Integrated Social Information Systems and Social Registries

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Two key delivery challenges:

Inclusion

&

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

Bangladesh:
- 26 SSN programs
- 41 SPI programs
- 0.73% of GDP on SSN
- 161 mn population
- $1359 GDP/cap
- LIC

Philippines:
- 16 SSN programs
- 40 SPI programs
- 0.67% of GDP on SSN
- 102 mn population
- $2952 GDP/cap
- MIC

Brazil:
- 24 SSN programs
- 71 SPI programs
- 1.35% of GDP on SSN
- 206 mn population
- $8650 GDP/cap
- MIC

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

Source: World Bank ASPIRE database
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).
Whole-of-Government Interoperability & Data Protection Framework

Operations Management & Process Automation underpinning Delivery of SP benefits/services

Foundational Technology Platforms for Social Protection & Beyond

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?

SAFEGUARDS

- **Protection:** How do we protect your data?
- **Inclusion:** How do we ensure the poor and vulnerable are the “first mile” for delivery?
A microservices architecture approach to building integrated social information systems

Foundational Technology Platforms for Social Protection & Beyond

- Intake & Registration (Program Specific)
- Eligibility assessment for a program
- Benefits and service package calculation
- Conditionalities monitoring
- Enrollment decision
- Payments administration
- Reporting and dashboard
- Beneficiary data management (updates)
- Benefits and services delivery monitoring
- Grievance redress mechanism

Optional modules in BOMS

Data Analytics

Social Registry

Civil Registry

Geographic Information Systems

Foundational ID Platform

Payments Platform

Grievance Redress

Data Analytics Platform
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
### Average Global & Regional Spending On Social Safety Nets

<table>
<thead>
<tr>
<th>Region</th>
<th>Spending on SSN, percent of GDP</th>
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</thead>
<tbody>
<tr>
<td>Europe &amp; Central Asia (27)</td>
<td>2.2</td>
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<tr>
<td>Sub-Saharan Africa (45)</td>
<td>1.53</td>
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<tr>
<td>Latin America &amp; Caribbean (18)</td>
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<td>World (124)</td>
<td>1.54</td>
</tr>
</tbody>
</table>

#### Integrated Beneficiary Registry

- Cash Transfers
- Social Pension
- Labor & Training Services
- Health Insurance Subsidies
- Emergency Assistance
- Social Energy Tariffs
- Etc. (other programs)

**World Bank Group**

*Social Protection & Jobs*
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

Self-Reported Information
- Family Composition
- Housing conditions
- Education
- Health
- Occupation
- Income

Data from other Administrative Systems
- Taxes
- Social security contributions
- Unemployment Insurance
- Pensions
- Health insurance
- Educational status
- Property ownership
- Vehicles ownership

Integrated Social Registry (RSH) (with interoperability)

Protocols for:
- Updating information
- Rectifying information
- Complementary info

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.

**Data Exchange**

- Fill in application form on-demand
- Update health data
- Update education data
- Update data on business registration, land etc.

**People Interface (Front Office)**

**Institutional Systems (Back Office)**

- Social registry
- Health
- Education
- Property/Vehicle/Land

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.

**Data Protection Framework**
Unique Identification Number serves four key roles in supporting Information Systems in Social Protection Programs.

- Integrated Social Registry
- Integrated Beneficiary Registry
- Payments Systems
- Information Systems

- Verification
- Deduplication
- Authentication
- Interoperability
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**

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**Social Protection**
- Better eligibility assessment of beneficiaries
- Eliminating leakages “ghosts”
- Enable digital G2P payments

**Financial inclusion**
- Assisting eKYC and removing transactional barriers
- Enabling digital payments
- Reducing risk for credit

**Health**
- Facilitating health insurance for universal healthcare
- Establishing unique ID for better delivery & tracking, including vaccinations

**Regional Integration**
- Facilitating freedom of movement of people
- Enabling cross-border services and payments

**Answering the question, “Is a person who they say they are?”**
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 SASFs

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

Covers 10+ million households and 40+ million individuals.

Streamlined flow of information between agencies and programs to create and update beneficiary profiles (real-time data collection from administrative sources)

Administrative Data

Data from Field Visits

Assess

Data from Field Visits

Enroll

Administrative Data +

Hybrid-Means Testing

Proxy-Means Testing

Board of Trustees

Decision (on eligibility and benefits package)

Provide, Oversee

Data Analytics

Data from Field Visits

HH visits (data collection by physical interaction)

HH visits

Source: Leite et al. (2017); Ortakaya, A.F. (2018)
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

**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)

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

Some Requirements for Integrating Social Information Systems

Political Will
- Sustained political will
- Leadership
- Commitment
- Ownership
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.

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

Source: Leite et. al. (2017)
Photocredits: DSWD Philippines & MDSA Brazil
The network for client interface can be **Physical** (in person) or **Digital** (virtual).
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

Source: Leite et. al. (2017)
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

Source: Leite et. al. (2017)
Static or Dynamic Social Registries?

See our recent social registries study: Leite et al. (2017).
Typology of Social Registries as Inclusion Systems

Integrated Gateway

Access to many programs via Social Registry (even beyond SP)

- Pakistan NSER
- Philippines Listahanan
- Colombia SISBEN
- Mexico SIFODE
- Dominican Rep. SIUBEN
- Indonesia UDB
- Djibouti RSU
- Sierra Leone SPRINT
- Mali RSU
- Senegal RNU
- Mexico PROSPERA
- Yemen SWF Registry

People can register only infrequently (every 3-5 years)

- Mali RSU
- Senegal RNU
- Yemen SWF Registry

Access to one program via Social Registry

- Colombia SISBEN
- Mexico SIFODE
- Dominican Rep. SIUBEN
- Indonesia UDB
- Djibouti RSU
- Sierra Leone SPRINT
- Mali RSU
- Senegal RNU
- Mexico PROSPERA
- Yemen SWF Registry

People can register at any time

- Mali RSU
- Senegal RNU
- Yemen SWF Registry

Gateway For Dynamic Inclusion

- Brazil Cadastro Unico
- Macedonia CBMIS
- Montenegro SWIS
- Georgia TSA Registry
- Turkey ISAS

- China Dibao Registry
- Mauritius SRM
- Azerbaijan VEMTAS

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

Access to many programs via Social Registry (even beyond SP)

Access to one program via Social Registry

People can register only infrequently (every 3-5 years)

2003-07

Pakistan NSER

Philippines Listahanan

Indonesia UDB

Sierra Leone SPRINT

Senegal RNU

Piloting ODA

2007-10

Brazil Cadastro Unico

Since 2011

Chile RSH in SIIS

Gateway For Dynamic Inclusion

Diverse Trajectories of Social Registries as Inclusion Systems
A key feature of Social Registries is the degree to which they support dynamic inclusion.

**Principle of 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
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**

But not all Social Registries are Dynamic
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

Integrated Social Registry

- Cash Transfers
  - All countries
    - In sample
    - Chile, Colombia, Georgia, Mauritius, Mexico, Philippines, Turkey

- Social Pension & other allowances
  - Chile, China, Colombia, Georgia, Mauritius, Mexico, Philippines, Turkey

- Labor & Employment
  - Chile, China, Colombia, Philippines, Sierra Leone

- Social Services
  - Chile, China, Colombia, DR, Djibouti, Georgia, Mali, Pakistan, Philippines, Turkey, Senegal

- Emergency Assistance
  - Chile, China, DR, Djibouti, Georgia, Mexico, Pakistan, Philippines, Turkey, Senegal

- In-Kind Programs
  - Brazil, Chile, Colombia, Djibouti, Mauritius
    - Mexico, Pakistan, Philippines, Turkey

- Housing Benefits
  - Brazil, Chile, China, Colombia, Djibouti, Mauritius
    - Pakistan, Philippines, Turkey

- Energy & Other Subsidies
  - Brazil, Chile, DR, Georgia, Indonesia, Philippines, Turkey

- Education & Training
  - Brazil, Chile, China, DR, Georgia, Indonesia, Macedonia, Turkey

- Health Benefits
  - Brazil, Chile, Colombia, Georgia, Mauritius, Mexico, Pakistan, Philippines, Senegal

- Productive Inclusion
  - Integrated Social Registry
    - Brazilian, Chile, China, Colombia, Georgia, Mauritius, Mexico, Pakistan, Philippines, Senegal

- Legal Services
  - Integrated Social Registry
    - Brazil, Chile, China, Colombia, Georgia, Mauritius, Mexico, Pakistan, Philippines, Senegal

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

**Policy Roles**

**Integrated Social Registries**
- Inclusion & Coverage
- Prioritization of resources
- Multi-Sided Platform beyond SP
- Crisis Response

**Integrated Beneficiary Registries**
- 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

40
Combination of both = powerful tool for Social Policy

**Integrated Social Registry**
- Cash Transfer Program
- Social Pension
- Health Insurance Subsidies
- Emergency Assistance
- Social Energy Tariffs
- Etc. (other programs)

**Integrated Beneficiary Registry**
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**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...

<table>
<thead>
<tr>
<th>Country</th>
<th>Integrated Social Registry</th>
<th>Integrated Beneficiary Registry</th>
<th>Integrated Social Info System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kenya</td>
<td>X</td>
<td>KSR</td>
<td></td>
</tr>
<tr>
<td>Pakistan</td>
<td>National Socio-Econ. Registry (but not yet dynamic inclusion)</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Brazil</td>
<td>Cadastro Unico</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chile</td>
<td>Registro Social de Hogares (RSH) With dynamic inclusion, on-demand applications + active outreach</td>
<td>Registro Integrado de Beneficiarios (RIB)</td>
<td>Sistema Integrado de Information Social (SIIS) RSH + RIB + Territorial Geo-Referencing + interoperability with other administrative systems</td>
</tr>
</tbody>
</table>
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!

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Example of Brazil’s Cadastro Unico (Social Registry)

- Established by Law
- Initial Design
- Merger of registries with “data quality challenges”

Nationwide Updating
- New Intake Questionnaire Form
- Version 6.0 of Data Entry New IT System Designed
- Municipal agreements & financial incentives
- Cross-Checks against tax-payer registry (CPF)
- Large-scale legislative & normative review + Process audits

Data Updated Every Two Years (responsibility of registrants)
- Online V7 of CadUnico
- All municipalities have migrated to V7
- Cross-checks for investigative purposes regulated
- Initiate cross-checks with pension system

Coverage of the Cadastro Unico

- Million families
- Million people

- 2001: 5.5
- 2002: 7.1
- 2003: 9.1
- 2004: 14.3
- 2005: 15.8
- 2006: 16.7
- 2007: 18.0
- 2008: 18.7
- 2009: 20.2
- 2010: 22.1
- 2011: 23.0
- 2012: 24.8
- 2013: 27.2
- 2014: 80.6
- 2015: 80.6
Philippines – Evolution of Listahanan “National Targeting System”

Initial registration for Pantawid CCT program pilot

2007-08

“National Household Targeting System for Poverty Reduction (NHTSPR)

National Household Targeting Office Established

Coverage expanded Use by Multiple programs

2009-12

Rebranding to Listahanan

Listahanan Use by Multiple Programs (e.g., Pantawid CCT, Sustainable Livelihoods, Public Health Insurance)

2013-2014

Numerous users: 24 programs, 15 central govt agencies + numerous sub-national agencies

Nationwide Recertification (ongoing)

2015

6,000 Households

Source: DSWD 2015

10.9 million households in 2011 (55% of population) o/w 5.3 mn = poor

15.3 million HH (77% of pop) but may exceed this (2015)

6,000 Households

Source: DSWD 2015

10.9 million households in 2011 (55% of population) o/w 5.3 mn = poor

15.3 million HH (77% of pop) but may exceed this (2015)
Philippines Listahanan: Gateway for Multiple Programs (examples)

- **Social Pension (DSWD)**
- **Sustainable Livelihoods (DSWD)**
- **Rural Electrification (DOE)**
- **Subsidized Health Insurance (DOH)**
- **Shelter Housing (NHA)**
- **Employment, Training, Internships (DOLE)**
- **Special Training for Employment Program (STEP/TESDA)**
- **Sub-National Agencies**
  - **Student Grants (CHED)**

**Listahanan**

15.3 mn Households In Listahanan (2015)

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

**The Philippines**
Starting point = pilot CCT Program & Registry covering 6,000 Households

- 2007-08 to 2015
- National registration & eligibility system for multiple programs. Recertification with census sweep (2015) >15.3 million households or >77% of pop

**Brazil**
Starting point = Establishment of Unified Registry (2001) + 4 CT programs
Consolidated into Bolsa Familia Program (2003)

- 2001-03 to 2015
- National registration & eligibility system for multiple programs. On-demand entry. 24.8 million households, Covering 54% of population

**Chile**
Starting point = National Registration & eligibility form & system (Ficha CAS / SPF)

- 1980s & 90s to 2000-10 to 2015
- Development of integrated Beneficiary Registry & Linked Program MISs => SIIS

- Integrated Social Information System (SIIS)
- 12.6 million unique registrants
- Covering 74% of pop
Central UBR

District Level

Village Level

Preparatory Steps:
- Sensitization
- Training
- Geographic Pre-Mapping for Each District
- Community Orientation

1. Conduct **First community meeting** to select and rank “pre-listing” of 50% of households based on “ultra-poor” filters

2. Conduct **household interview**: + data collection, entry & ODK upload

3. Apply PMT to all households with “complete” status and assigns classifications

4. Conduct **Second community meeting** to validate PMT ranking; carry out remaining interviews; data entry for appeals cases

5. Update PMT ranking for final set of households and assign classifications (after various data cleaning, consistency checks)

How do Social Registries work in Practice? Malawi Example (as-is)

En Masse Registration

UBR ready for use by Social Programs
How do Social Registries work in Practice? Georgia Example

On-Demand Applications

1. Go to local office, Fill out application
2. Receive citizens, carry out intake interview
3. Data Operators enter data
4. Registry receives info from Application
5. Pull information from other Admin Systems
6. Receive info from Registry & conducts Home Visit & gather info for Family Declaration
7. Participate in Home Visit with Social Agent and provide info for Family Declaration
8. Data Operators enter data (double entry)
9. Assess Eligibility via data from Family Declaration + information curated from other Admin Systems
10. SSA makes enrollment decision for TSA
11. Local SSA Office Receives decisions & Notify HHs
12. Receives notification within 30 days

Other info systems (revenue, land, utilities, cadaster, etc.)
TSA Registry pushes eligibility information to other programs