

Integrated Social Information Systems and Social Registries

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Social Protection & Jobs Global Practice
The World Bank
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Presentation based on forthcoming *Sourcebook on the Foundations of Social Protection Delivery Systems*, to be published by the World Bank in 2019



Two key delivery
challenges :

Inclusion
&
Coordination

Inclusion



Coordination

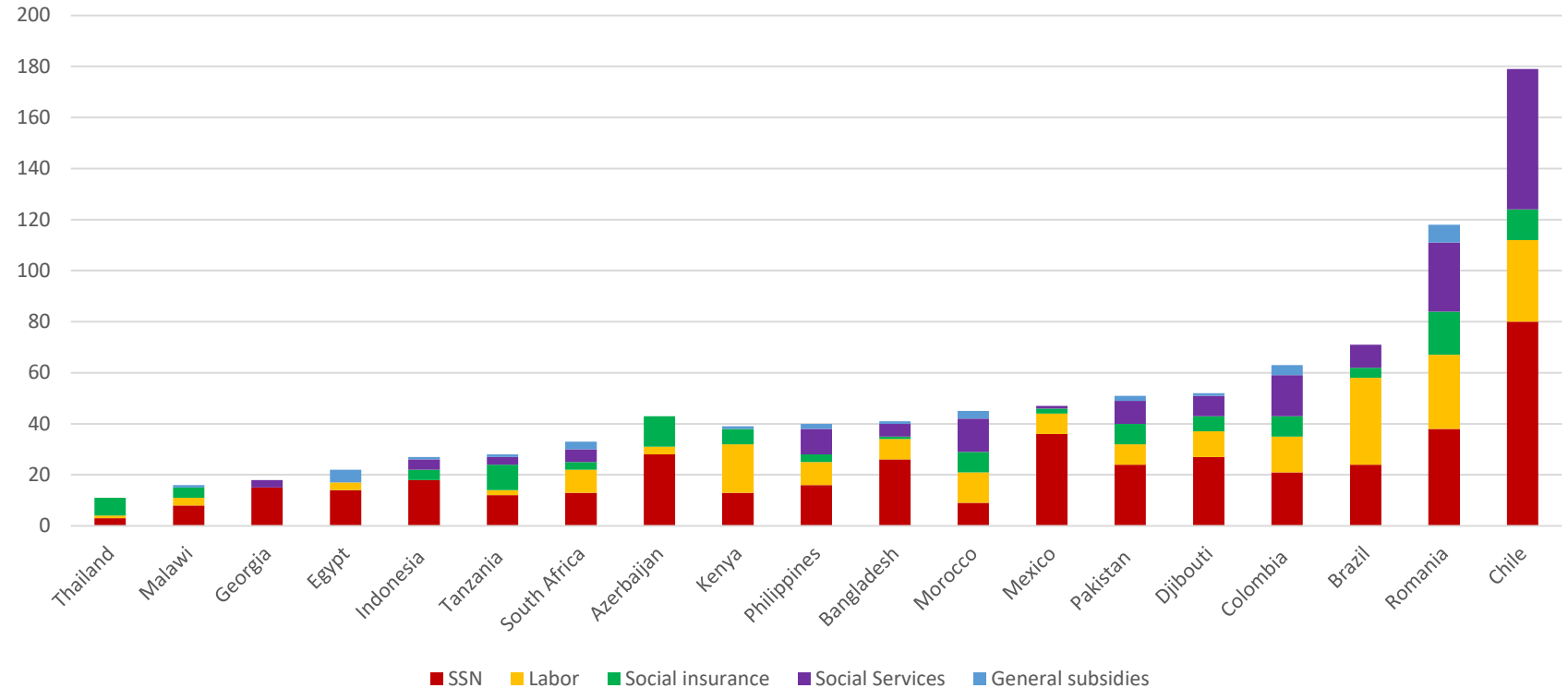


The Challenge of **Coordination**: Delivering a Myriad of Benefits & Services



(Approximate) Numbers of Active SPL Programs, by Type - Select Countries

Source: World Bank ASPIRE database



Bangladesh:

26 SSN programs
41 SPJ programs
0.73% of GDP on SSN
161 mn population
\$1359 GDP/cap
LIC

Philippines:

16 SSN programs
40 SPJ programs
0.67% of GDP on SSN
102 mn population
\$2952 GDP/cap
MIC

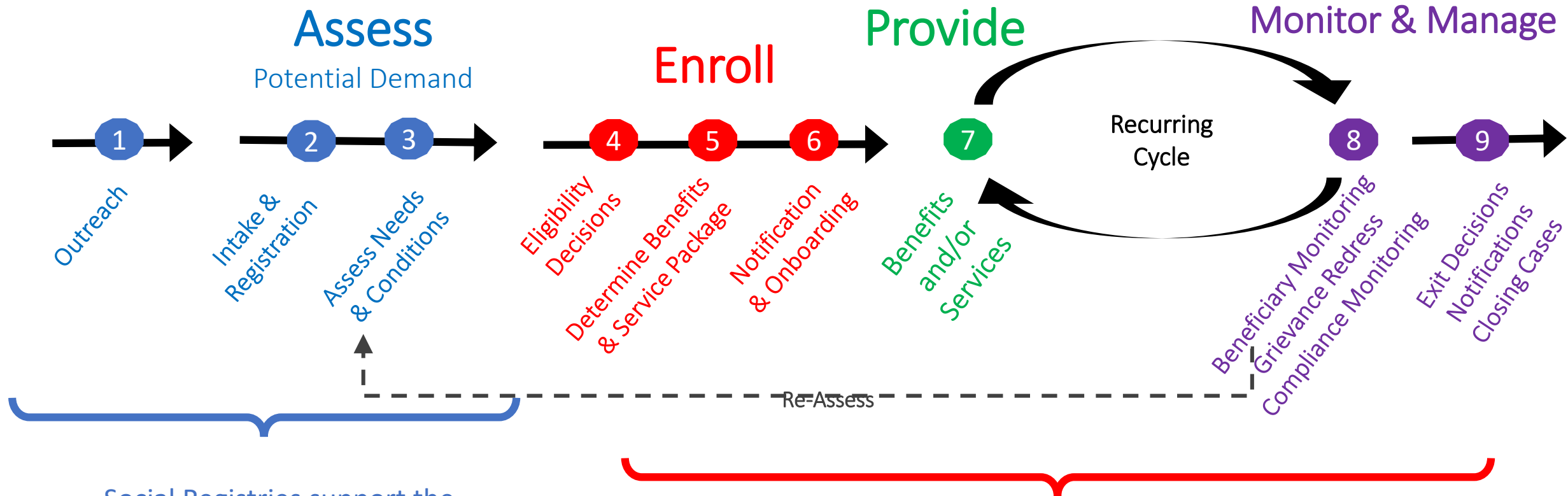
Brazil:

24 SSN programs
71 SPJ programs
1.35% of GDP on SSN
206 mn population
\$8650 GDP/cap
MIC

Chile:

80 SSN programs
179 SPJ programs
3.49% of GDP on SSN
18 mn population
\$13,793 GDP/cap
U-MIC

Diverse Benefits & Services pass through similar implementation phases along the Delivery Chain



Social Registries support the processes of registration & determination of eligibility, gathering information on all applicants (potential beneficiaries)

Whereas Beneficiary Registries & Beneficiary Operations Management Systems (aka "MIS") support program implementation

See our recent social registries study: Leite, George, Sun, Jones & Lindert (2017).

Charting Social Protection Delivery Technologies

6: Grievance Redress

How can I hold public service providers accountable?

4: Beneficiary Operations Management

How do you **determine** eligibility, provide and monitor benefits/services?

1: Social Registries

How can I apply and be assessed for social protection benefits/services?

5: Data Analytics

How do you use data for evidence-based policy & planning?

3: Payment

How do you pay me the benefits I'm eligible for?

2: Identification

How can you identify and verify if I who I say I am?

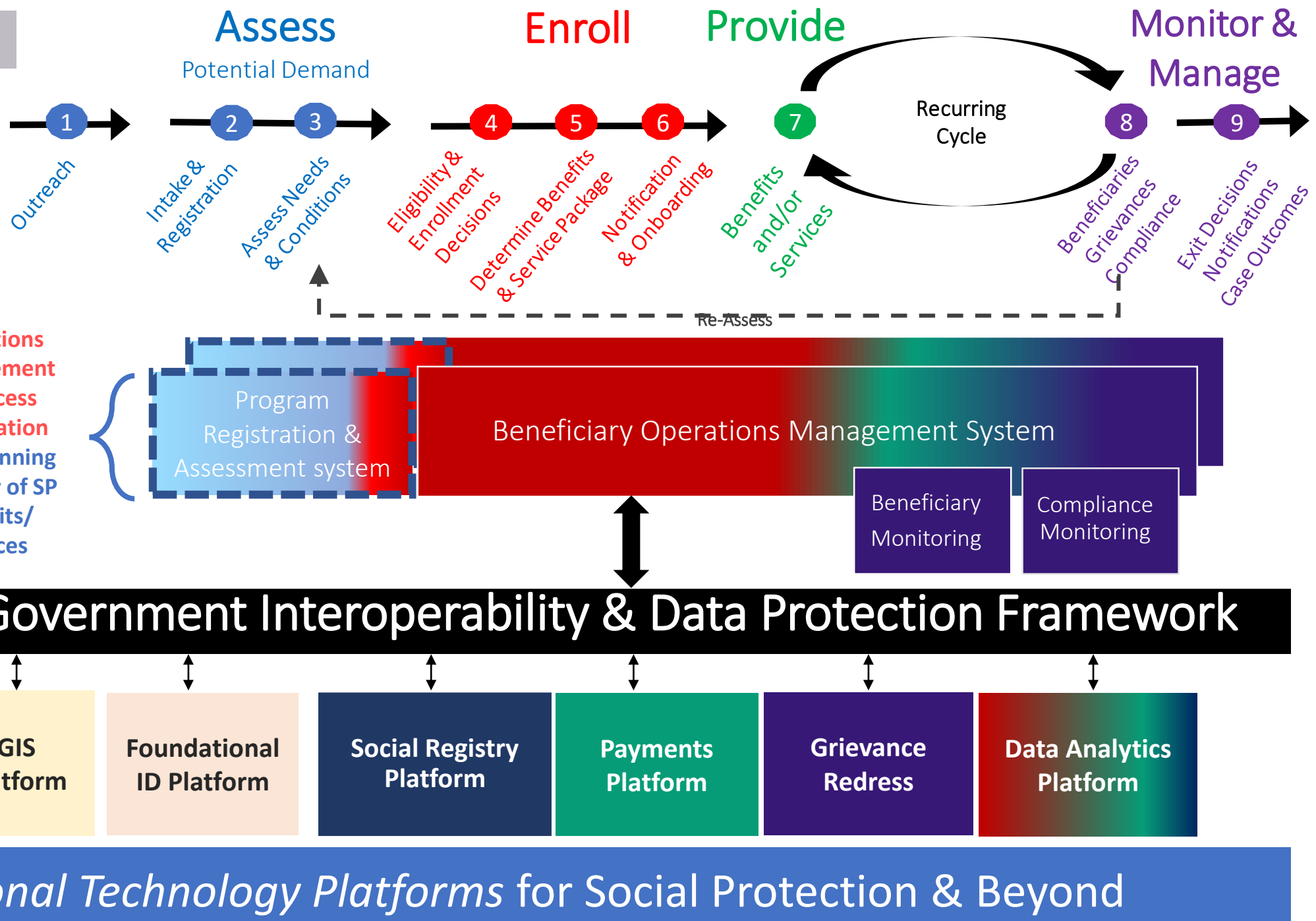
As seen from the perspective of:

People - "I"



Governments – "You"

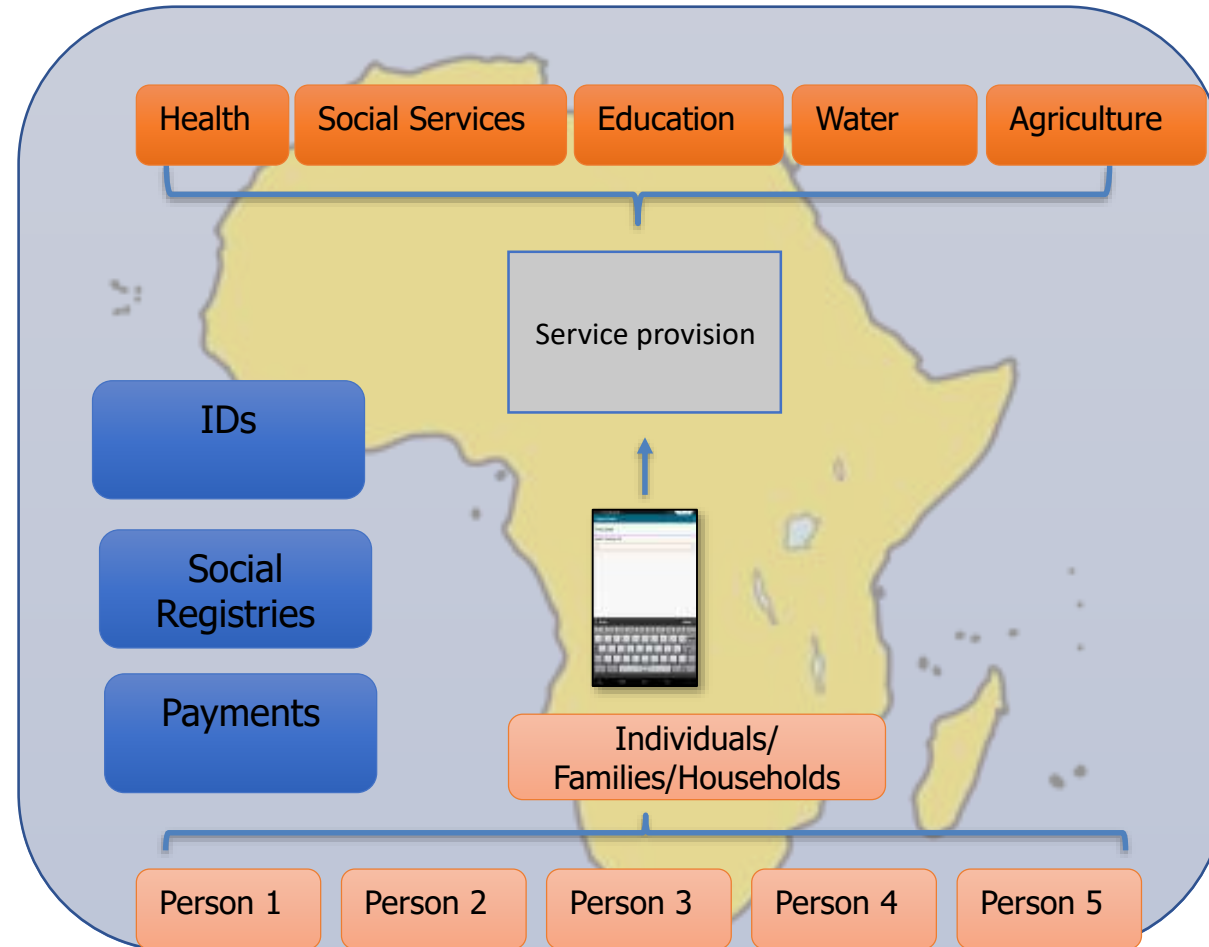




Social protection has the power to catalyze great change in the way governments offer services to people and build trust

TECHNOLOGIES

- **Foundational IDs:** Are you whom you say you are?
- **Social Registries:** What are your needs and conditions?
- **G2P Payments:** How do you get paid/contribute?



Source: Tina George Karippacheril, Social Protection & Jobs, 2019

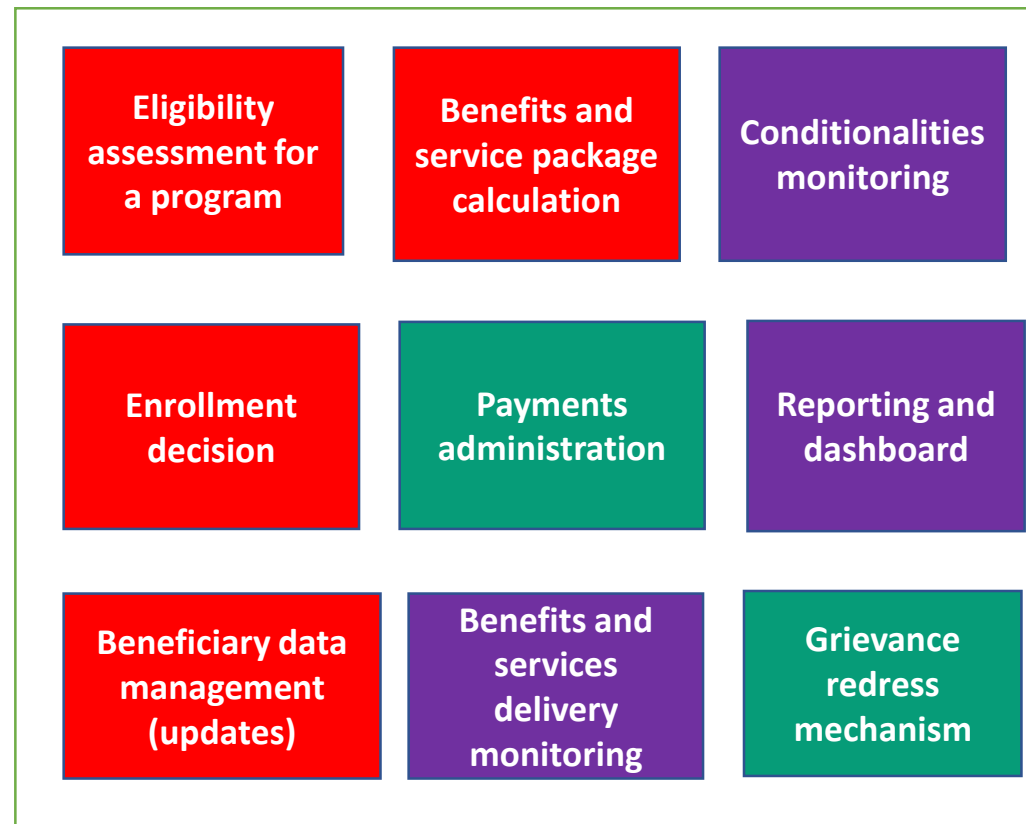
SAFEGUARDS

- **Protection:** How do we protect your data?
- **Inclusion:** How do we ensure the poor and vulnerable are the “*first mile*” for delivery?

Forthcoming Study: Sourcebook on Foundations of SP Delivery Systems (2019)

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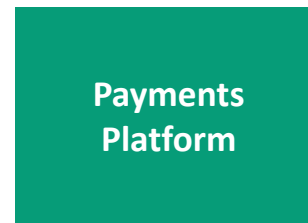
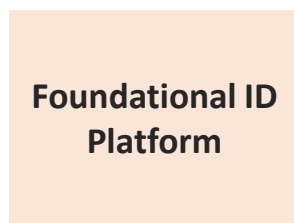
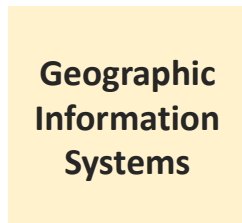
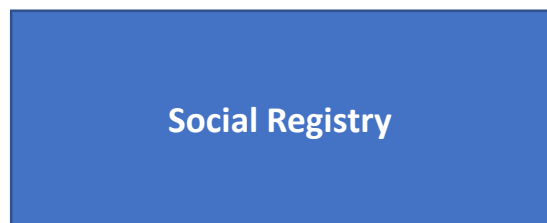
A microservices architecture approach to building integrated social information systems



Optional modules in BOMS



Foundational Technology Platforms for Social Protection & Beyond



Integrating Social Information Systems has many benefits...

For Policy & Planning



Identifying intended populations,
Profiling needs & characteristics

Improved efficiency,
data accuracy & quality
=> better use of public spending

Monitoring who receives which
programs + identifying gaps in
coverage, duplications,
complementarities

Facilitating coordinated response
of social programs to crises

For Program Administrators



Shared resources for intake &
registration in the “front office”

Lower administrative costs

Improved accuracy, data quality,
efficiency, transparency => fewer
duplications and errors

Facilitating intermediation and
referrals, integrated case
management

For People



Promoting awareness of and
access to numerous benefits and
services

Can apply for many programs at
once with simpler procedures,
savings on time-costs-visits

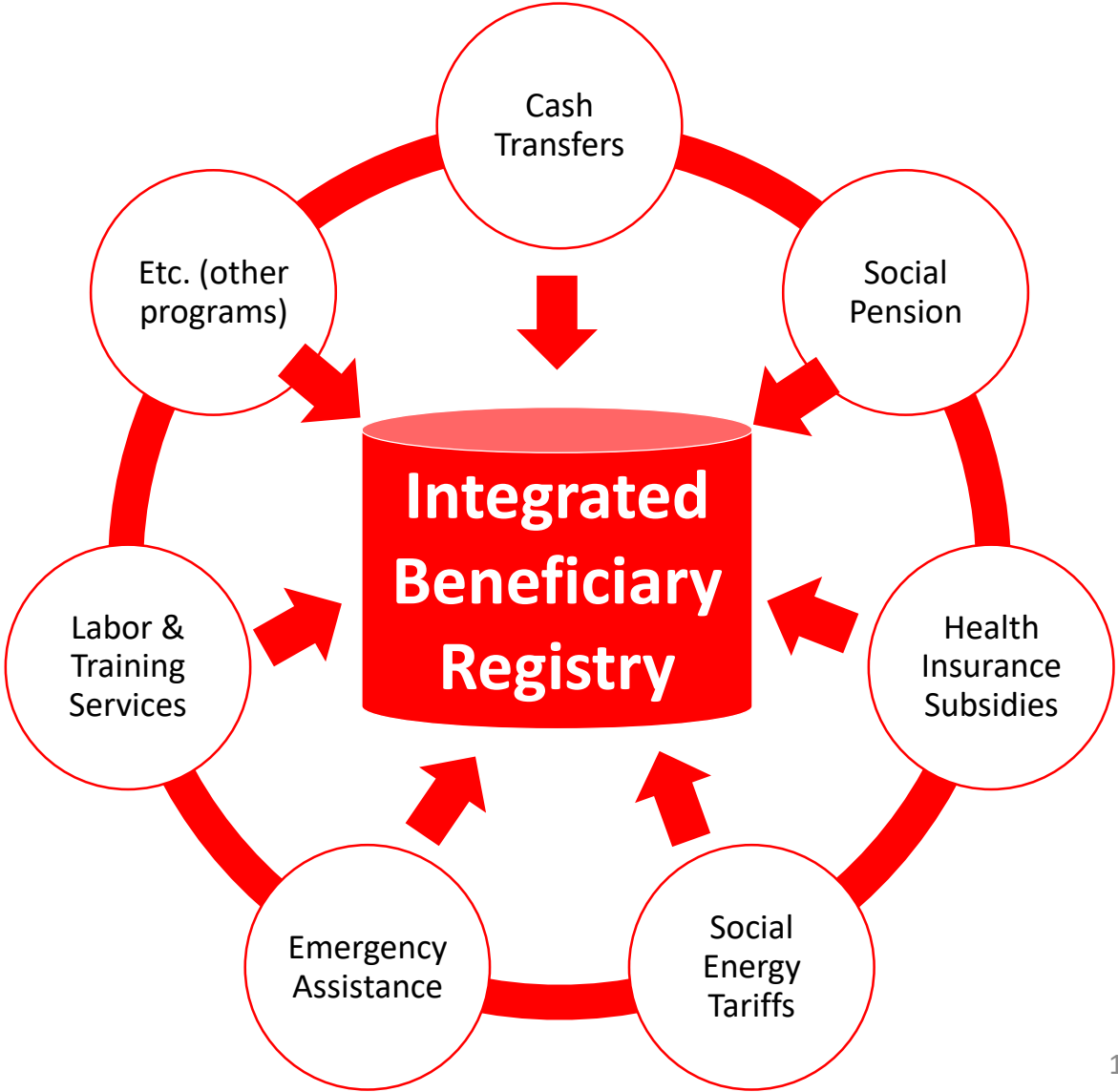
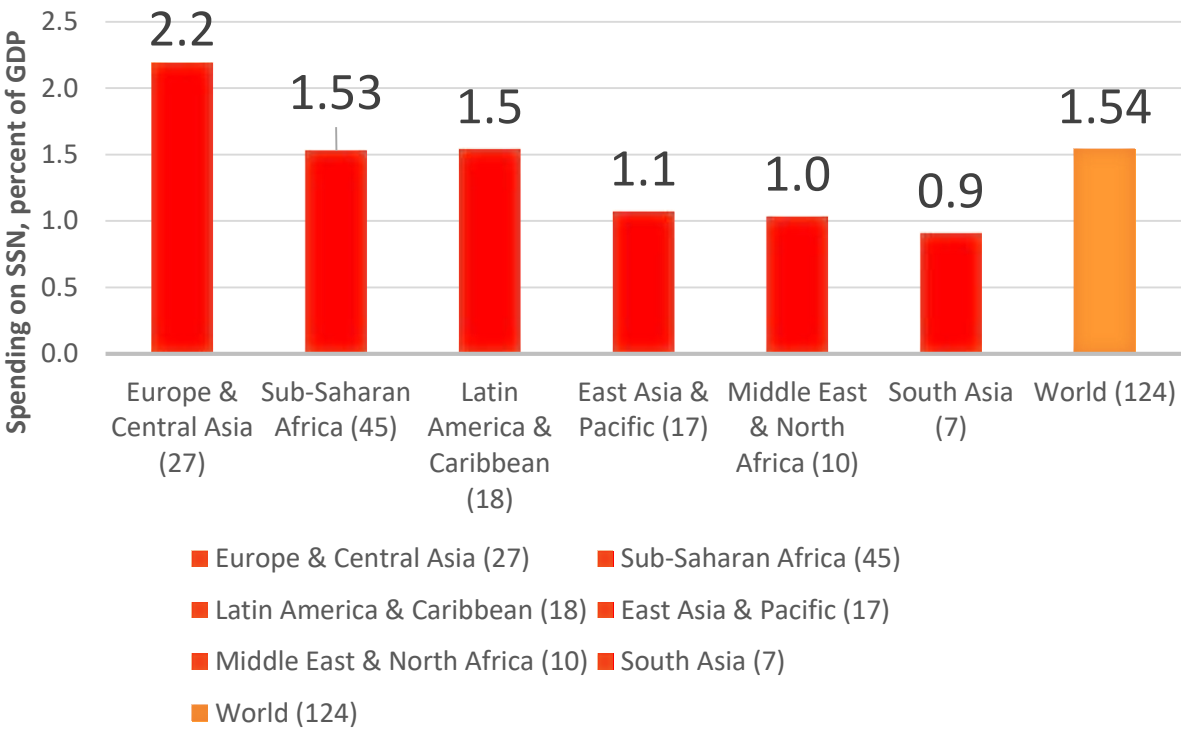
Access to their data, information
on benefits received, and
eligibility status

More efficient & coordinated
public services

Where does the Spending go? Who Receives What Programs?



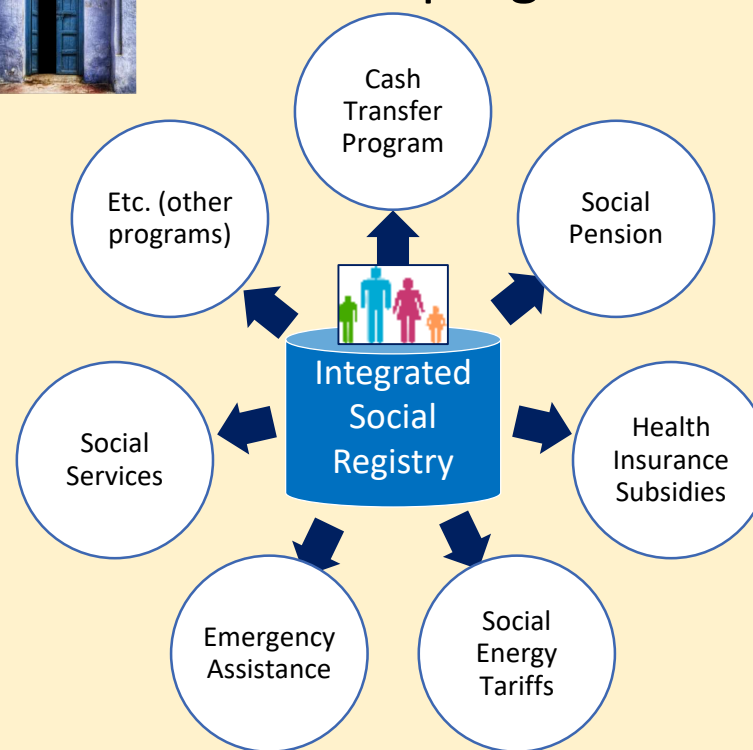
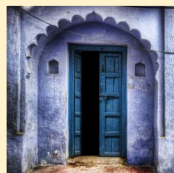
Average Global & Regional Spending On Social Safety Nets



Integrated Data Platform for social policy planning

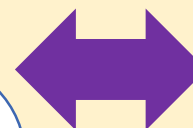
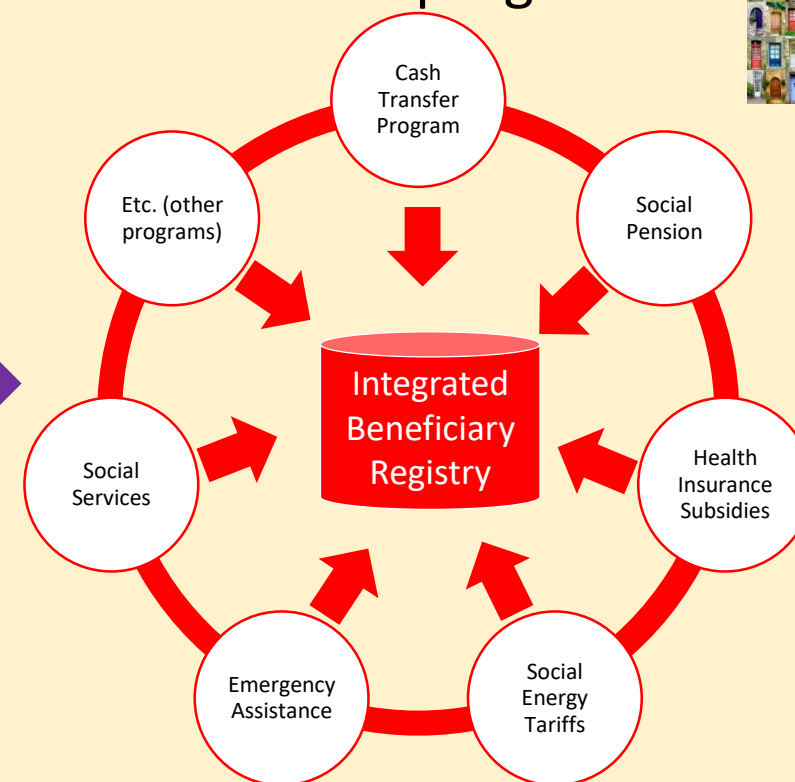
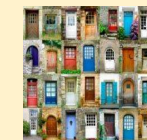
Integrated Social Registry

= indicator of “demand”
for social programs



Integrated Beneficiary Registry

= indicator of “supply”
of social programs



Combination allows for profiling the population; tracking of coverage, gaps and overlaps; policy analysis; budgeting and planning

Chile:
Combination
of both
=
powerful
tool for
Social Policy



Integrated Social
Registry (RSH)
(with interoperability)

Self-Reported
Information

Family
Composition

Housing
conditions

Education

Health

Occupation

Income

Protocols for:

- Updating information
- Rectifying information
- Complementary info

Data from other
Administrative
Systems

Taxes

Social security
contributions

Unemployment
Insurance

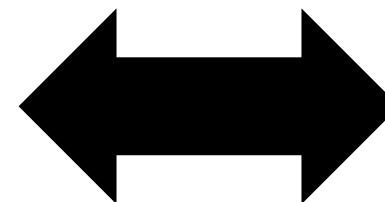
Pensions

Health
insurance

Educational
status

Property
ownership

Vehicles
ownership



Integrated
Beneficiary Registry

Cash transfers

Subsidies

Scholarships

Income support
programs

Social housing

Social
Services

Etc.

A whole-of-government approach to data exchange allows for a dynamic inclusion, data quality, integrity, efficiency

PEOPLE INTERFACE (Front Office)

Fill in application form on-demand



Update health data



Update education data



Update data on business registration, land etc.



Data Exchange

Uses most current data update. Stores both dated and most current data. Frontline staff ask people to confirm which data point is most current to be considered by the social registry for eligibility assessment.

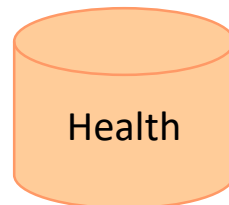


Facilitates data updates

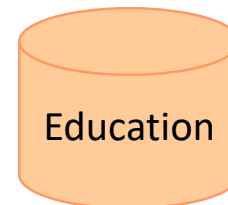
Data Protection Framework



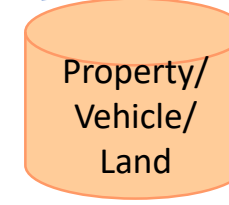
Social
registry



Health



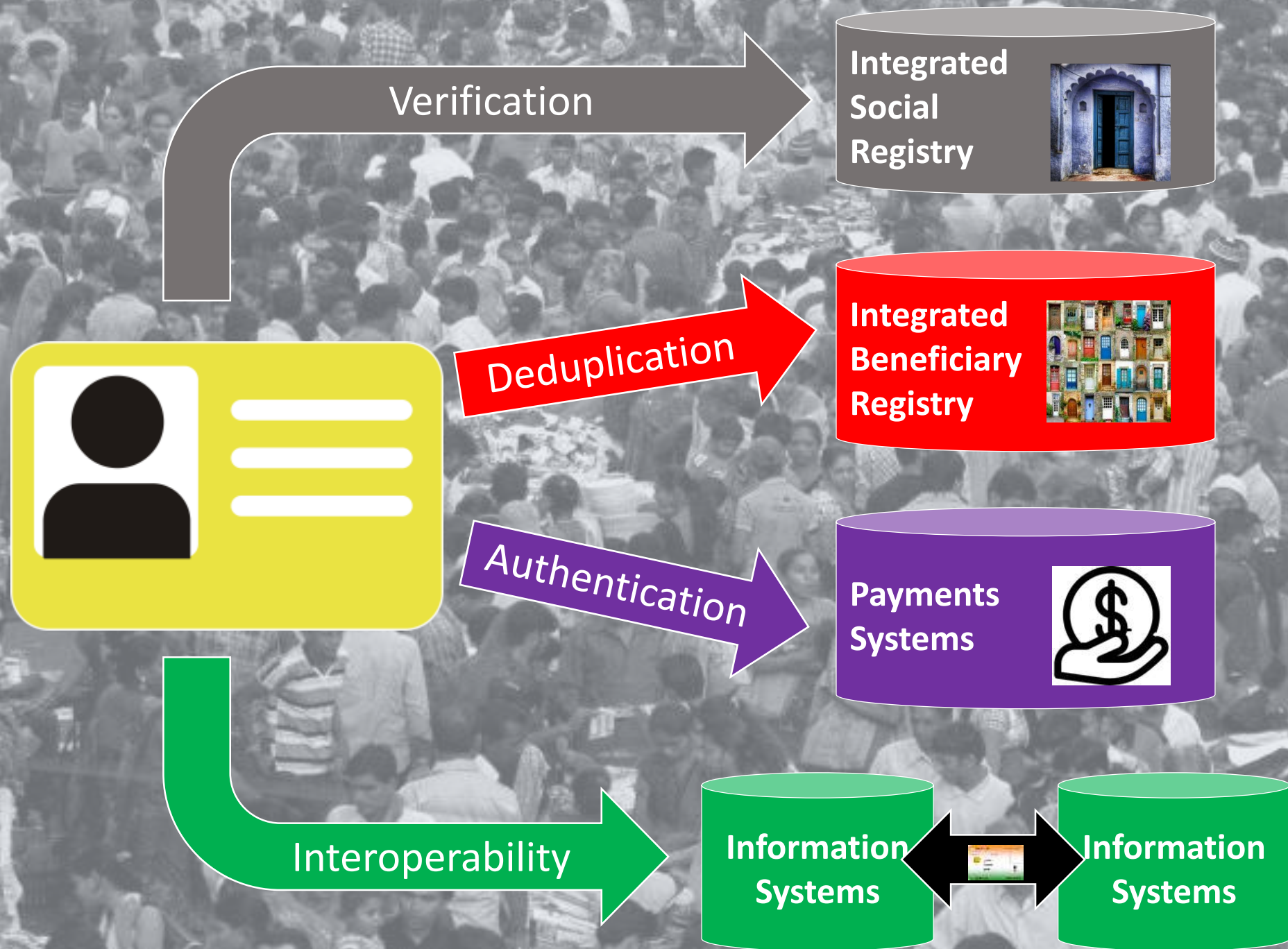
Education



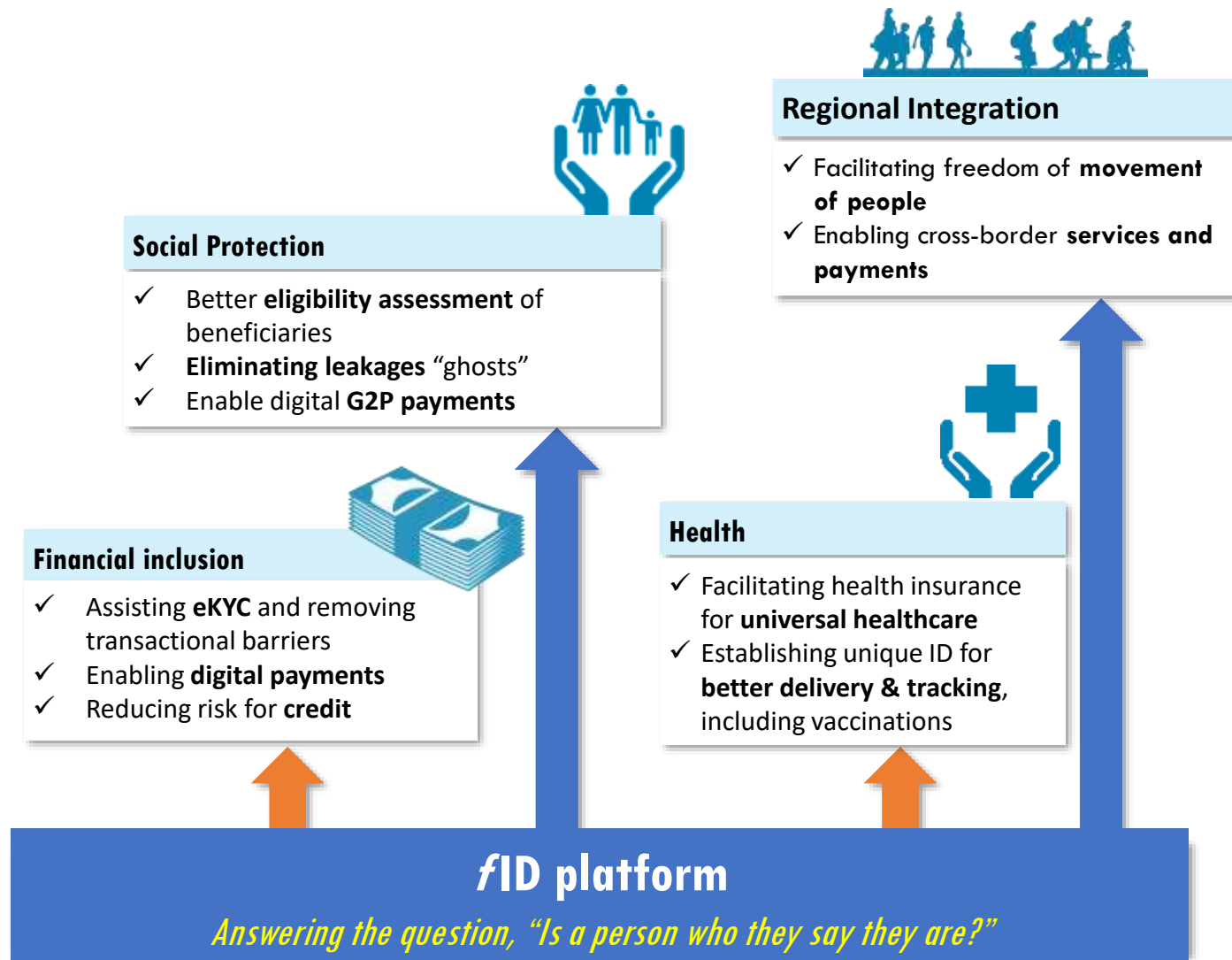
Property/
Vehicle/
Land

INSTITUTIONAL SYSTEMS (Back Office)

Unique
Identification
Number
serves four
key roles
in supporting
Information
Systems in
Social
Protection
Programs



WURI: Regionally interoperable Foundational ID Platforms for inclusion and service delivery



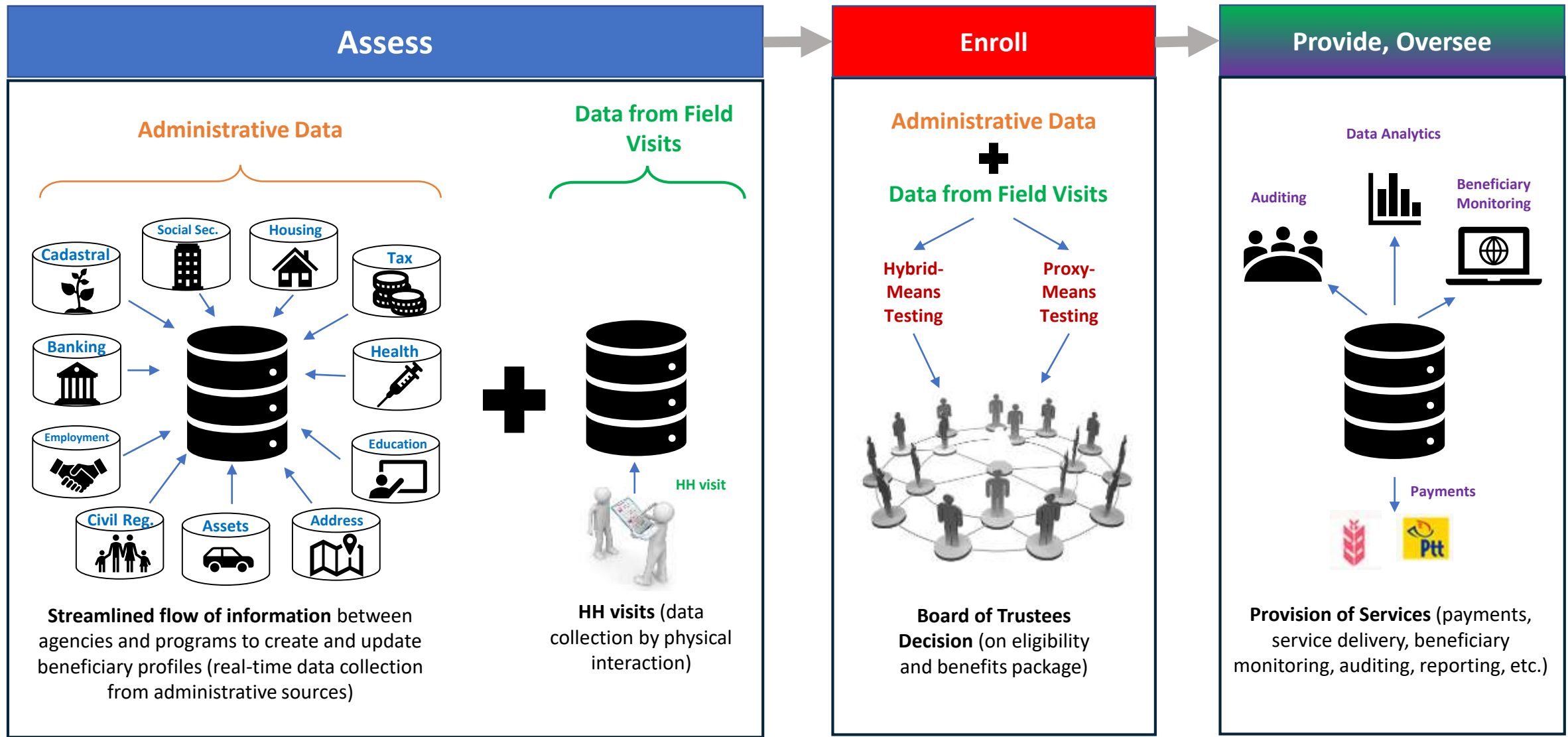
• Input Data:

- ✓ **Biographic** – basic set (name, date of birth, gender etc.)
- ✓ **Biometric** – multimodal (fingerprints, iris, etc.)

• Outputs:

- ✓ **Universal identification number (UNI)** – random, unintelligible, unique, for life
- ✓ **Government-recognized, zero-cost credential** (*i.e.*, not a smart card)
- ✓ **Does not connote legal status**

Turkey: Integrated Social Assistance System (ISAS)



Linked with 24 Public Entities with over 120+ webservices

HH visits by ~5,000 social asst. workers in 1000 SAFs

“Dynamic & Integrated” gateway for multiple (17+) SA programs

Covers 10+ million households and 40+ million individuals.

Culture of Information Sharing vs Data Privacy & Security

Principles:

- Culture of sharing and joint problem-solving for integration & interoperability
- Combined with principles of “minimal sharing” (need-to-know basis)) needed to achieve objectives
- Personal data protection & consent
- Plus clear rules and protocols for authorization, access, updating, confidentiality, privacy and security

Information
Sharing &
Interoperability

Data Privacy &
Security

Concrete Standards & Tools:

- National legal policy, legislation, and regulatory **framework** for information security (access, use, content, encryption, standards, emergency management & backup)
- **Data sharing protocols** for access, use, content, etc.
- **Strong access restrictions:** levels of access (need-to-know basis); assign and track all access to computers and data systems within the ID environment; and Restrict physical access to all data.
- **Network security:** Install and maintain a firewall configuration to protect data; and Implement an encryption standard for data both in transit and at rest

Institutional & Legal Aspects

- Inter-agency coordination
- Clarity of roles & responsibilities
- Authorizing environment for the coordinating institution
- Legal framework for institutional authority, interoperability framework, data protection, etc.

Culture Setting

- Whole-of-government approach:
 - Principle of minimum data collection (only collect what's needed, pull data from other institutions if already available)
 - Culture of sharing
 - Data access for specific authorized uses
- Informed consent (personal data protection, privacy for citizens)

Some Requirements
for Integrating Social
Information Systems

Data Integration Aspects

- Data sharing protocols
- Data protection
- Interoperability framework
- Common data definitions
- Unique ID
- APIs, web services, service oriented architecture approach

Political Will

- Sustained political will
- Leadership
- Commitment
- Ownership

Social Registries for Social Assistance and Beyond: A Guidance Note & Assessment Tool

Phillippe Leite, Tina George,
Changqing Sun, Theresa Jones
and Kathy Lindert

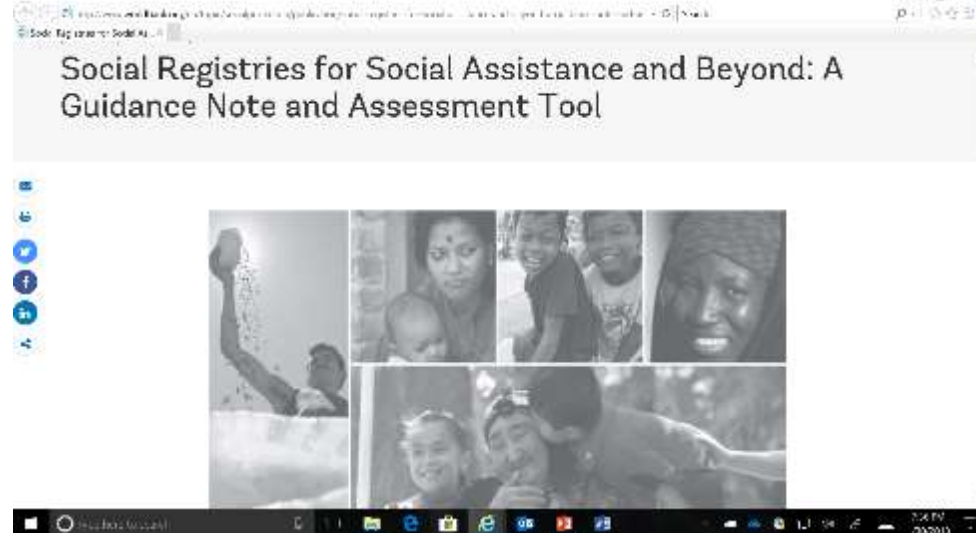
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July 2017



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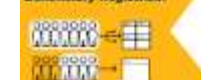
[FAQs](#)



[10 Things to Know](#)

FAQs: SOCIAL REGISTRIES

What's the difference between Social Registries & Beneficiary Registries?



Distinct functions & population coverage. Both types of registries are related but distinct components of broader information systems for managing social programs. Social registries support the processes of intake, registration, and determination of eligibility for social programs. They gather and maintain data on all applicants, whether or not they become enrolled in a program. Beneficiary registries track information on beneficiaries and benefits to support program implementation, payments administration, and case management, etc. They maintain information on beneficiaries of specific programs, not of applicants.

No. Social Registries gather and provide information on potential eligibility for social programs based on an assessment of needs based on socio-economic criteria, which vary by country context and the nature of the social programs. Many programs use means testing, some use self-reported income combined with proxy indicators, many use proxy means testing (PMT), particularly in contexts of high degrees of informality and limited data capacity, some use hybrid means-testing. When use multidimensional poverty indices, and so forth. Programs often combine these socio-economic assessments with other criteria, such as categorical or geographic factors.

Are Social Registries only used for poverty-targeted social assistance programs?



No. Many countries use Social Registries to inform enrollment decisions and/or calculate benefit levels for a range of interventions, some targeted and some universal in nature. In fact, Social Registries are increasingly being used for programs that extend well beyond social assistance, such as subsidized health insurance, social energy tariffs, education, and training, weather, child care and other social services, housing assistance, financial inclusion services, eligibility for pro-poor legal services, or even for voters, and more. The advantages of using integrated Social Registries for multiple programs can be significant: lower burden on citizens who don't have to apply for numerous benefits and services separately, cost savings and efficiency for user programs and better coordination of social policy.

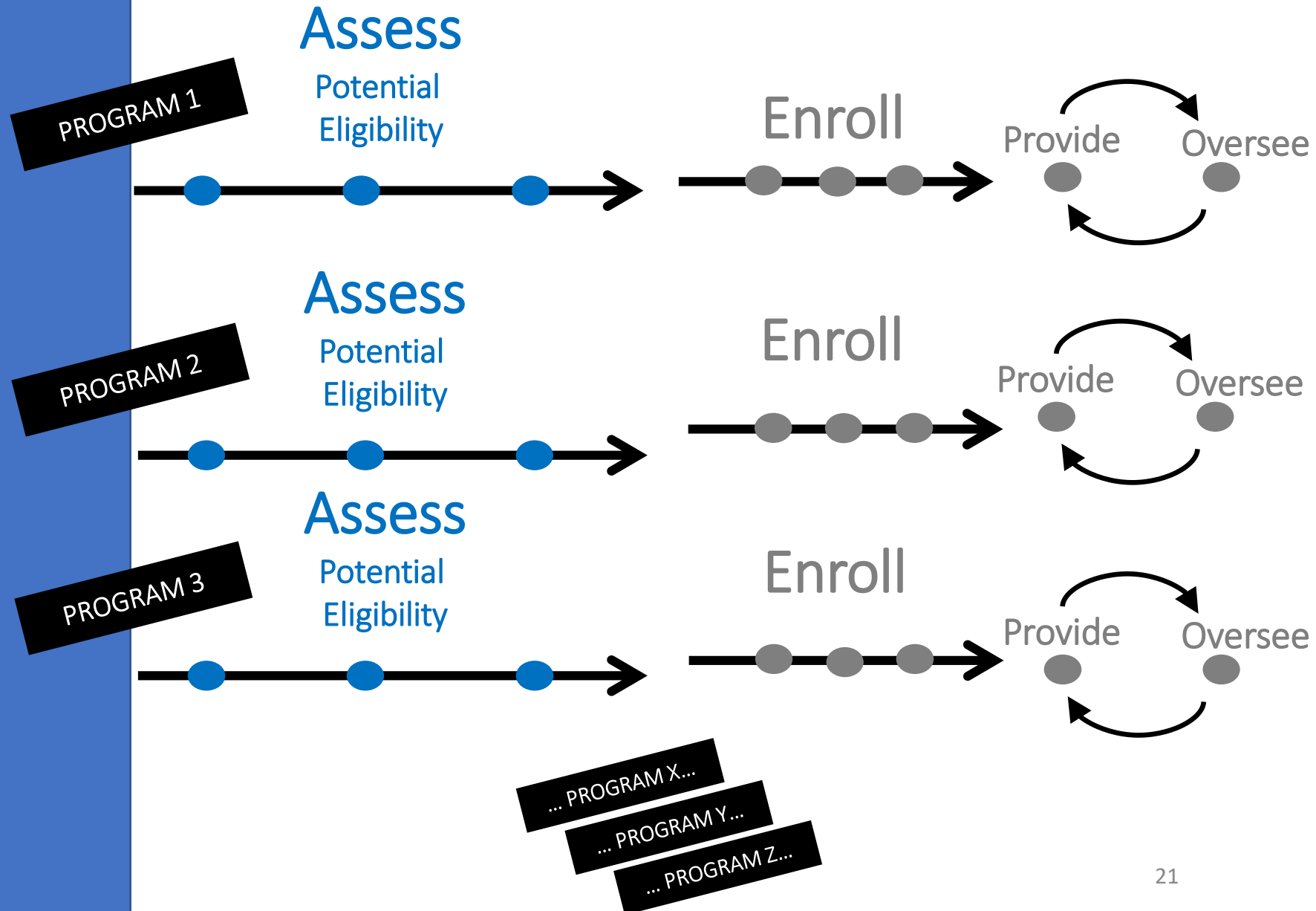
No. Social Registries allow for flow of information on registries (individuals, households) and their socio-economic conditions that inform decisions on enrollment, policy coordination, and monitoring. As information systems, their basic architecture includes data intake and exchange, software applications to support both front office and back-office functions, database management and interoperability (to some extent), and ICT infrastructure. Moreover, Social Registries don't operate in isolation and are usually part of broader information systems supporting social programs, including beneficiary registries and administration systems, payments administration, and case management systems.





How can information systems support delivery (or coordination) of multiple programs?

With many
programs,
complexity
multiplies



Fragmentation can be frustrating, costly, & inefficient....



...for people

- Have to go to multiple offices for separate social programs
- Incur travel costs, wait in long lines
- Provide the same documents over and over
- Face the frustration of complicated bureaucracy
- May miss opportunities to access benefits & services

...for program administrators & case workers

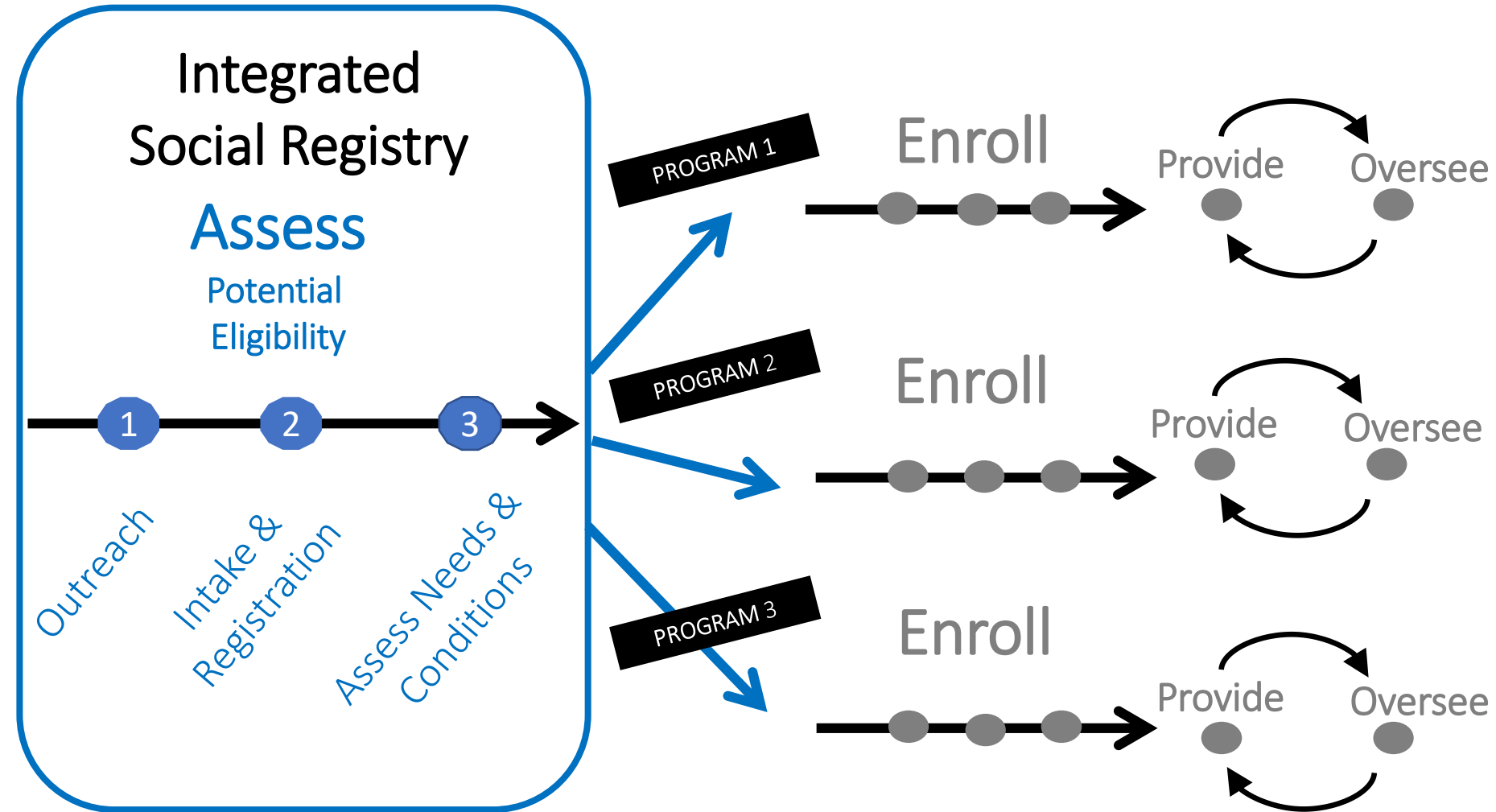
- Complex myriad of program rules
- Heavy administrative burden & high costs
- Duplications in processes
- Lack information on what other benefits & services are being provided
- Not knowing which cases to prioritize

...for social, planning, and finance agencies

Lack information on:

- Profile of needs and conditions of population
- Who benefits from which programs
- Gaps & duplications in coverage
- Potential synergies in bundles of benefits & services
- Where does the money go?
- How to leverage programs in times of crisis?

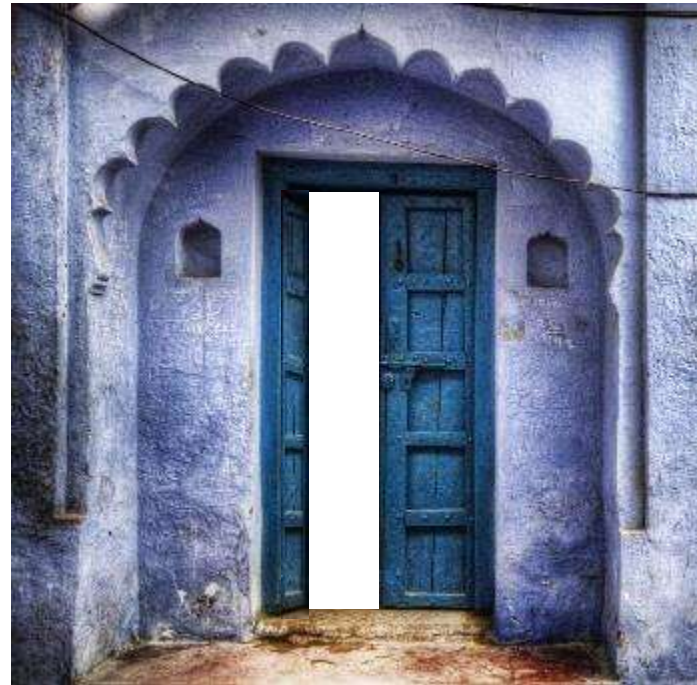
Many countries
use
Integrated
Social Registries
as a common
registration &
eligibility
“gateway”
for numerous
social programs



Social Registries as Inclusion Systems:

What does that Gateway look like for people?

Client Interface: Two Common Methods for Intake & Registration



En Masse Registration

Census sweep, door-to-door



On-Demand Applications

Open registration in person or online, with harmonized questionnaire for multiple programs



Many countries use a combination of both methods

The network for client interface can be Physical (in person) *or* Digital (virtual)



Mobile Teams



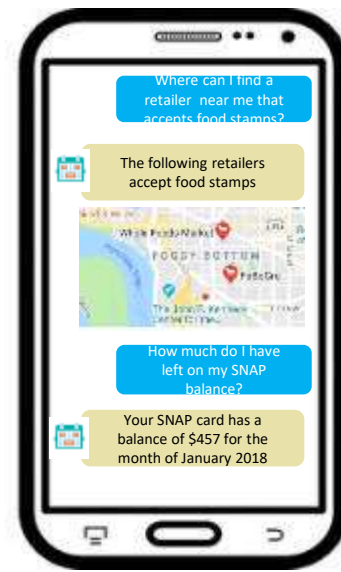
Local Offices



Mobile Technology



Digital Service Windows



Artificial Intelligence:
Chatbots



Even when a network for client interface exists, other obstacles can limit inclusion, such as:

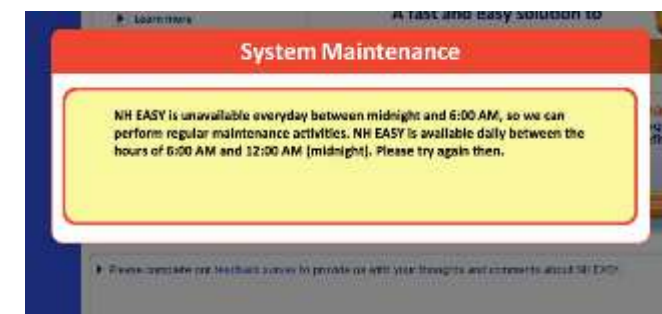
Complex application forms

Unclear Processes

Separate processes for numerous programs



Systems interruptions



Long Wait Times



Stigma



Language barriers



En Masse Registration for Social Registries:

Diverse Institutional arrangements



Contracted Field Teams

Philippines Listahanan 2015, Colombia SISBEN,
Dominican Republic SIUBEN 2017-19, Yemen SWF

Communities & Field Teams

Djibouti RSU, Mali RSU, Senegal RNU,
Sierra Leone SPRINT

Outsourced to Firms or NGOs

Pakistan NSER, Dominican Republic SIUBEN (past)

Statistics Office

Indonesia UDB

On-Demand Applications for Social Registries:

Diverse Institutional arrangements



Deconcentrated Local Offices

Georgia TSA Registry, Macedonia CBMIS,
Mauritius SRM, Montenegro SWIS, Turkey ISAS

Municipal Government Offices

Brazil Cadastro Unico, Chile RSH, China Dibao Registry

Common Application via Programs

Mexico SIFODE (e.g., via Prospera and other programs)

Temporary Desks (On-Demand Pilot)

Pakistan NSER

Online Application (Digital Window)

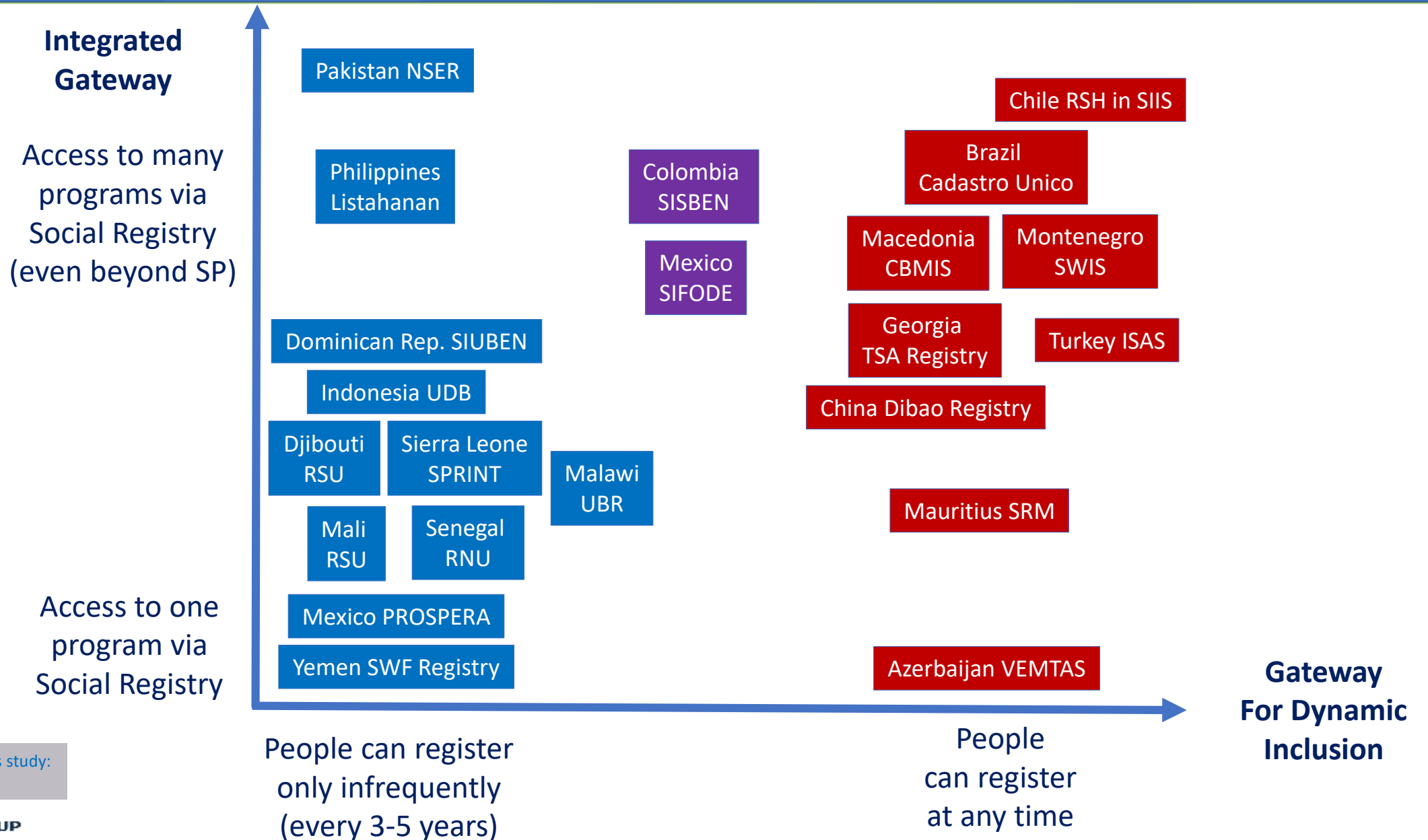
Azerbaijan VEMTAS, Chile RSH, Turkey ISAS

In many countries, inadequate network for Citizen Interface is
a key constraint to on-demand applications

Static or Dynamic Social Registries?

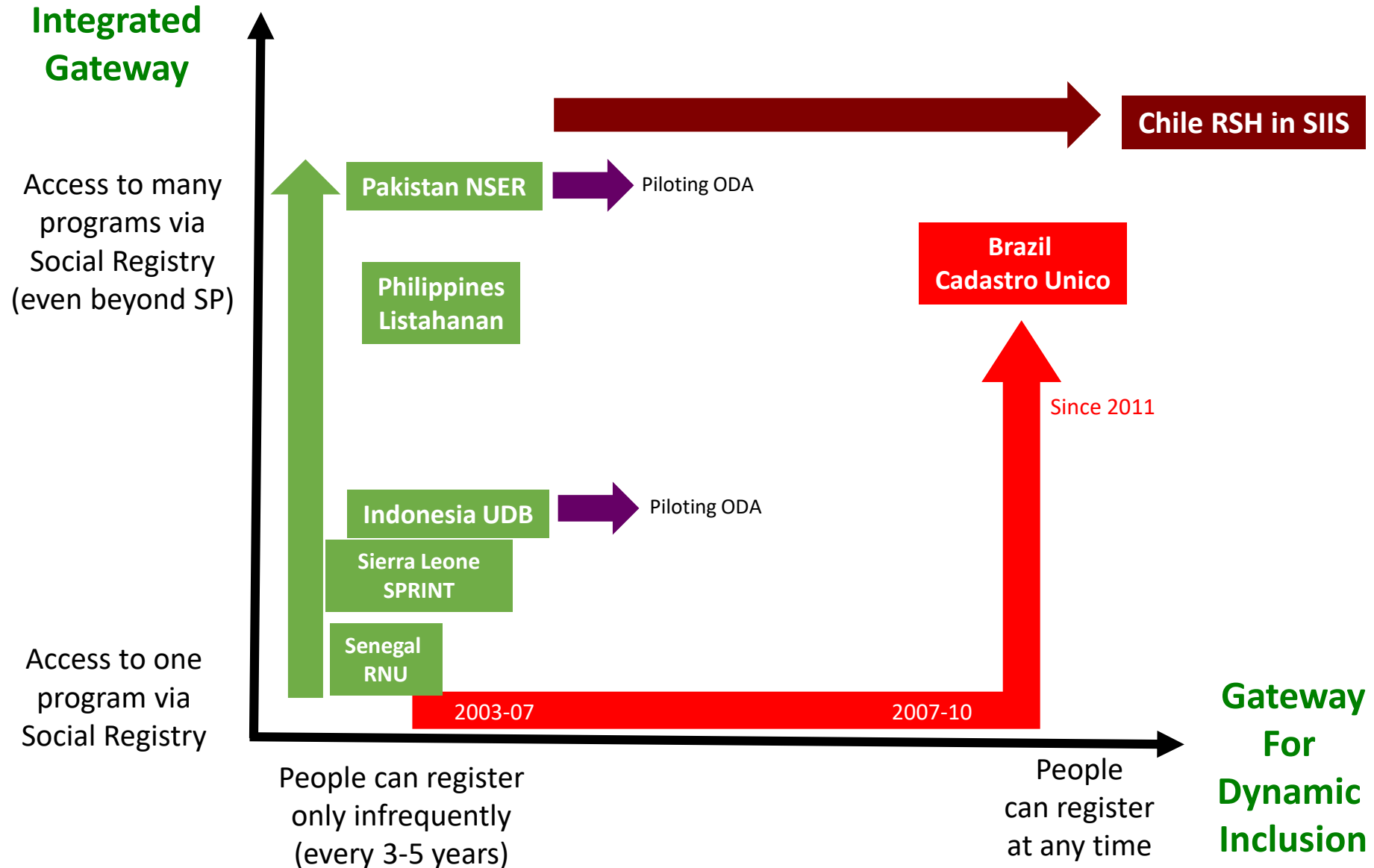


Typology of Social Registries as Inclusion Systems



See our recent social registries study:
Leite et. al. (2017).

Diverse Trajectories of Social Registries as Inclusion Systems



Principle of Dynamic Inclusion

A key feature of Social Registries is the degree to which they support dynamic inclusion



- *Anyone can register or update their information at any time* (with no a priori guarantee of eligibility for specific benefits)
- The window for registration is open and continuous:
 - Usually with on-demand applications
 - And ideally with simple “user-friendly” intake, registration, and updating procedures (importance of human-centered design)
- Also relevant for:
 - Human Rights agenda & progressive realization of universality: *anyone who needs social protection can access it at any time*
 - Crisis response

But not all Social Registries are Dynamic



- Many countries operate social registries with “fixed lists” of applicants and beneficiaries
 - Often via *en masse* registration waves every 4-5 years
 - Registration “closed” in interim years
- This is a common “starting point” and it can make sense in countries with:
 - Limited fiscal space for user programs
 - Limited administrative capacity – particularly with lack of a network for citizen interface
- But, with these “static systems,” the risks for errors of exclusion and inclusion increase over time as information becomes out of date
- The principle of dynamic inclusion is particularly important:
 - When social registries serve as integrated gateways for multiple programs
 - For Crisis Response
- ****Key binding constraint: Client Interface****

Social Registries as Information Systems:

Diverse
arrangements for
managing &
operating Social
Registries



Managed & Operated by Central Social Agency

Azerbaijan VEMTAS, Chile RSH, Djibouti RSU,
Georgia TSA Registry, Macedonia CBMIS,
Mauritius SRM, Mexico SIFODE, Philippines Listahanan,
Senegal RNU, Sierra Leone SPRINT, Turkey ISAS,
Yemen SWF

Managed by Central Social Agency with Separate Operating Agent

Brazil Cadastro Unico, Mali RSU, Montenegro SWIS

Managed & Operated by Other Central Agency

Colombia SISBEN, Dominican Republic SIUBEN,
Indonesia UDB

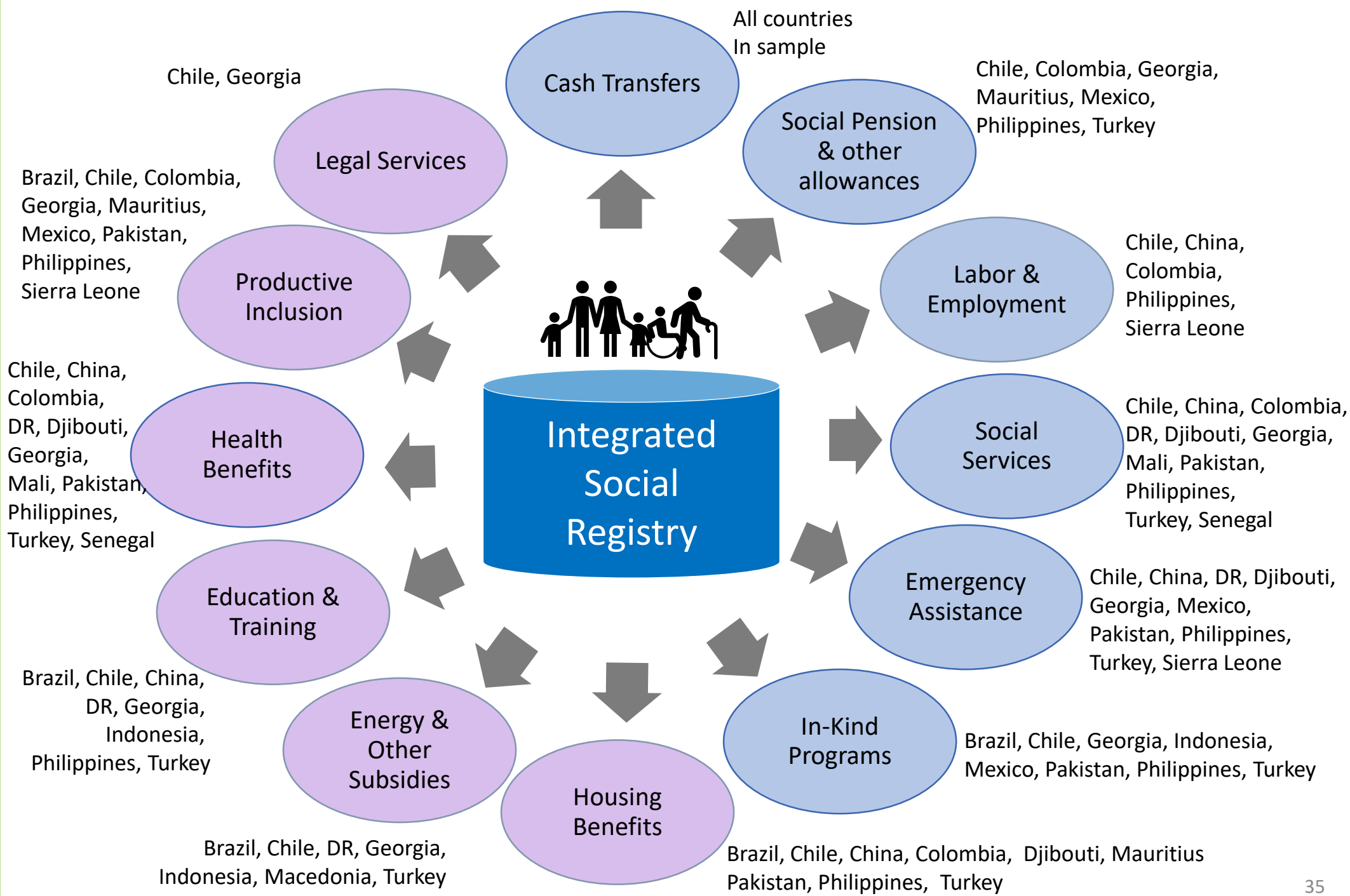
Managed & Operated by Specific Program, (also serving other programs)

Pakistan NSER (hosted, managed & operated by BISP)

Integrated Social Registries can serve as Integrated Platforms for Social Protection & Beyond



See our recent social registries study: Leite et. al. (2017).



Integrated Social Registries can improve efficiency for...



...for people

- Simplifying registration procedures
- Common application for many benefits and services
- Provide less information less often
- Saving on time, costs, visits and frustration for these processes



...for program administrators

- Shared resources for intake & registration in the “front office”
- And in the “back office”:
 - ✓ Improved data quality and accuracy
 - ✓ Reduce duplications and errors
 - ✓ Improve transparency
 - ✓ Lower administrative costs for data collection and processing

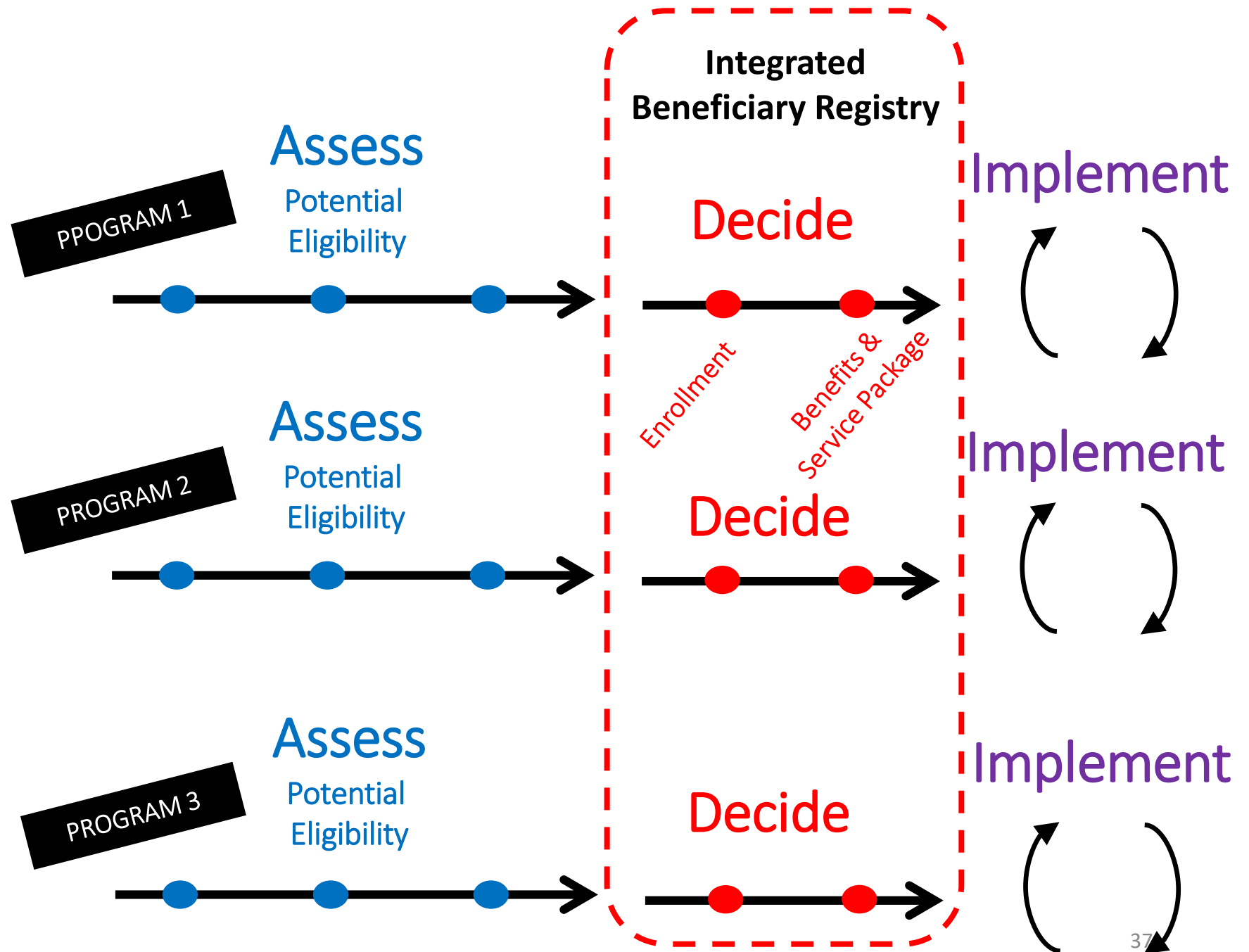


...for social, planning, and finance agencies

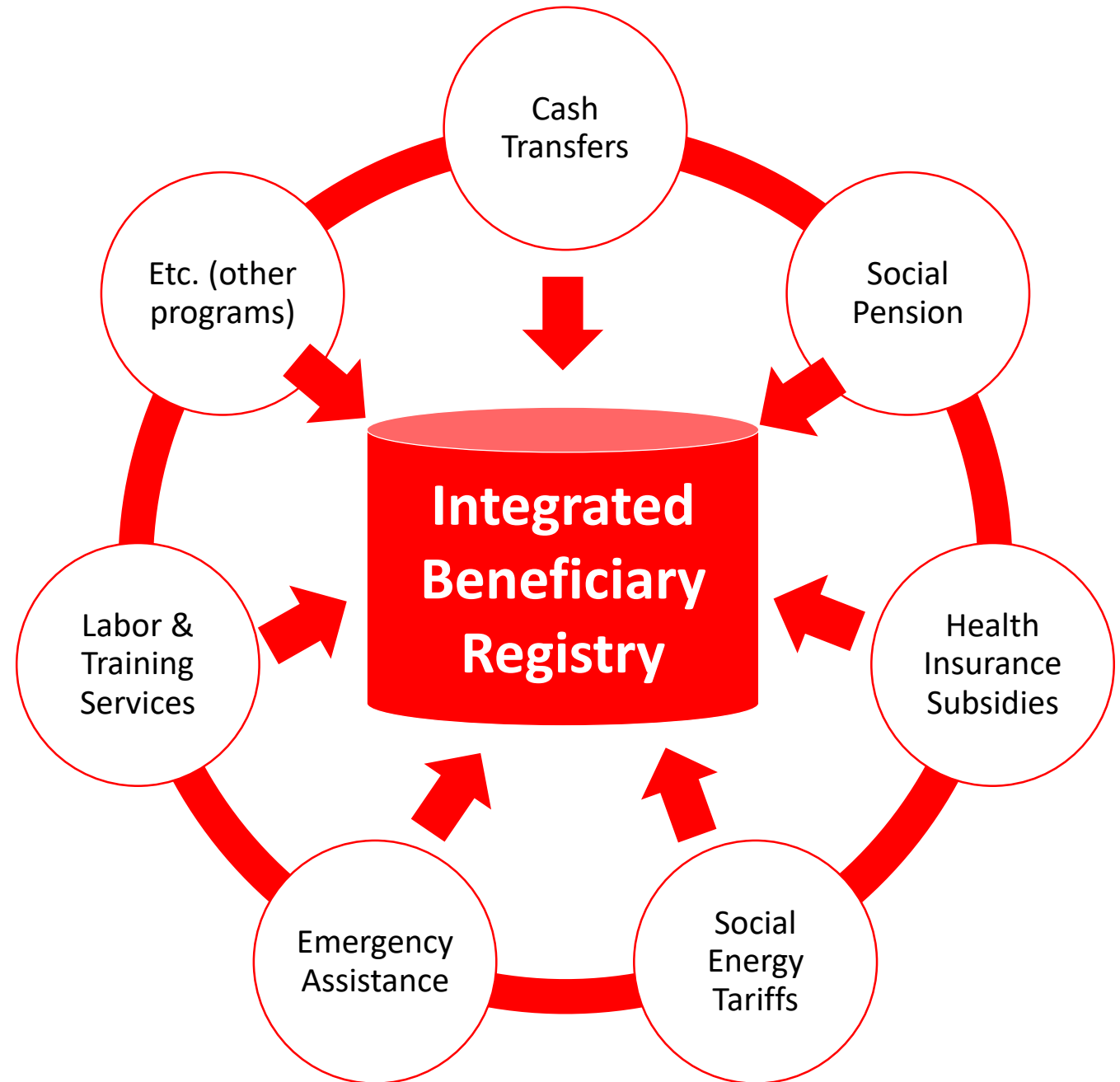
- Better coordination in identification of target groups
- Coordinating social programs as part of crisis response
- Useful tool for analyzing and monitoring multi-dimensional needs of the population and the potential “demand” for social programs

Integrated Beneficiary Registries:

Tools for Coordinating & Monitoring multiple programs to track “**who receives what,**” which can help identify intended complementarities or unintended duplications



Integrated Beneficiary Registries are Warehouses of information on beneficiaries from multiple programs



Integrated Beneficiary Registries can improve Efficiency...



...PRIMARY ROLE as a back-office tool for social, planning, and finance agencies

- For Coordination
- For monitoring who receives which programs
- For identifying complementary bundles of benefits and services
- For identifying unintended duplications across programs
- For analyzing and tracking the “supply” of programs
- For monitoring, analytics, budgeting and planning



...for program administrators

IF MAINTAINED IN REAL TIME:

- By providing them information about what “other” benefits and services their client populations are receiving
- By facilitating intermediation and referrals



...for people

IF MAINTAINED IN REAL TIME:

- By allowing citizens to check their benefit status and service referrals

Integrated Social & Beneficiary Registries support distinct – but complementary – roles for policy & implementation

Integrated Social Registries

Integrated Beneficiary Registries

Policy Roles



Inclusion & Coverage
Prioritization of resources
Multi-Sided Platform beyond SP
Crisis Response



Coordination
Planning, budgeting
Monitoring “who gets what”
Promoting synergies across programs
Reducing duplications

Implementation Functions on Delivery Chain



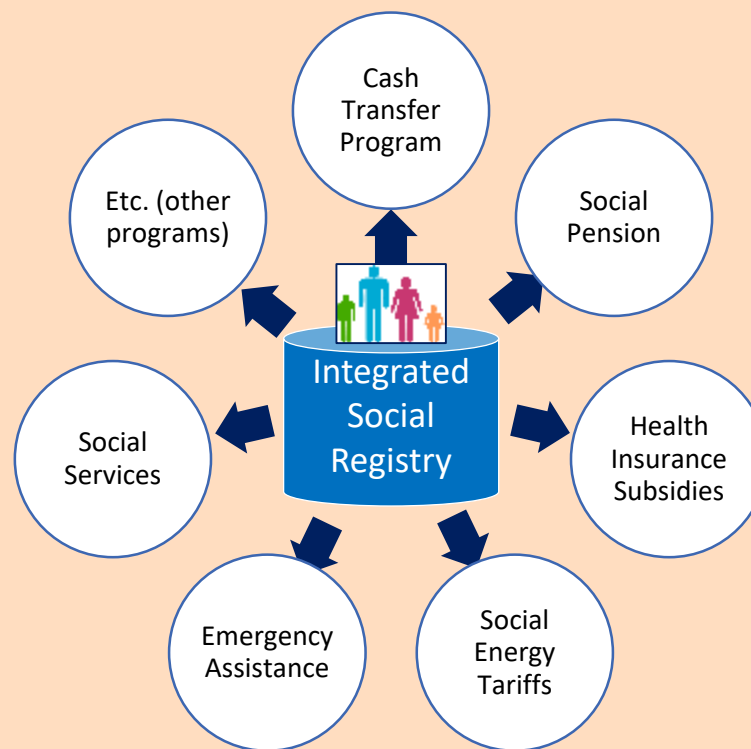
Supporting the functions
Registration & Determination of
Eligibility for multiple programs



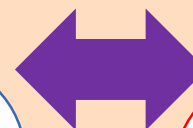
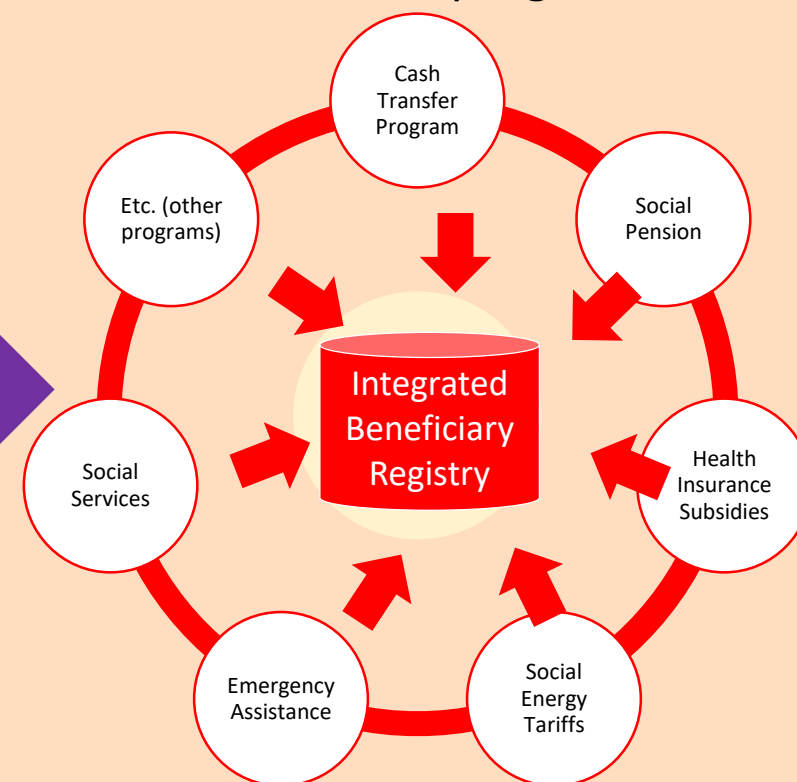
IF they are operated in “real time:”
Can provide inputs to integrated case management & GRM systems
Can allow beneficiaries to check on status of their benefits and services in systematic manner

Combination of
both =
powerful tool
for
Social Policy

Integrated Social Registry
= indicator of “demand”
for social programs















Integrated Beneficiary Registry
= indicator of “supply”
of social programs



Combination allows for profiling the population; tracking of coverage, gaps and overlaps; policy analysis; budgeting and planning

Some
country
examples...

	Integrated Social Registry	Integrated Beneficiary Registry	Integrated Social Info System
Kenya		 Kenya Single Registry	
Pakistan	 National Socio-Econ. Registry (but not yet dynamic inclusion)		
Brazil	 Cadastro Unico With dynamic inclusion, on-demand applications + active outreach		
Chile	 Registro Social de Hogares (RSH) With dynamic inclusion, on-demand applications + active outreach	 Registro Integrado de Beneficiarios (RIB)	 Sistema Integrado de Information Social (SIIS) RSH + RIB + Territorial Geo-Referencing + interoperability with other administrative systems

Concluding Remarks

1. Social Registries are BOTH Inclusion & Information Systems



2. “The Front Office:” Diverse Registration Methods (En Masse Registration & On Demand Applications)

3. Social Registries can serve as Integrated & Dynamic Gateways



4. Integrated Beneficiary Registries link information on beneficiaries across programs – helping Improve coordination, planning, budgeting and monitoring “who gets what” benefits & services



5. Integrated Social Information Systems – which combine both Social Registries + Beneficiary Registries + Geo-referencing can be powerful social policy tools



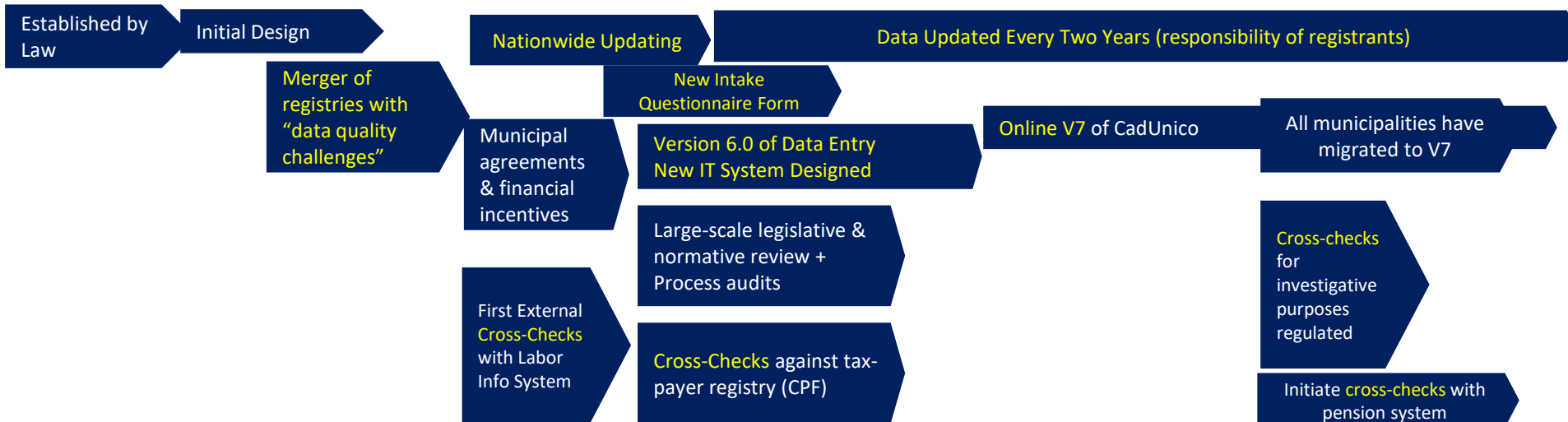
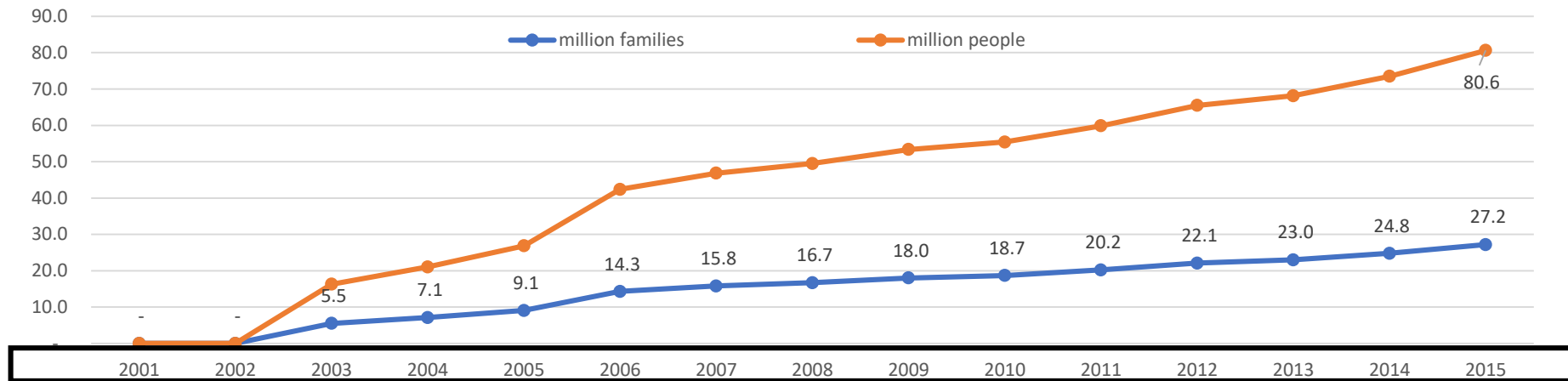
Thank you!

Contacts: pleite@worldbank.org, tgeorge1@worldbank.org

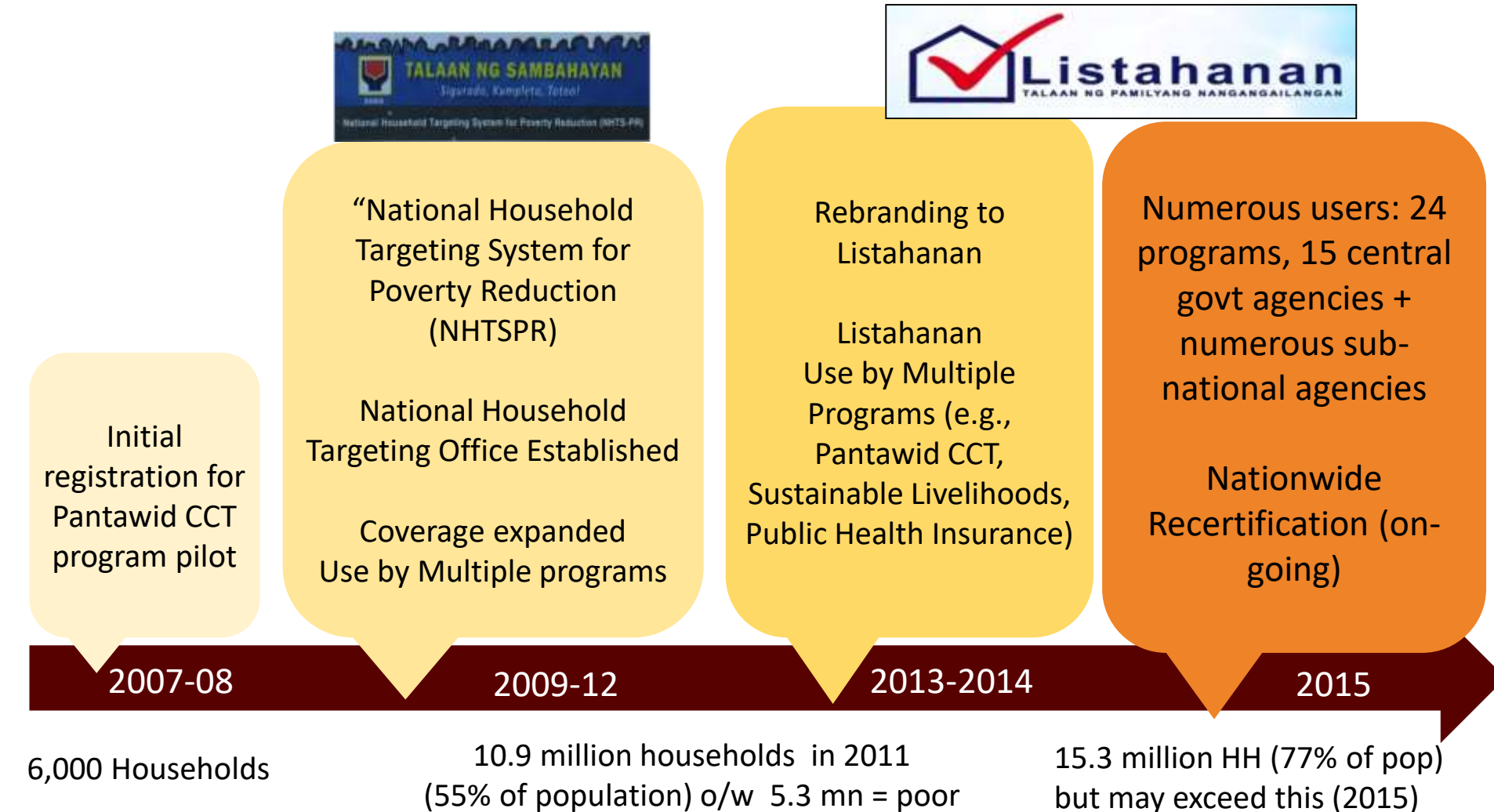
Example of Brazil's Cadastro Unico (Social Registry)



Cadastro Unico
Conhecer para incluir

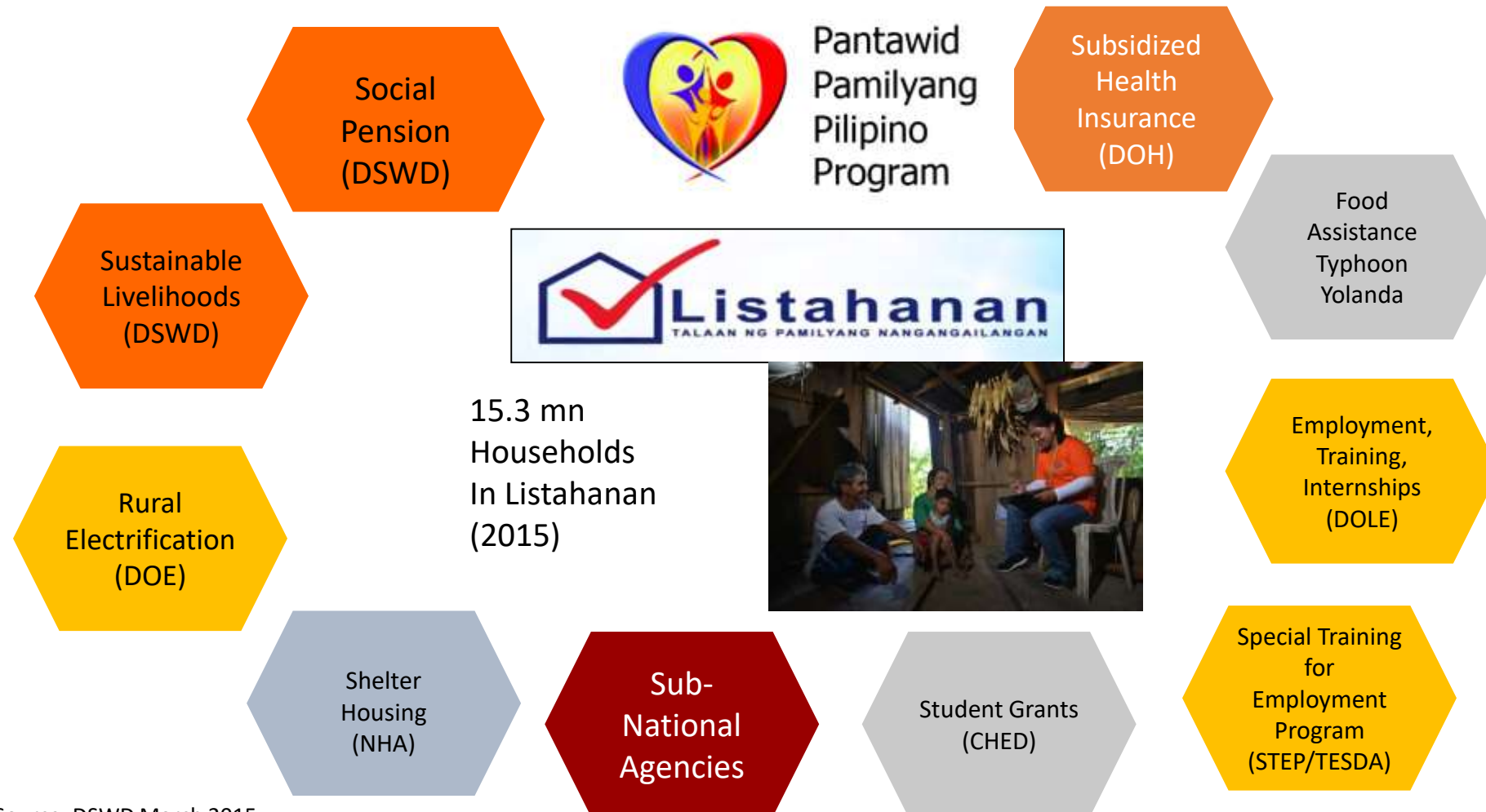


Philippines – Evolution of Listahanan “National Targeting System”



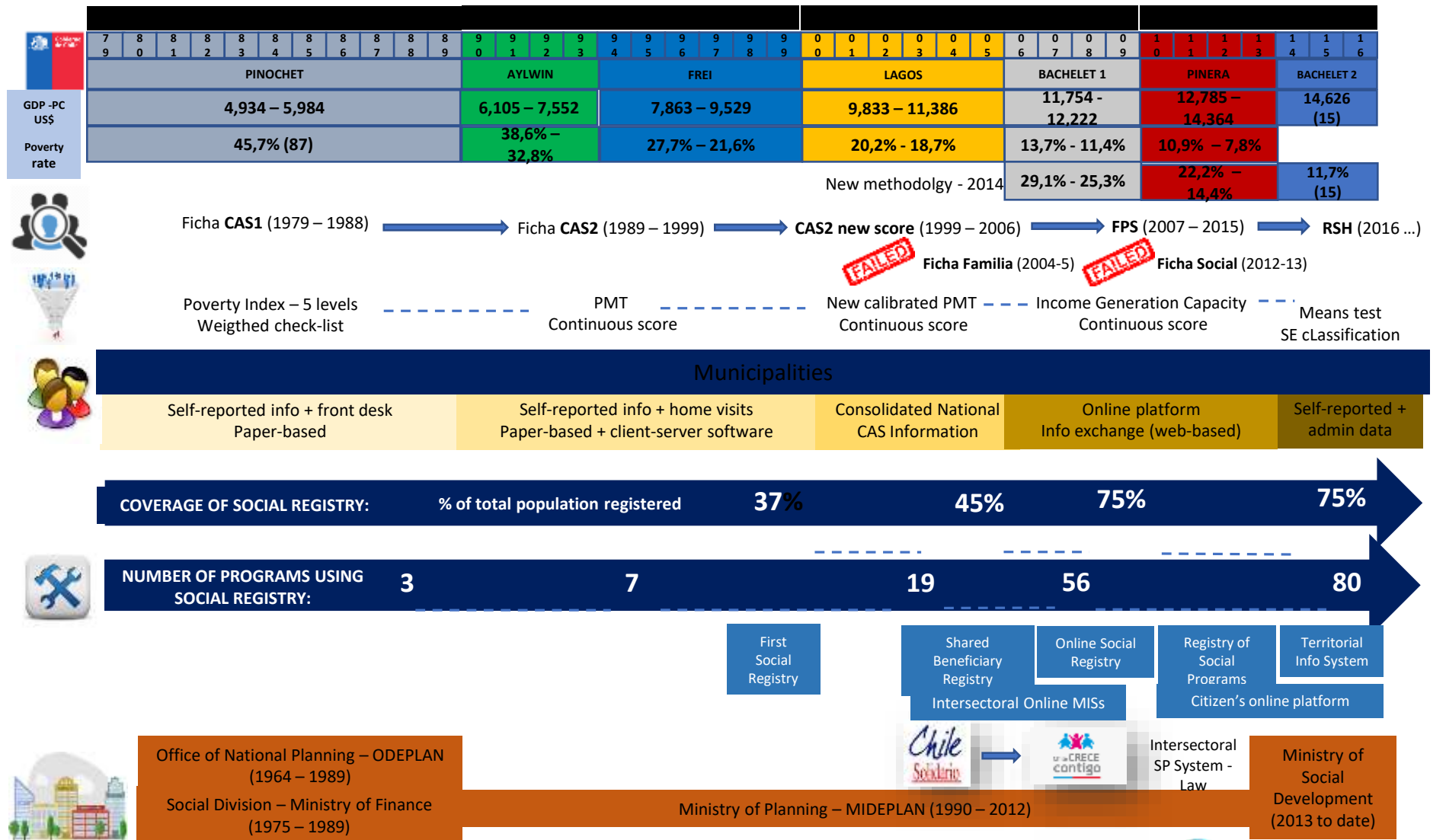
Source: DSWD 2015

Philippines Listahanan: Gateway for Multiple Programs (examples)



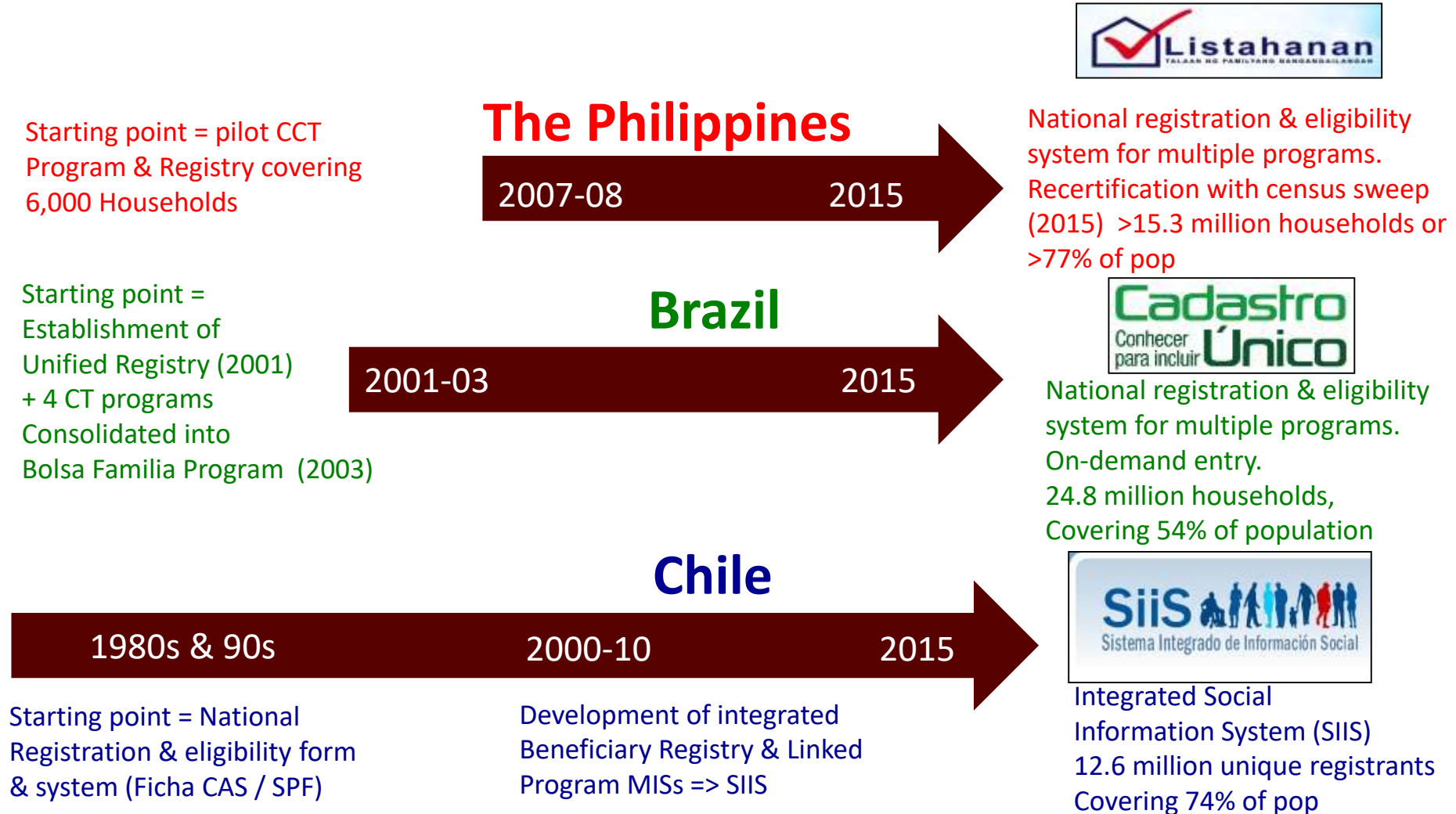
Source: DSWD March 2015

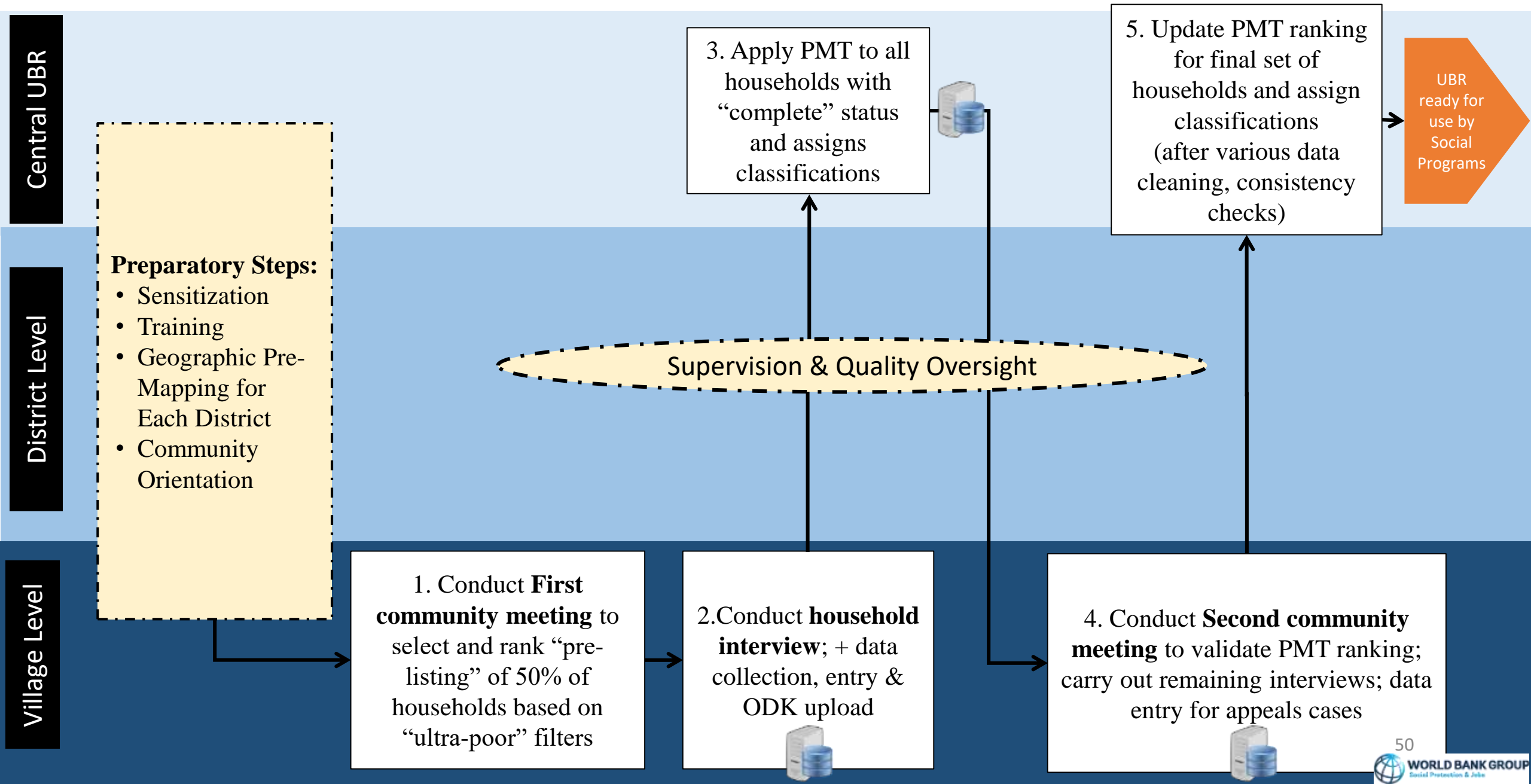
Trajectory of Chile's Social Registry & Integrated Beneficiary Registry Systems over Time



Source: Veronica Silva Villalobos (October 2016)

Multi-Program Information Systems: Different Starting Points, Different Trajectories





How do Social Registries work in Practice? Georgia Example

