ISSN: No One Left Behind *it*. 
ISSN: No One Left Behind I.T.
COUNTRY & REGIONAL EXPERIENCE

1) Turkey: Ahmet Ortakaya
2) Saudi Arabia: Abdulrahman Almutairi, Soliman Alfantokh
3) Lebanon: Charbel Habib
4) Dominica: Leroy Morvan, Kyra Paul
5) Ethiopia: Ayuba Sani Hussein
6) Malawi: Dalitso Kalimba, Innocent Phiri
7) Thailand: Ellen Kramer
8) Egypt: Karim Ebeid
9) St. Vincent and the Grenadines: Claudette Pierre
10) Mongolia: Gereltuya Dorjsuren, Myagmarsuren Tsenzee
11) Tunisia: Mahdi Barouni
12) Bangladesh: Kamal Biswas
13) Lesotho: Mohammed Islam
Presentation Outline

1. Country Context
2. Problem and project goal
3. Program background
4. Situation assessment of Productive Safety Net Program
5. System Design framework
6. Recommendations for system implementation
THE PROBLEM AND PROJECT GOAL

- The project proposes to present a framework for the development and implementation of a digitized and integrated social safety net (ISSN) system in developing countries using Ethiopia as a case study.

- The design and implementation of a modern and central social protection system is useful for more equitable distribution of resources; provide oversight and monitoring of multiple schemes; establish links with other services; and increase efficiency through economies of scale.
SOLUTION FRAMEWORK

Assessment  Design  Implementation
• Located in the horn of Africa,
• Population 100 million
• GDP per capita income $ 783
• Positive trends in poverty reduction in both urban and rural areas. In 2000, 55.3% of Ethiopians lived in extreme poverty; by 2017 this figure was 29%.
• PSNP targets 8m beneficiaries (2M hhs) in 349 districts and over 8,500 villages.
The PSNP aims to increase access to effective safety net and disaster risk management systems, complementary livelihoods services and nutrition support for food insecure households in rural Ethiopia through

1) support for building core instruments and tools of social protection and DRM systems,

2) delivery of safety net and enhanced access to livelihoods services for vulnerable rural households, and

3) improved program management and institutional coordination.

Ethiopia’s National Social Protection Policy and GTP II explicitly identifies the need for a central information system that will enable the identification of beneficiaries by location, number, type of service they need, and will eliminate the rudimentary approach to data collection.

The components of the program includes Cash and Food Transfers PWs, Permanent Direct Support, and Livelihoods Transfers, skills training, Savings.
ASSESSMENT
1. Technologies

- Approximately 80% of Kebele (the lowest administration level) offices do not have access to computers to store information on applicants and beneficiaries at community level; information from applicants is collected manually using pen and papers;

- The information systems for the PSNP reside in the paper and excel sheet data bases which are collected by the Development Agent at the community and Kebele level and kept at the Woreda level which reports to the regional and Federal level; to facilitate simple payroll system (PASS), a database exist at each district which are not linked; no database exists at the village level; currently instituting GIS capabilities for public works

- Limited or no backups exist to prevent loss of data on beneficiaries; not having internet does not pose a major security issues

- Limited/unreliable internet connectivity which would permit linkage between different databases
2. Capacities and knowledge management
   ▶ PSNP has a paper-based monitoring system
   ▶ PASS is managed by Ministry of Finance; adequate capacities for current set up; dedicated staff to handle the daily tasks and requirements of the database system; IT personnel involved in development and monitoring of PASS;
   ▶ WoredaNet an e-government platform has been established. WoredaNet connects more than 611 Woredas/districts, regional and federal government offices across the country, satellite-based network. It is designed with the primary objective of providing ICT services such as video conferencing, directory, messaging and Internet connectivity to the Federal, Regional and Woreda level government entities.

3. Targeting methodologies - poverty-based community targeting;

4. Standards, process, protocols
   ➢ an existing manual for implementation of program including PASS;
   ➢ no data sharing protocols currently exists among programs;
5. **Enabling Environment**

- National Social Protection Policy approved in 2014; Ethiopian Food Security Strategy and Program;
- very strong support and interest at the ministerial level for improved management information system
- there is already commitment and dedicated small amount of budget for systems improvement; small amounts have not yet been utilized
- no national IDs exists; Ethiopia Vital Registration Department is in the process of setting up a national ID system, but very slow and may take years to cover the whole country; local IDs are issued by local administrators at the village level; registration is done using local ID
- Ethiopia is one of the lowest ICT penetrated countries in Africa; one mobile service provider Ethiopian Telecommunication that is government owned; more than 25 million mobile subscribers in 2013 mostly found in urban centres and small towns; lower coverage in rural areas where penetration is growing fast over time although network coverage is still very poor;
- multiple existing MIS in other agencies: Health Management Information System, Education Management Information System (EMIS), Private organizations employee social security agency (POESSA), Public Social Security Agency (PSSA)
- Most are not integrated
Integrated System

Outreach & sensitization

Community Leaders

Biometrics Information

HH visits

ID Verification

HH Register

Social Register

Eligibility assessment

P 1

P 2

P 3

Integrated Beneficiary Registry

Payment system
Modules of the System

HH registry module
- Demographic information on HH
- Biometric information
- Creation ID number

Social registry module
- Information regarding well-being of HH

Assessment module
- Beneficiary assessment
- Poverty and food security scoring
- Targeting tool

Beneficiary module
- Social safety net programs

Payment Module
- Identity verification
- Electronic Payments

Reporting Module
- M&E tool
- Statistics dash board
- Reporting with respect to beneficiary and services provided

Grievance Redress
Basic principles

- Developing communication strategy
- System will generate Household ID-number based on the biometric data of the primary application (Head of HH).
- Individual ID-number for each member of HH based on photos and fingerprints and/or IRIS data. (Biometrics data will be use to conduct deduplication)
- Issue ID-cards for each individual 5 years and above (ID renewal)
- SOPs to manage registration and updates (recertification and validation once in every 2 years)
- Referrals mechanism to be added to ISSN.
IMPLEMENTATION
Implementation

- Identify the leadership/lead Ministry
- Assess and identify Stakeholders’ needs
- Enterprise Risk Management
- Data Collection, targeting and periodical recertification of data
- Management of the intervention (Project?)
- Incubation (offline Testing)
- Soft Operation (Live Testing)
- Full Operations
- Maintenance and Improvement
Implementation

- Identify the ownership
  - Who own the system/ Data/ successes/ Failures etc.

- Stakeholder Managements
  - Identify stakeholders
  - Document their expectations
  - Manage communication

- Enterprise Risk Management
  - Risk Register
  - Mitigation Plans
  - Ongoing Monitoring
Implementation

- Data Collection, targeting and recertification of data;
  - Integration of SP Program;
  - Developing user portal;
  - Linking SP data with Civil Registration and Vital statistics;
Implementation

- Incubation (offline Testing)
  - Test the system with offline data
  - Feedback and development
  - Achieve the Soft Operations gate way requirements
- Soft Operation (Live Testing) - Live Pilots
  - Test the system with live data
  - Feedback and development
  - Achieve the Full Operations gate way requirements
- Full Operations
  - Full deployments
  - Capacity building
  - Systems operations
- Maintenance and Improvement
Key Messages

- ISSN are the foundations of SSN programs in any country context.
- Limited resources should not demotivate countries to start building MIS for their SSN programs.
- There are several steps involved for building a coherent MIS but the basic steps include a detailed assessment of the available sources (budget, organizations, institutions, service providers, etc.) design of the overall system and implementation, as well as a strategy to guide implementation.
- Implementation is the key element of ISSNs and should be carefully organized in a flexible manner.
- Well-designed systems together with proper targeting methods increase the efficiency of SSN programs and provides better results in terms of poverty reduction.
- Disruptive technologies (for instance electronic payments in the designed system) have significant effects on the delivery of SSN programs.
- ISSN is an opportunity to promote female involvement in application development and implementation.
Thank You