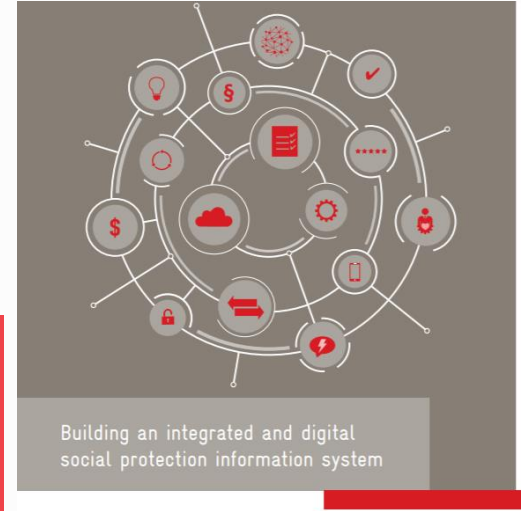# DIGITAL SOLUTIONS TO DELIVER SOCIAL PROTECTION IN THE TIME OF A PANDEMIC
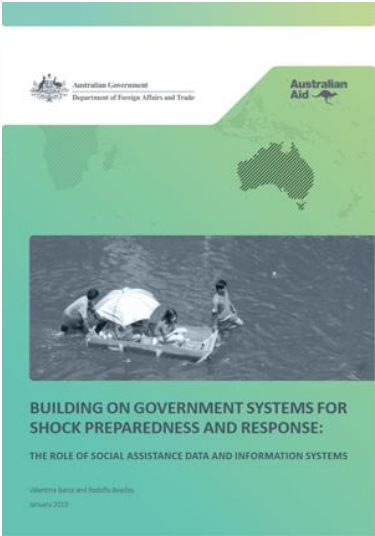
IDENTIFICATION AND REGISTRATION OF BENEFICIARIES FOR SP RESPONSES IN THE WAKE OF COVID-19

For some more details see
SP.org webinar next week

02.06.2020 Valentina Barca

SPACE Social Protection Approaches to COVID-19: Expert advice helpline

Forthcoming GIZ paper on on-demand/continuous registration

Building an integrated and digital social protection information system

BUILDING ON GOVERNMENT SYSTEMS FOR SHOCK PREPAREDNESS AND RESPONSE:
THE ROLE OF SOCIAL ASSISTANCE DATA AND INFORMATION SYSTEMS
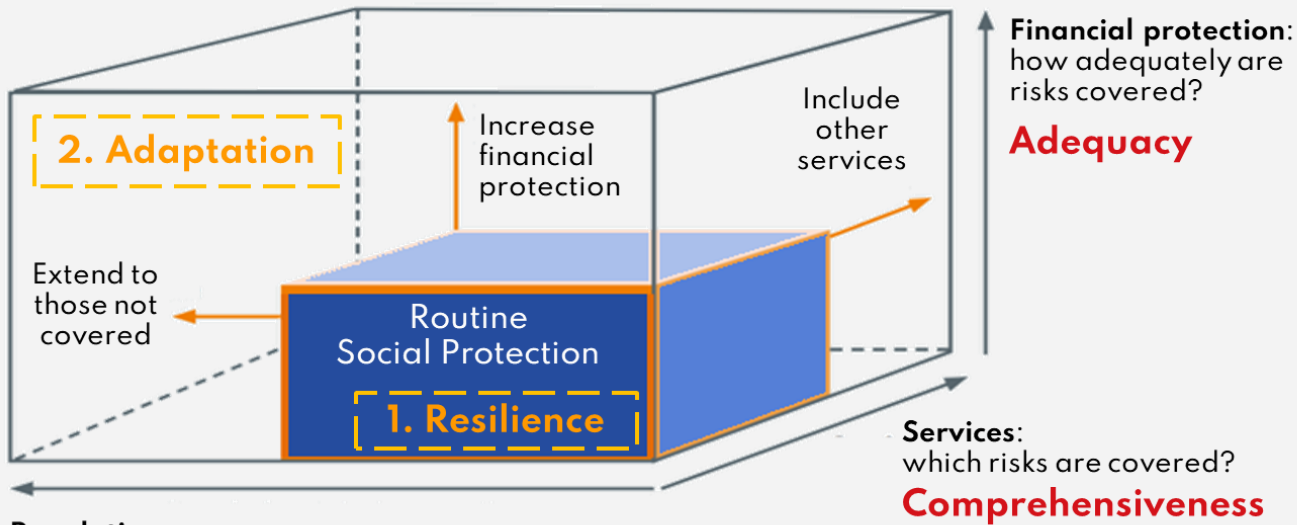
Source: TRANSFORM (forthcoming SRSP Module) building on ILO USP, UNICEF 2019, O'Brien et al (2018), SPaN (2019), BMZ 2018

WHAT HAS BEEN HAPPENING?

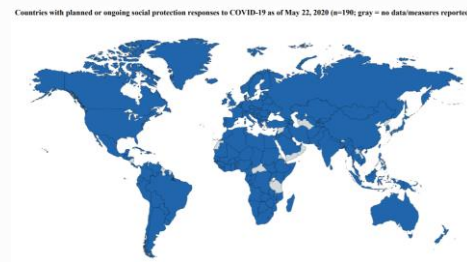| Table 2. Adaptation	N. of programs	N. of countries
Increase in existing benefits	**68**	**46**
Vertical expansion	48	
Additional payment	20	
Scale up coverage	**413**	**159**
Horizontal expansion of existing programs	22	
New programs	391	153
one-off (targeted)	67	
one-of (Universal)	5	
UBI	1	
new/ad hoc	318	
Both vertical and horizontal expansion	**13**	**10**
Administration	**65**	**42**
Admin simplification	53	
Advanced payment	10	
shared delivery systems	2	
Total	**559**	**168**

Adequacy

Coverage

Both

Enhancing system resilience
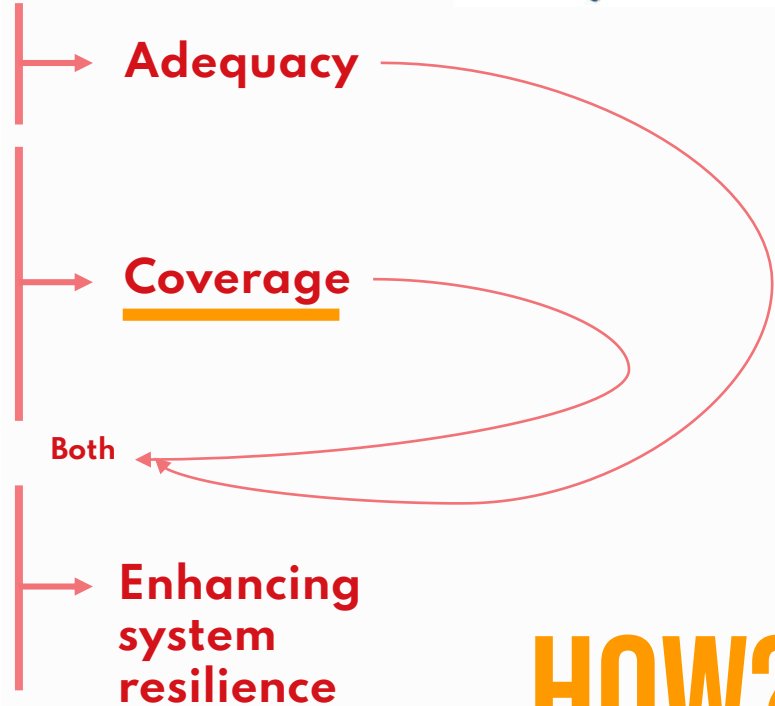
...HOW?

Source:

'UNBUNDLING' THE HOW – WITH A FOCUS ON 'REGISTRATION'

BUILDING ON EXISTING SYSTEMS, WHERE POSSIBLE   *SRSP

Policy

- $ Financing
- Legal and policy framework
- Governance and coordination

Programme (design)

- Setting eligibility criteria and qualifying conditions
- Setting transfer type, level, frequency, duration

'Targeting'

Administration

- Outreach
- Registration
- Enrolment
- Payment
- Case management
- Complaints and appeals
- Protection
- VAM/M&E
- Information management

How to quickly register, enrol... and pay?

WHAT EXISTING SYSTEMS?

OVERALL PROGRAMME CYCLE

TOUCHPOINTS ALONG THE DELIVERY CHAIN

CENSUS SURVEY REGISTRATION

One-off at routine deadlines (e.g. every 2-3 years, very often delayed).

PERIODIC 'ACTIVE' OUTREACH

Temporary 'rotating desks', adequately staffed, travelling to different communities over time

CONTINUOUS ON-DEMAND REGISTRATION, IN PERSON OR ONLINE

Always available, in person via local welfare/programme offices or Municipal/local offices, or online

Permanent local offices/capacity

Online or hotline (digital 'window')

DATA INTEGRATION

Integration of existing databases e.g. Civil Registry, ID, Tax, etc.

Source: Barca and Hebbar (2020) – GIZ see also Lindert et al (forthcoming) - WB

AND FOR AN EMERGENCY? NOT NECESSARILY LEVERAGED IN FULL..

OVERALL PROGRAMME CYCLE

TOUCHPOINTS ALONG THE DELIVERY CHAIN

CENSUS SURVEY REGISTRATION

One-off at routine deadlines (e.g. every 2-3 years, very often delayed) – NOT the topic of this paper.

PERIODIC 'ACTIVE' OUTREACH

Temporary 'rotating desks', adequately staffed, travelling to different communities over time

CONTINUOUS ON-DEMAND REGISTRATION, IN PERSON OR ONLINE

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DATA INTEGRATION

Integration of existing databases e.g. Civil Registry, ID, Tax, etc.

Permanent local offices/capacity

Online or hotline (digital 'window')

- **Capacity**
- **Processes & systems**
- **Data**

Source: Barca and Hebbar (2020) - GIZ

BUILDING ON CAPACITY, PROCESSES/ SYSTEMS & DATA

…All COMPLEMENTARY approaches!

🔴 + 'Usual suspects', vulnerable

🟢 + Informal workers & missing middle

🔵 + Better off

A1. USING EXISTING DATA FROM SP SECTOR IN CREATIVE WAYS ...for emergency expansion/payments via new or existing programme

Social Assistance

DATA INTEGRATION. EXPANDING TO:

	'Easy' and fast	Potential coverage	Where?
Past beneficiaries from beneficiary registries	✔	✔	🔴 *Zambia*
Those on **waiting lists** (previous quotas)	✔	✔	🔴 Iraq, Sri Lanka, Zambia
Those who were **eligible but had previously been rejected** as beneficiaries	✔	✔	🔴 *North Macedonia*
Further expanding to a broader caseload using **data on potential beneficiaries from Social Registries** (registered but not eligible for routine programmes)	✔	✔	🔴🟢 Pakistan, Brazil, Cape Verde, Peru, Colombia, Ecuador, Jordan, Malaysia, Indonesia...

...these will be more or less suitable for shock response in terms of their...

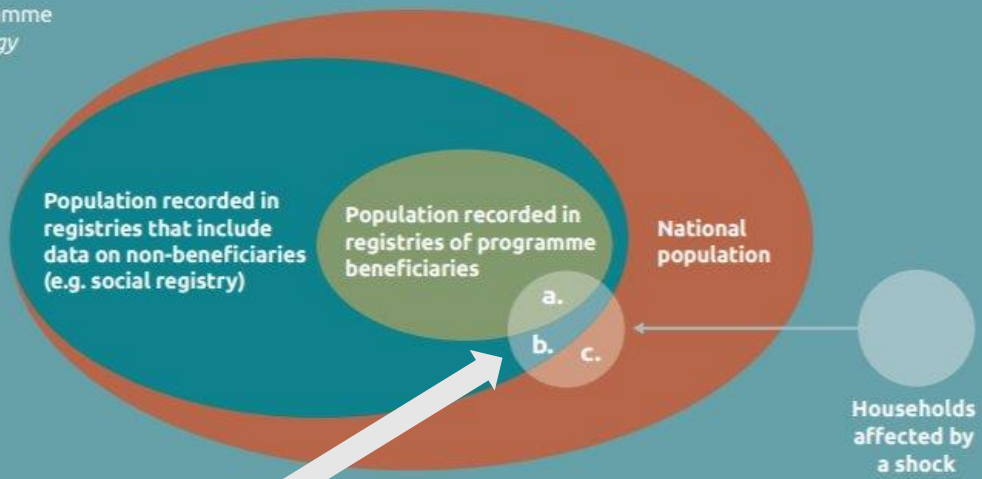| Completeness	Relevance	Currency	Accessibility	Accuracy	Data protection
Level of coverage of population/needs	Suited for the purpose (e.g. helps identify HHs exposed to shocks)	Up-to-date	Ease to obtain	Free from mistakes and omissions	Ensuring security and privacy

2 Based on this assessment and on your analysis of the needs that you are trying to address, **DECIDE** how you will be using that data or its underlying systems, if at all.

a. Vertical expansion of existing programme/s or new programme **piggybacking** on **beneficiary data**? *Make sure you have strategy to reach all other affected households.*
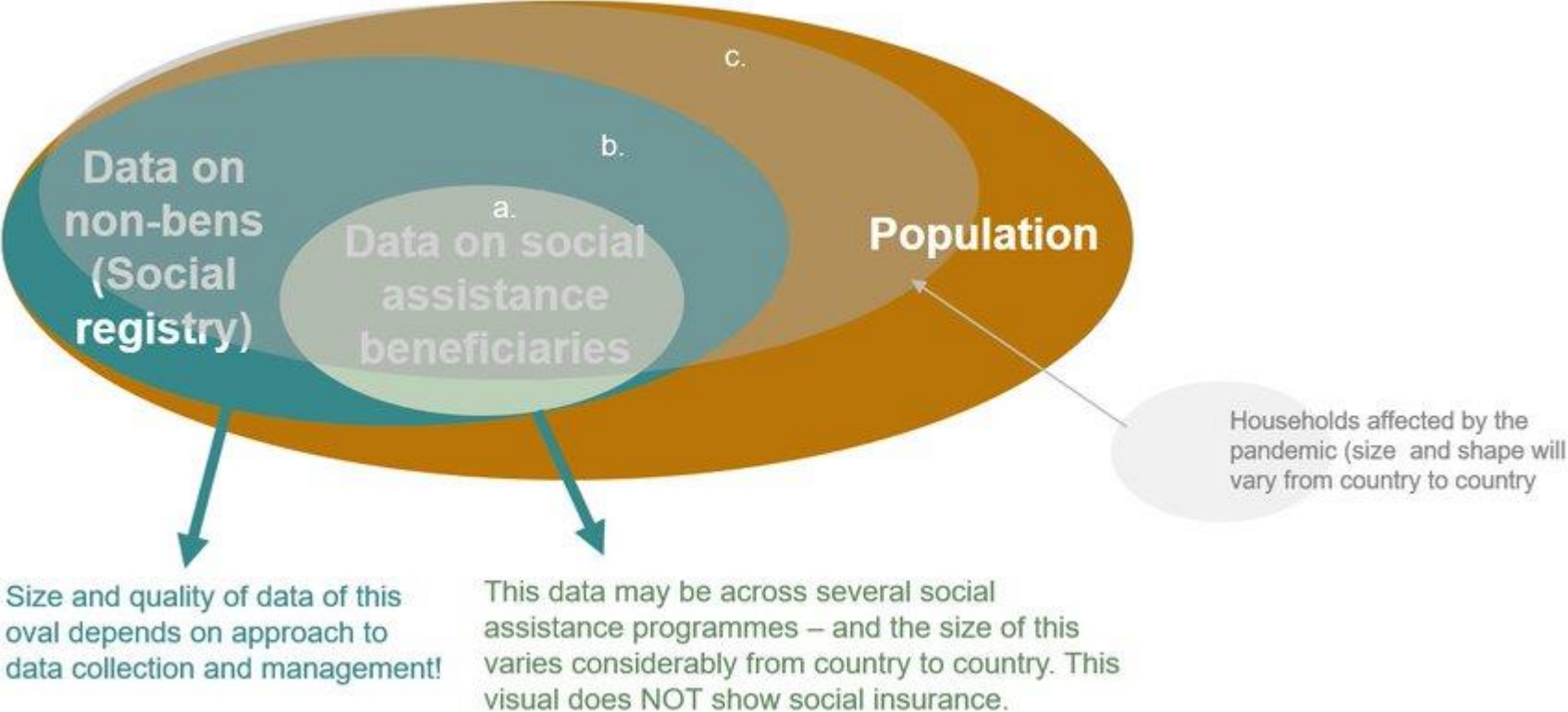
b. Horizontal expansion of existing programme/s or new programme **piggybacking** on the **data of potential beneficiaries**? *Think this through carefully in advance of the shock, requires high levels of preparedness and does not fully address potential for exclusion (and inclusion) errors.*

c. Strategies to reach affected households whose data are not held within existing registries will **always be needed** (e.g. refugees/non-citizens, etc).

a., b. and c. Using existing capacity and systems for collection and management of new data, or validation of existing data? *Evaluate potential for existing capacity to be overwhelmed and address this.*

Population recorded in registries that include data on non-beneficiaries (e.g. social registry)

Population recorded in registries of programme beneficiaries

National population

a.
b.
c.

Households affected by a shock

Source: Barca and Beazley (2018) – DFAT – see also Barca and Chirchir (2020)

Data on non-bens (Social registry)

Data on social assistance beneficiaries

Population

c.

b.

a.

Households affected by the pandemic (size and shape will vary from country to country

Size and quality of data of this oval depends on approach to data collection and management!

This data may be across several social assistance programmes – and the size of this varies considerably from country to country. This visual does NOT show social insurance.

SOCIAL REGISTRY ...DEEP DIVE

Country	Social Registry Coverage	Social registry-based expansion	New applications	Cross-checks w/admin databases
Brazil	45%	✓	✓	✓
Chile	75%	✓	✗	✓
Colombia	73%	✓	✗	✓
Ecuador	47%	✓	✓	✓
Pakistan	87%	✓	✗ ✓	✓
Peru	85%	✓	✗ ✓	✓

Source: Gentilini et al (2020) May 15 edition

A2. USING EXISTING GOVERNMENT DATA BEYOND SP SECTOR IN CREATIVE WAYS

Government... non SP

DATA INTEGRATION. Using:

ID/CRVS data to...	'Easy' & fast	Potential coverage	Where?
...**reach 'everyone'**	✓	✓ 🔴🟢🔵	Singapore, Hong Kong, Japan
...reach **some categories** of individuals	✓	✓ 🔴🟢🔵	
...**Target OUT**	✓	✓ 🔴🟢	Bolivia, Namibia...
Other gvmt data to register or complement other methods...		Depends on which and how	
Tax data, disability, land, health insurance, census, etc	✓	✓	USA (tax) Morocco (H.I.), Ecuador (census)

Source: SPACE, building on Barca and Hebbar (2020), Gentilini et al (2020), IPC

A3. USING OTHER EXISTING DATA BEYOND SP SECTOR IN CREATIVE WAYS

Other

DATA INTEGRATION. EXPANDING using:

...also capacity, tools!

	'Easy' & fast	Potential coverage	Where?
Humanitarian data	✓	✓ 🔴	*Covid not yet*
Financial inclusion programmes, mobile money providers, others including private sector	✓	✓ 🔴🟢🔵	India, *Uganda...*
Local council/cooperative registration mechanisms and/or chambers of commerce and or informal worker organisations, farmer registries..	✓	✓ 🟢	Cape Verde, Sierra Leone..

B1. ON-DEMAND EMERGENCY REGISTRATION VIA DIGITAL 'WINDOWS' AND HELPLINES

Permanent local offices/capacity

**Digital window or helpline.
Triggering or *complementing* registration and enrolment**

'Easy' & fast

Potential coverage

Where?

Thailand, Peru, Colombia, Namibia, Malaysia, South Africa, Morocco etc

social development
Department:
Social Development
REPUBLIC OF SOUTH AFRICA

sassa

NDA
National Development Agency

Applications Received				
Date	USSD	Website	WhatsApp	Emails
11-May	974,866	43,511		500,000
12-May	929,925	65,894		0
13-May	212,291	58,674	195,967	
14-May	277,867	36,355	289,690	
TOTAL	2,394,949	204,434	485,657	500,000
Grand Total Received				3,585,040

579,000 applications in one week (SMS) out of 739,000 deemed eligible

22 million applications in two weeks… but target was 9 million

Source: SPACE, building on Barca and Hebbar (2020), IPC

B. ON-DEMAND EMERGENCY REGISTRATION VIA DIGITAL 'WINDOWS' AND HELPLINES

EASY? Depends..

- ID as backbone for authentication!
- Strong outreach and comms + support... to ensure we are not excluding those most in need
- Interoperability/data sharing to address risk fraud or enhance 'targeting' i.e. not 'ALONE'

Source: SPACE, building on Barca and Hebbar (2020)

NO MATTER WHAT...

No matter what:

- Leveraging existing systems – the stronger & more prepared the better *(SP and beyond – e.g. ID - **BUT**)*
- Sequencing… complementing
- No matter what option/s:
  - ✓ SIMPLE is BEST: Simplified forms, eligibility criteria and documentation requirements, authentication/ identification processes – pay now verify later
  - ✓ ACCOUNTABILITY to AFFECTED POPULATIONS
    - ▪ Accessibility: Handholding + last mile support + grievance
    - ▪ Safety/reduced risk of contagion
    - ▪ Responsible use of data at all stages of the chain

THANK YOU

RESOURCES

COVID related
- SPACE 2020
- Barca and Hebbar (2020) On-demand and up to date? Dynamic inclusion and data updating for social assistance
- Ongoing tracking of COVID responses via SP World Bank/Ugo Gentilini's weekly updated paper downloadable
- ILO's overarching framing   and Asia-Pacific mapping to date
- OECD summary policy brief (with a social insurance focus primarily) and mapping excel
- SP.org   , and
- IMF tracking   (fiscal, monetary and exchange rate/balance of payments)
- CaLP's go-to page on resources etc

Shock Responsive Social Protection
- (2020) TRANSFORM forthcoming Curriculum on SRSP – out soon
- (2019) The
- (2019) The   on SP across the development humanitarian nexus
- (2019)   : A Framework for Connecting Safety Nets and Humanitarian Assistance
- (2019) DFAT - Building on government systems for
- (2018) DFID & OPM SRSP   and Synthesis

SP Information systems
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