Foundation of a System: Introduction (social) Registries

Phillippe Leite – WB
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SPL system

A system is sustained by implementing a set of functioning institutional, financial and technical arrangements that are closely interlinked and vary according to country context. Improve service delivery to the desired population because many that do not deserve are recipients of benefits. Such ‘failures’ are largely to blame.

How can we improve service delivery?

- Improving coordination of multiple programs
  - to protect, prevent and promote population with minimal duplication and waste of resources
- Improving connectivity of agencies and across programs
  - Knowing potential beneficiaries (who they are, where they live…)
- Keeping databases up-to-date and synchronized

Core elements: integrated DATABASEs and MISs
Two Core Elements of a system

(Social) Registry: DATABASE(s)
Management Information System (MIS)
(Social) Registry
(Social) Registry

Despite the high demand, there is limited common understanding of what we mean when we refer to registries:

A list, civil registry, program registry..

Some or all of the businesses processes that generate and rely on the list(s)
  • identification, eligibility determination, enrollment, transactions…

Refer to and reflect interest in the ability to manage information and services across several programs
  • rather than the minimum support to transactions for social assistance program.

Identification often refers to targeting
  • Rather than the process of ensuring that an individual is assigned a unique identifier and that this identifier can be used to authenticate the identity at the point of a transaction to link individuals across databases
Expected value of a (Social) Registry

There are several advantages of having a (Social) Registry, including inter alia:

- preventing or reducing undesirable duplication of benefits
- reducing duplication of administrative costs across programs
- allowing quick scalability of social programs in times of crisis or shocks to mitigate its impact
- monitoring evolution of living conditions of potential beneficiaries over time.

The (Social) Registry represents a major step forward in improving efficiency.

- minimize administrative and private costs,
- allows coordination between social programs including interactions with programs from other sectors as:
  - Health
    - Ghana experience of linking LEAP program to health insurance program and Philippines that also link health insurance to cash transfer programs
  - Education
    - Brazil experience that provide tertiary education quotas for Bolsa Família beneficiaries
  - Agriculture
    - Productive inclusion activities in the rural areas in AFR
Building the social registry: Key issues

The implementation plays an important role in the optimization of targeting outcomes

Where should be hosted?

Developing a social registry requires inter-sectoral work from the design stage.

In most cases, policymakers start developing a social registry for a single program, without having a strategy for consolidating information about population of interest for multiple programs.

Developing a (Social) Registry takes times and requires a clear policy framework that articulates the vision for social protection in the country and a strong political leadership.

Revision of legislation to ensure relevance of the (social) registry may be necessary.

Functional institutions, a dedicated unit for the database management and efficient cross-sectorial coordination are also required.
Characteristics of a well-functioning (Social) Registry

Accuracy and Integrity of information
because people provide information that needs to be “recertified” and “validated” to ensure quality control and minimize erroneous data;

Confidentiality, Security and Privacy
to protect applicants personal information against fraudulent use and abuse (theft, misrepresentation and other illegal or non-authorized use) of personal data; the detailed personal information must only be accessed by authorized personal; and

Timeliness and Reliability of information
since data becomes available in real time to program administrators and across different sectors administrators to improve social programs delivery.

Manuals and documentation available
A Registry also requires preparation of clear procedures manuals on how to collect the data, how to maintain the data and how to manage the Registry.

Key components to the social Registry: the Unique Social Registry Identification (USRI) and the Unique Registration form
Basic features of the (Social) Registry

Built around a **unique application form** or multiple databases consolidated by using same **id number**.
Must be **flexible** to reflect changes and store historical data of applicants if needed.
Is a **dynamic database**: Applicant information can be verified, recertified and updated regularly.
Can **benefit from other external data sources**
    as tax revenue database and school records, for keeping information updated and/or for cross-validation checks (not possible when *Law of Transparency and Access to information* is not revised because each existent database may have its own protocols for keeping confidentiality of database roster intact)

**Update and recertification processes are continuous processes**
Multiple programs package

Lowest PMT → Cut-off point 1 → Cut-off point 2 → Cut-off point 3 → Cut-off point 4 → Highest PMT

- Full package
- Not eligible

A → B → C → D

3/8/2015
(Social) Registry

Institutions

Donors

Stakeholders

NGOs

Other structures

Programs

codification

Individual

Household

Employment

Health

Education

Food consumption

Production

Other data
Establish a (social) registry for Potential beneficiaries

**Registration**: Which institution is responsible? Who will collect the information? How to register the intended population?

**Management**: Which institution is responsible? Who will control the information?

**Re-certification**: Which institution is responsible? When should this information be updated?

**Legal Framework**: Do we have a legal framework that enables the exchange of information between the institutions involved in the new system?

**Institutional arrangements**: Which institutional framework is needed
International Experiences: Time and use

Brazil, Colombia and Georgia,

**Brazil:** Developed in 2001 (BE), updated in 2005 (BF) and 2007. In 2011, CADÚNICO reached about 20 million families (one third of the Brazilian population)

Covers 28 programs. Largest are Bolsa Família (13 million families) and Beneficio From Prestação Continuada-social Pensions (4 million families)

**Colombia:** Developed in 2000, updated in 2005 and 2008. In 2011, SISBEN reached about 27 million people

Familias en Accion; 8 institutions, and another 31 social assistance programs.

**Georgia:** Developed in 2005. In 2011, the database is used to select more than 400,000 beneficiaries

cash assistance program, health insurance, subsidies ....

**Philippines:** Developed in 2008. In 2014 the database is the core database for different program.
(Social) Registry

Repository of information about potential beneficiaries for multiple social assistance programs that share common population of interest, but not necessarily same eligibility approach.

Enables social safety net programs administrators to identify families (households) or individuals who fit their program eligibility criteria.

Helps disseminate information, lowers beneficiary transaction costs, and improves efficiency.
Management and Information System (MIS)
What is it?

Management Information System (MIS)

Platform through which program information travels across different institutional levels for operational, monitoring and accountability purposes:

• Supports data management for program processes transforming data into useful information;
• Supports management of information regarding services provided,
• Supports coordination and information flows across multiple programs and sectors
Specially useful for Monitoring & Supervision

Information Management – Main functions

For internal management
- Monitor status of program implementation
- Identify critical problems and define corrective actions

Source: Villalobos (2012)

For external management
- Inform status of results
- Provide inputs for negotiations
- Provide inputs for accountability

Simple reports organized by processes (tables and graphs), including management indexes and results indicators.
- Alerts and progress reports of action plans
- Progress reports using result indicators
- Coordination and agreements with other institutions require accurate data.
- Frequent progress reports of results indicators

Source: Villalobos (2012)
## Integrating across processes within social protection

### No integration

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<th>Program/Process</th>
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<th>Enrolment</th>
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### Differential integration

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Busca Família

Digite o Ilhme e outras duas das informações abaixo:

Ilhme: 

Ilhme da Mãe: 

Tipo de Certidão: 

RG: 

CPF: 

Título de Eleitor: 

Carteira de Trabalho: 

Data de Nascimento: / / 

Ilhme do Pai: 

Número do Termo: 

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CHALLENGES

AT START,
✓ CONVINCING OTHER GOVERNMENT INSTITUTIONS FOR DATA SHARING
✓ DIFFERENT SUBSTRUCTURE OF IT SYSTEMS. HARMONIZING THEM WAS HARD TASK

NOW,
✓ UPDATING SYSTEM AFTER COMPLICATED LAW CHANGES.
NEEDINESS SITUATION INSPECTION TIME FOR SOCIAL ASSISTANCE APPLICATION

BEFORE

APPROX. 15-20 DAY

AFTER

APPROX. 1 MINUTE

INSTITUTIONS REACHED ONLINE
Thank you!

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