



Post-emergency Social Diagnosis in Chile

The Nuts and Bolts of Adaptive Social Protection

Juan Eduardo Faúndez
Ministry of Social Development- Chile

Social Protection System in Chile

Chile Grows With You

Security and Opportunities

The **Social Household Registry** is the mechanism that selects users of the Social Protection System in Chile through:

- A modern database with the information that the State has of the families
- Information available to citizens through face-to-face and web channels
- Support to the programmatic offer and establishment of socioeconomic qualification

01 Childhood between 0 and 9 yrs

02 Extrem poverty families

REGISTRO SOCIAL DE HOGARES

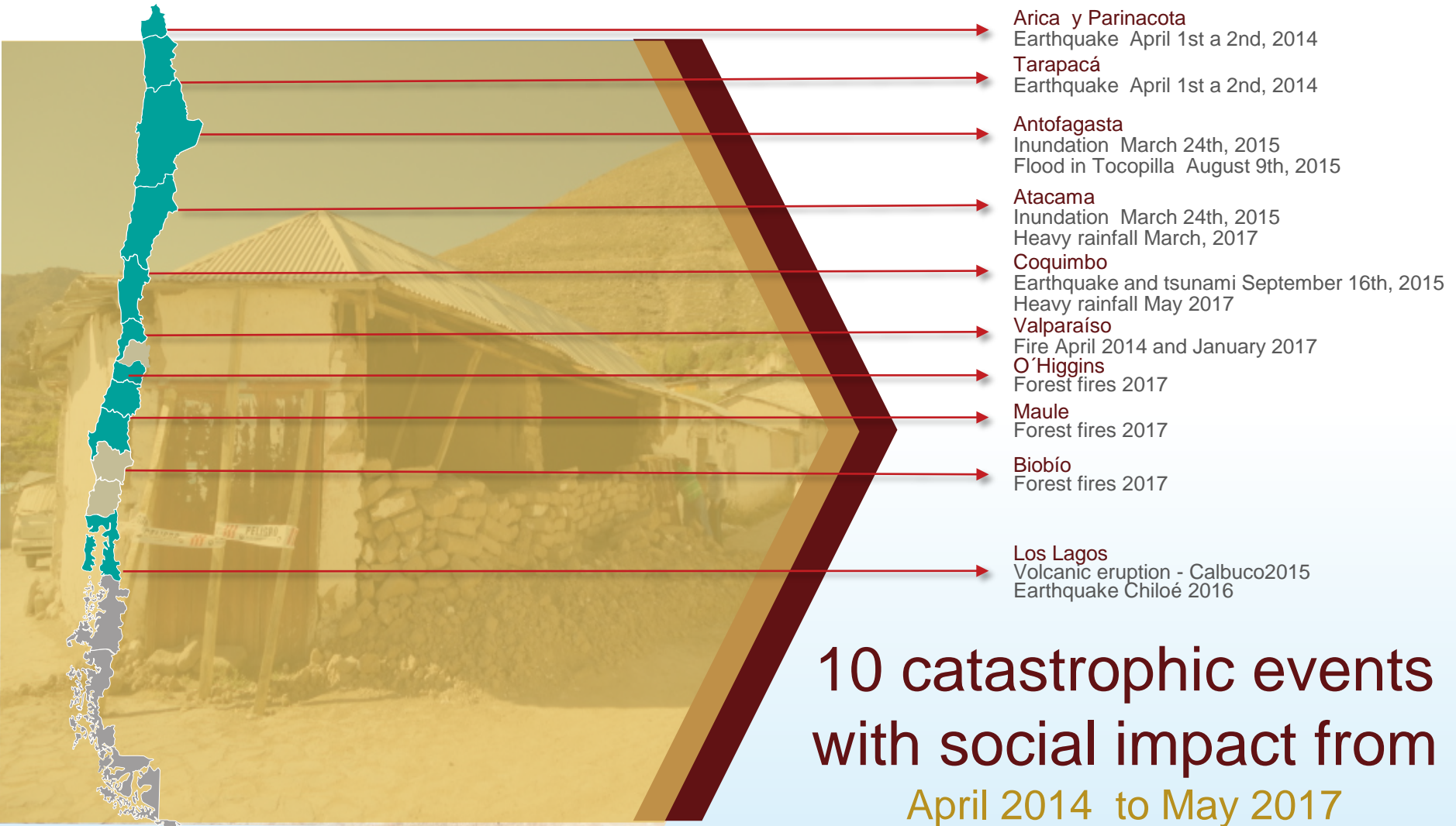
Ahora importa lo que somos

+ Justo + Moderno + Transparente

Diagnóstico Social en Emergencia

The **Basic Emergency Sheet** is a register that applies to people affected by emergencies, disasters or catastrophes and that allows to guide the response of the State for the allocation of support means, such as subsidies or monetary transfers.

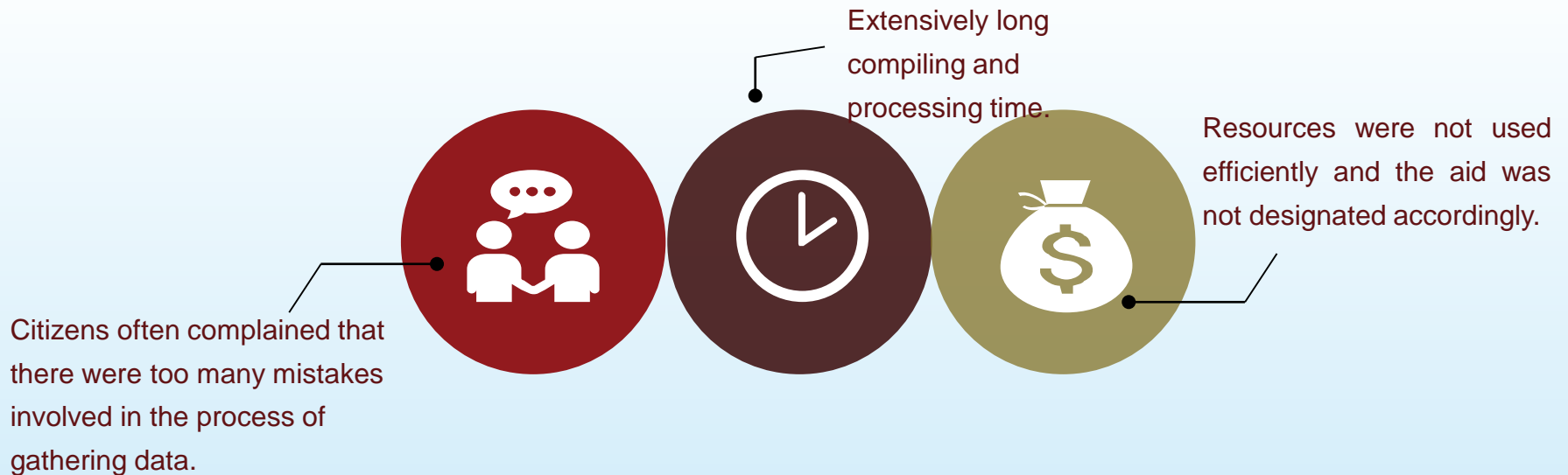
Chile and exposure to Natural Disasters



10 catastrophic events
with social impact from
April 2014 to May 2017

Diagnosis: The Old

- The old instrument, 2002 to 2015, was not capable of measuring the social impact of natural or anthropic disasters according to modern Chilean standard.
- The lack of adequate IT support meant an efficient management of data was next to impossible.
- Municipalities and other public institutions who were in charge of operating the instrument in case of an emergency, had little to no knowledge about it.



Design and Implementation: The New

In 2015, the old instrument, already 14 years old, was substituted by a system called Social Daiagnosis in Emergencies which in turn used a new instrument called FIBE or Basic Emergency Sheet.

A modern, precise
and fast instrument



Teams with proper
preperation



Streamlined public
communications



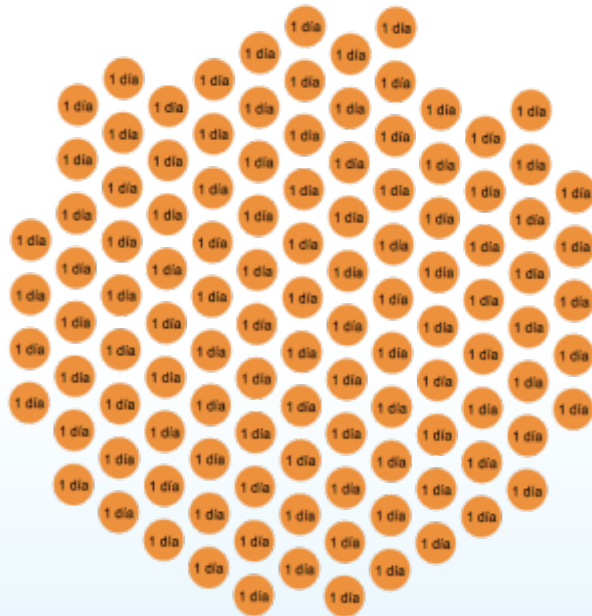
Focusing on families
and social
vulnerabilities



Modern and dependable
IT support



Performance



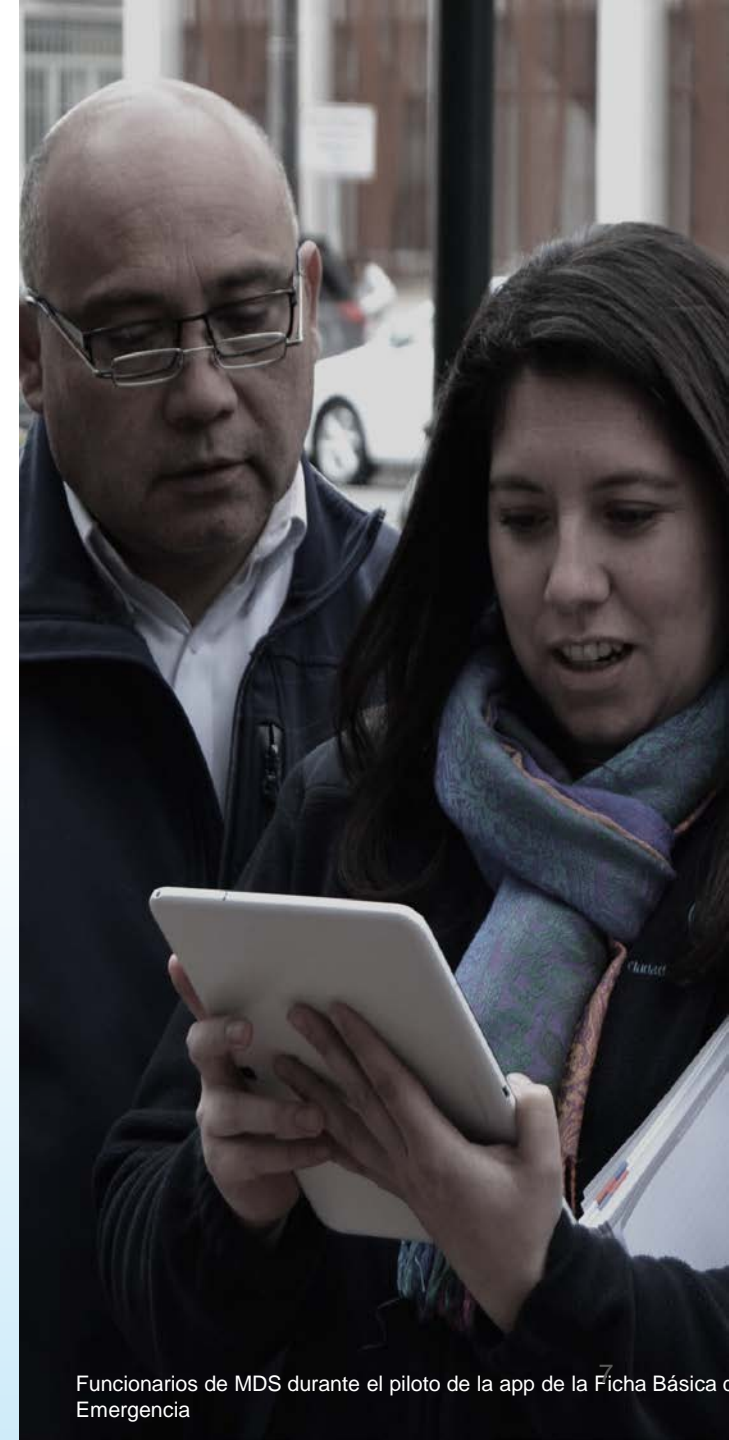
Tarapacá Earthquake, 2014
(EFU) **115 days**



Coquimbo Earthquake, 2015
(FIBE)
27 days

Results

- Since 2015, FIBE has been used in **1,000+ emergencies** of both natural and anthropic origin.
- **4,100+ public servants** have been trained in all municipalities across the country.
- **117,280 FIBE**, have been applied to **356,318 individuals** to date.



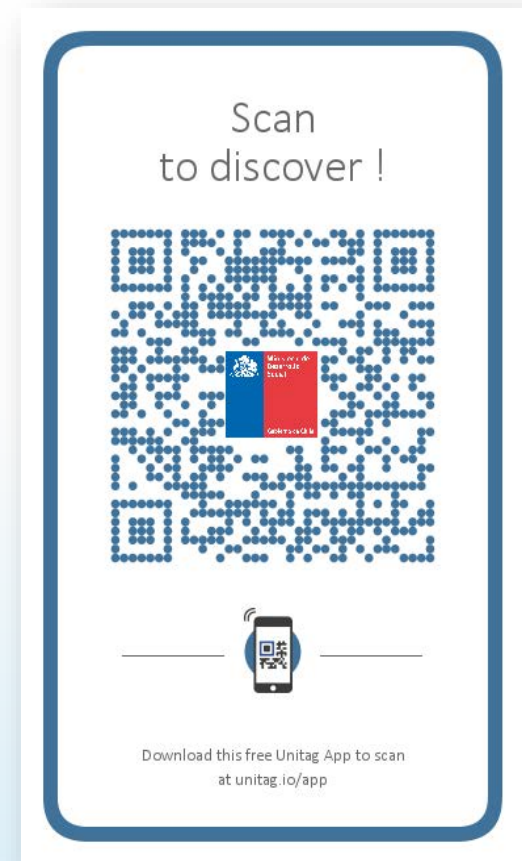
The App

- The newly designed **FIBE app** optimized the reduced the time needed to gather the relevant data in the field by a further 50%.
- The app can be used both online and offline with a push service that sends the data to our servers once possible. This is particularly important in a country like Chile with high mountain ranges and vast forests and deserts.
- The data is georeferenced through GPS and it's possible to add pictures of the affected households.



IT Support, website and training

- Despite the decentralized data compilation process, the centralized platform allows all relevant institutions to obtain real time data of the situation.
- A website has been established to communicate relevant information to the public and also serves as a gateway for citizens to contact us directly.
- Continuous training process has been designed and implemented, in order to have immediate response all across Chile.



Challenges and Opportunities

- Increase pre and post emergency coordination with all the relevant actors involved.
- We are currently enhancing and optimizing the instrument based on the feedback we have received during the past 3 years
- Expanding the coverage of our training program.

Interest Links

- Emergency Basic Sheet: <http://dse.ministeriodesarrollosocial.gob.cl/>
- Social Household Registry : <http://www.registrosocial.gob.cl>

Sub Systems

- Chile Grows With You: <http://www.crececontigo.gob.cl/>
- Security and Opportunities: <http://www.chileseguridadesyopportunidades.gob.cl/>
- Care and Support National Program: <http://www.chilecuida.gob.cl/>

Diagnóstico **Social** en Emergencia

