of the Romanian Parliament between 2004 and 2007 and she presently holds this position having being elected in December 2012 in county of Dambovita. Between 2005 and March 2015, Mrs. Plumb was the leader of the National Women Organization of PSD and an active player in promoting equal rights for women and men in politics, economic and social life. Between 2001 and 2004, Mrs. Plumb was Secretary of State, President of the National Authority for Consumer Protection, a position in which she managed to develop an efficient control system that is also working nowadays and that guarantees correct services for citizens.
**Pavlo Rozenko** is Minister of Labor and Social Policy for Ukraine. From 2008 until 2010, Minister Rozenko was First Deputy Minister of Labor and Social Policy in the Second Tymoshenko Government. From March 2010 to September 2011 he worked as an expert on social, economic and budgetary policies at Razumkov Center. Minister Rozenko was elected to Ukrainian Parliament in 2012 and was re-elected in 2014.

**Ahyani Sidik** is Head of the Regional Planning and Development Board of Surakarta City, Indonesia. Prior to assuming his current position, Mr. Ahyani headed various agencies in Surakarta City, including the City Public Works Agency (2013–15) and the City Spatial Planning Agency (2012–13). Mr. Ahyani holds a degree in architecture and a post-graduate degree in urban management from the Institute for Housing Studies, Erasmus University. As an urban manager, Mr. Ahyani has held responsibilities related to promotion of urban safety nets in Surakarta City, such as PKMS (Pelayanan Kesehatan Masyarakat Surakarta or Health Care for Surakarta’s Residents) and BPMKS (Bantuan Pendidikan Masyarakat Kota Surakarta or Education Support for Surakarta City’s Residence) as well as coordinating other programs that relate to urban poverty alleviation.

**Maria Concepción Steta-Gándara** is Social Protection Specialist in the Social Protection and Labor Global Practice of the World Bank Group. 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.

**Enzo Mayer Tessarolo** is Superintendent for Social Programs Integration and Qualification of the Rio de Janeiro State Department of Social Assistance and Human Rights. As Superintendent, he coordinates social programs related to reducing poverty and promoting social and economic opportunities for people in vulnerable conditions, focusing on improving earnings and future employability conditions. He is a specialist in public policies and public management—a career created by the Rio de Janeiro State Government in 2009. He holds an MA in Social Sciences and is finishing his PhD in Political Science in the Rio de Janeiro State University. In addition, he has worked as volunteer and research member of the Center for Refugee Response of the Espírito Santo State (NUARES) in association with the United Nations Refugees and Works Agency (UNHCR), having published series of articles about human rights and social programs.

**Edisson Trujillo** is Director of Family Strategy at the Medellín Solidaria program. He is a psychologist with emphasis on social psychology. He is also a social research specialist who has served as professional support for the social reintegration processes of actors in the Colombian conflict, and also as a teacher of humanities in a technical institute, designing and implementing processes in psychological education for the Ministry of Education of the city of Medellin. During the last 5 years, he has been part of several processes at the program Medellín Solidaria, including professional support, monitoring and outreach opportunities in territory to the poorest families, professional and research group processes and citizen participation training to community leaders of the most vulnerable sectors. He has also been director of the program component of opportunities for family dynamics, and director of the component of groups care and social support networks.

**Ghada Waly** is Minister of Social Solidarity in Egypt. Prior to her appointment in 2014, Minister Waly was appointed in 2011 by the Prime Minister of Egypt as Managing Director of the Social Fund for Development (SFD) mandated to focus on youth employment and expand SMEs access to finance. Before the SFD, Minister Waly was Assistant Resident Representative at the United Nations Development Program (UNDP), the Poverty Reduction and Job Creation Team Leader, and the
Millennium Development Goals focal point. While at UNDP, Minister Waly led the Development of the Governorate Human Development Reports and Egypt’s Millennium Development Goals Reports.

Ruslan Yemtsov is a Lead Economist in the Social Protection and Labor Global Practice of the World Bank Group. He is coordinating the work of the Global Solutions Group in the area of Social Safety Nets. Prior to his current position, he worked as a lead poverty economist in the Middle East and North Africa region, and in the Eastern Europe and Central Asia regions. His experience includes, leading and co-authoring publication on social safety nets and targeting, including major flagship reports on the state of social safety nets in the world, leading South-South Learning Fora and global training programs on poverty, data analysis, social protection and labor, conducting country poverty assessments (Egypt, Georgia, Serbia, Croatia, Macedonia, Bosnia, Turkey and others), working on targeting and social assistance projects (Morocco, Russia, Croatia), managing fuel subsidy reform dialogue (Morocco) and leading regional flagship reports on poverty, subsidy reforms, and spatial disparities in development. He has also worked on country projects focused on food crisis response (Djibouti), structural adjustment credits (Georgia), energy sector reform (Serbia, Egypt, Tunisia and Russia), social funds (Georgia and Egypt), and social welfare delivery systems (Croatia and Russia). He is the author and co-author of over 25 research papers, articles, book chapters and monographs.

Xiaoqing Yu is the Director of Strategy and Operations in the Human Development (HD) Vice Presidency of the World Bank Group. Working closely with the HD Vice President and the leadership of the HD Global Practices, Xiaoqing oversees the operational engagement and knowledge services provided by the Bank to our client countries in the areas of Education, Health, Nutrition, and Population, and Social Protection and Labor, as well as the Jobs cross-cutting solution area. Prior to assuming this position in July 2015, Xiaoqing was the Global Practice Director for Social Protection and Labor, responsible for the programming and delivery of the Bank programs in social assistance, social insurance, and labor market. Xiaoqing was the Human Development Sector Director for the East Asia and the Pacific Region, Social Protection Sector Manager for the region, and the Sector Leader for the Bank’s Human Development program for China and Mongolia. Xiaoqing spent six years working on social protection and labor market reforms in the Europe and Central Asia region. She holds a BA in Economics from Peking University and a PhD in Economics from Cornell University.
Field Visit Information
Overview and Objectives

China is a leading country in the design and implementation of a comprehensive social protection system for urban dwellers. This includes a range of policies and programs that cover vulnerable urban populations with different profiles, facing differing risks, and meeting specific needs throughout the lifecycle.

In this regard, the field visit will provide an overview of the Chinese urban social assistance programs, with a focus on the urban Dibao program and its linkages to other interventions. Dibao is the national safety net providing a minimum income guarantee (i.e., means-tested, unconditional cash transfers) to nearly 20 million people in Chinese cities. By participating in Dibao, beneficiaries gain access to a range of services related to housing, employment, medical assistance and other benefits, which make Dibao the backbone of a comprehensive and dynamic system.

In particular, the field trip will provide participants with an opportunity to:
• understand how various urban social protection programs are implemented in an integrated manner
• learn about the different roles and responsibilities of institutions at different levels
• explore how programs are being provided in different urban contexts, from central locations to peri-urban areas
• discuss with officials, program staff, practitioners and other actors specific issues of urban program design and implementation.

SITE INFORMATION

Forum participants will be divided into groups that will visit five different sites in Beijing:

Site A: District of Xicheng
Site B: District of Haidian
Site C: District of Chaoyang
Site D: District of Shunyi
Site E: District of Huairou

Program visits will follow a similar approach in terms of exposing participants to operations at two administrative levels, i.e., local street/township and district levels. These would be illustrated by visiting the following:
• A “one-stop-shop” at local-level offering beneficiaries services spanning social assistance, social insurance, labor market and spatial interventions (e.g., housing) in one single location;
• A range of district-level mechanisms for coordination, management and financing of programs.

Through such exposure to local and district-level issues, participants will learn about several operational aspects in Dibao program implementation process, including the following:
• Identification, eligibility, enrollment and registration
• Communication and outreach
• Neighborhood participation at different stages
• Linkages between programs through referral systems.

We are extremely grateful to the teams from MOCA and MOF, as well as to officials of the Municipality and Districts of Beijing for their support. This was critical to identify relevant sites, showcase technical and operational practices, coordinating with local staff, and managing the extensive logistics entailed by the field trip.
• Regular verification and management of information
• Social participation in fundraising and offering discounted food and necessities with voucher

Below are the detailed routes for each site:

Site A: District of Xicheng—Downtown with many commercial bank headquarters at the financial street
• Depart from hotel (time to be communicated)
• One-Stop-Shop—a Comprehensive Service Delivery Center for Social Protection Programs
• District Bureau of Civil Affairs (Program implementation, coordination, financing and management)
• Charity supermarket—an innovative fundraising program receiving donations from NGOs and society while selling commodities with design to raise money for social protection programs

Site B: District of Haidian—Western central area with top universities in China
• Depart from hotel (time to be communicated)
• One-Stop-Shop—a Comprehensive Service Delivery Center for Social Protection Programs
• District Bureau of Civil Affairs (Program implementation, coordination, financing and management)

Site C: District of Chaoyang—Eastern central area having a fast growing CBD
• Depart from hotel (time to be communicated)
• One-Stop-Shop—a Comprehensive Service Delivery Center for Social Protection Programs
• District Bureau of Civil Affairs (Program implementation, coordination, financing and management)
• Love heart supermarket—an innovative voucher program receiving donations and offering discounted food and basic necessities for Dibao beneficiaries and low income families

Site D: District of Shunyi—Northern growing fast peri-urban area close to the airport
• Depart from hotel (time to be communicated)
• One-Stop-Shop—a Comprehensive Service Delivery Center for Social Protection Programs
• District Bureau of Civil Affairs (Program implementation, coordination, financing and management)

Site E: District of Huairou—Far northern peri-urban area with beautiful natural environment
• Depart from hotel (time to be communicated)
• One-Stop-Shop—a Comprehensive Service Delivery Center for Social Protection Programs
• District Bureau of Civil Affairs (Program implementation, coordination, financing and management)

INFORMATION ON BEIJING MUNICIPALITY AND DISTRICT SITES

<table>
<thead>
<tr>
<th>Beijing Municipality</th>
<th>Population</th>
<th>13,334,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per capita GDP ($USD)</td>
<td>16,278</td>
<td></td>
</tr>
<tr>
<td>Per capita urban disposable income (Yuan)</td>
<td>43,910</td>
<td></td>
</tr>
<tr>
<td>Number of Dibao beneficiaries</td>
<td>143,078</td>
<td></td>
</tr>
<tr>
<td>Dibao threshold per month (Yuan)</td>
<td>650</td>
<td></td>
</tr>
<tr>
<td>Average Dibao benefits per month (Yuan)</td>
<td>536</td>
<td></td>
</tr>
<tr>
<td>Number of districts and counties</td>
<td>16</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Xicheng</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population</td>
</tr>
<tr>
<td>Per capita GDP ($USD)</td>
</tr>
<tr>
<td>Per capita urban disposable income (Yuan)</td>
</tr>
<tr>
<td>Number of Dibao beneficiaries</td>
</tr>
<tr>
<td>Average Dibao benefits per month (Yuan)</td>
</tr>
<tr>
<td>Number of one-stop-shop at street/township level</td>
</tr>
<tr>
<td>Number of staff working at visited one-stop-shop</td>
</tr>
</tbody>
</table>
**Urban Dibao Program Description**

**BACKGROUND**

Social assistance programs in urban China have played a key role in facilitating economic transition and providing support for the poor and vulnerable. Before the 1990s, urban poverty was quite rare. However, since the late 1990s, China has undertaken comprehensive reforms, including the restructuring of state-owned enterprises. Urban poverty consequently soared due to massive layoffs and unemployment, affecting some 28.2 million workers during 1998–2003. It is in this context that the urban Dibao program was piloted and formally introduced in 1997, alongside other measures for the unemployed—the so-called “three guarantee lines” of Dibao, unemployment insurance, and reemployment centers to offer training and services.

Urban Dibao beneficiaries rose from 0.85 million in 1996 (0.3 percent of the urban population) to 4.08 million in 2000 (1.2 percent of the urban population). Subsequently, they increased sharply to 22.4 million in 2003 (6 percent of the urban population); this spike could be largely attributed to state-owned enterprise layoffs. Between 2003 and 2010, the number of urban Dibao beneficiaries remained relatively stable, but has declined in recent years (primarily because of reductions in inclusion errors due to enhanced eligibility management and exit controls). In 2014, the program covered about 18.8 million beneficiaries—or 3.8 percent of the urban registered population—and claimed about 0.11 percent of China’s gross domestic product (GDP).
As state-owned enterprise reform was rolled out, the scope and nature of the urban Dibao program evolved, and it became a formal poverty-oriented measure to support low-income urban working households and the elderly. And it has had a significant effect: for example, between 2007 and 2012, the proportion of informally employed workers increased from 15.1 percent to 21.4 percent, while the share of unemployed workers declined from 27.6 percent to 18.7 percent. The urban Dibao program targets only urban residents with local hukou, which lays the basis for the residence system, and generally excludes migrant workers and their families (approximately 168 million people).

In addition to Dibao, China’s urban social protection system includes a number of other programs, most of which were introduced in recent years. These include the program for tekun (i.e., having no physical labor capacity, no income, no legal guardian or supporter), and support in the realm of education, health, employment, housing, disaster relief, and temporary assistance.

In 2014, the State Council issued the Interim Measures for Social Assistance, which define for the first time the objectives, targets, and approaches of the various social assistance programs at the national level. Of these programs, Dibao serves as the backbone of China’s social assistance system; most of the other programs are linked to it in terms of eligibility and enrollment. A rural version of Dibao was introduced in 2007 and reached about 52.7 million beneficiaries in 2014. A number of cities have started to consolidate urban and rural Dibao programs in an integrated manner such as in Beijing.

TARGETING

As a strictly means-tested program, household eligibility verification for Dibao includes income and asset verification, as well as a residency requirement. The value of an eligible family’s total financial resources, including income and assets, must be below the local assistance line. Household income is measured as cash income from any source, including earnings, social benefits, and private transfers, but excluding government subsidies for employment expenditures and survivors’ pensions for soldiers’ families. Savings and stocks are counted as part of income. Many cities also take into account ownership of durable goods.

There appears to be a significant degree of discretion granted to neighborhood committees that make the first assessment of applicant household assets. The screening phase also addresses housing conditions, residence status and family structure. Only individuals who have an official local urban residence status are eligible.

Applications by perspective beneficiaries have to be made through local government offices (at the street office or rural/township social assistance management office). Local officials, who usually live in the same neighborhood as the applicants, investigate and make recommendations to the appropriate district government. Usually, the district government relies on the assessment reports and recommendations of the street office, based on the findings of the community-level officials. Community monitoring is also a factor in the process as the list is publicly disclosed.

BENEFIT STRUCTURE

In theory, determination of the local Dibao benefit should be based on the minimum livelihood cost for food, clothing, shelter, utilities, medical care, and tuition expenses. In practice, there is considerable flexibility granted to provinces (and cities) for determining the threshold, leading to wide variations in approach. The approach selected is largely driven by local economic conditions and fiscal capacities. Some apply standardized budget approaches to measure subsistence food and nonfood expenditures based on household survey data; this is the case in Beijing, Shanghai, Hebei, and Chongqing. Other provinces and cities refer to minimum wage levels (usually 30–40 percent of the average wage). Other provinces adopt the proportion of food expenditures to total expenditures or per capita income, such as in Inner Mongolia, Anhui, and Shandong.
The urban Dibao benefit threshold increased from an average $24 per month to $61 per month—a nominal growth of 9.6 percent annually between 2003 and 2013. However, the ratio of the urban Dibao threshold to per capita disposable income declined from 21.2 percent to 16.6 percent during the same period, due to higher growth in per capita disposable income; similarly, the ratio of the urban Dibao threshold to the minimum wage declined from 45.0 percent to 33.3 percent during the same period.

In terms of international standards, the urban Dibao thresholds are on average below $2 per day, meaning they are inadequate to provide income support for the urban poor. Also, threshold levels tend to be higher in better-off areas or large cities such as Beijing, Shanghai, and Jiangsu, where the fiscal capacities of local governments are less constrained. For example, in 2011, the monthly urban Dibao threshold in Shanghai was $75, while it was $30 in Xinjiang.

Benefits may be paid in cash or in kind, though there is a clear preference for cash. Some provinces (for example, Shanghai) also allow for material support for households whose measured income is slightly above the Dibao level. All provinces also provide festival season bonus payments and/or gifts.

While Dibao is an unconditional transfer program, in practice some conditions are established. These are often introduced to counter possible labor-disincentive effects as follows:

Some provinces allow for continuation of Dibao benefits for some time after beneficiaries find jobs that would take the household above the Dibao threshold. For example, Shanghai allows full benefit payments for three to six months after beneficiaries find work, with a gradual reduction in transfer; Yunnan provides full benefits for up to three months after finding work, and Shenyang for two to three months; Beijing reduces the payment after three months.

Program administrators can encourage work and self-monitoring for beneficiaries, following a model first piloted in Dalian. In Dalian, able-bodied Dibao recipients were organized into a nonprofit community organization that would assist in finding jobs and volunteer work. This method appears to have had some effect, with a 20 percent reduction in Dibao rolls in Dalian the year the new system was introduced. By late 2004, this model had been taken up in different forms in most coastal provinces, including Beijing, Shanghai, Wuhan, Ningbo, Jiaozuo and Heilongjian.

As an additional measure, some provinces leverage the tax and fee system to encourage work among Dibao beneficiaries. Examples of this approach include waivers on business registration fees, five-year waivers on land tax when used for employment, and a two-year tax freeze on self-employment earnings.

**FINANCING**

Although urban Dibao expenditures have increased from $2.6 billion in 2004 to $11.5 billion in 2014, the ratio of program expense to GDP has been relatively stable—about 0.11 percent. Financing was mainly the responsibilities of local governments in the early phases of program expansion. The situation has changed over time, with the share of central transfers increasing from 29 percent in 1999 to 72 percent in 2014, including supporting the poorest provinces.

The central transfer varies significantly between provinces. The developed coastal provinces receive no or very small central budgetary allocations. In contrast, both central and western less developed provinces receive a central budgetary allocation. Within a province, the richer prefecture cities normally receive no or small budgetary allocations from central and provincial governments, while the central and provincial governments play a more prominent financing role for cities in lower-income areas.

For example, in 2012 about 95 percent of funds for the urban Dibao program for Zengcheng city (Guangdong region) were received from the local government. In contrast, in Heilongjiang province, 70 percent of funds were centrally provided, with the remaining 30 percent...
split equally between the provincial and the local city governments.

The annual determination of provincial Dibao transfers hinges on a general provincial funding formula as well as a range of other factors. Those factors include efficiency of resource use, level of financial contribution of the provinces, beneficiary numbers, overall program performance, and local fiscal capacity. The relative weight given to these factors varies over time.

Field Visit Map

Site A District of Xicheng
Site B District of Haidian
Site C District of Chaoyang
Site D District of Shunyi
Site E District of Huairou
World Bank Group Organizing Team

Should you have any content and logistical issues, please contact any of the members of the organizing team listed below.

Anush Bezhanyan  
Practice Manager for Strategy, Operations, Knowledge and Learning  
abezhanyan@worldbank.org

Ruslan Yemtsov  
Global Lead for Social Safety Nets  
ryemtsov@worldbank.org

Ugo Gentilini  
Task Team Lead and Senior Economist  
ugentilini@worldbank.org

Dewen Wang  
Co-Task Team Lead and Senior Social Protection Economist  
dwang2@worldbank.org

Elena Glinskaya  
Program Leader  
eglinskaya@worldbank.org

Marlene Justsen  
Logistics Lead and Consultant  
mjustsen@worldbank.org

Lansong Zhang  
Operations Analyst  
lzhang3@worldbank.org

Raiden Dillard  
Knowledge Management Officer  
dillard@worldbank.org

Friederike Rother  
Global Café Lead and Senior Social Protection Specialist  
frother@worldbank.org

Adea Kryeziu  
Global Café Coordinator and Consultant  
akryeziu@worldbank.org

Nadège Nouviale  
Program Assistant  
nnoviale@worldbank.org

Ngoc-Dung Thi Tran  
Program Assistant  
dtran3@worldbank.org

Xuan Peng  
Program Assistant  
xpeng@worldbank.org

Xin Feng  
Temporary  
xfeng1@worldbank.org

Shams ur Rehman  
Senior Program Assistant  
surrehman@worldbank.org

Mohamad Al-Arief  
Senior Communications Officer  
malarief@worldbankgroup.org

Li Li  
Senior External Affairs Officer  
llil2@worldbank.org

Regional Focal Points

AFRICA

Maniza Naqvi  
Senior Social Protection Specialist  
mnaqvi@worldbank.org

Zaineb Majoka  
Consultant  
mzaineb@worldbank.org

EAST ASIA AND THE PACIFIC

Pablo Ariel Acosta  
Senior Economist  
pacosta@worldbank.org

Achim Daniel Schmillen  
Economist  
aschmillen@worldbank.org
Acknowledgements

The South-South Forum 2015 would not have been possible without the efforts of the partners listed below. We are extremely grateful for their contributions.

**The Government of People's Republic of China**
- Ministry of Civil Affairs
  - Department of Social Assistance
  - Department of International Cooperation
  - The Center for Monitoring and Verification of Low Income Families
- Ministry of Finance
  - Department of International Economic and Financial Cooperation
  - Department of Social Security
- Beijing Municipality
  - Bureau of Civil Affairs of Beijing Municipality

**German Federal Ministry for Economic Cooperation and Development (BMZ)**

**Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH**

**RSR (Rapid Social Response) Program**

**World Bank Group**
- China Country Management Unit
- Social Protection and Labor Global Practice
- Social, Urban, Rural and Resilience Global Practice