Social Registry Information Systems for Social Assistance (and Beyond):

Framework, Definition, Typology, and Trajectories
Social Protection Strategy within a multidimensional poverty framework

- Social policies aims to protect the poor, prevent poverty, build resilience and build economic empowerment
- Equity and Efficiency

Supporting systems to implement social development interventions
- Social Registry
- Case Management System
As such, most countries offer a myriad of social benefits & services to common target populations.
But the delivery of multiple benefits and services by numerous agencies can result in fragmentation.

Many

- Separate programs delivered in “silos”
- Sharing common target population
- Lack of coordination to take advantage of synergies
- With separate management and delivery by different institutions, sectors and administration levels.
- Each intervention with its own requirements, operating rules and implementing mechanisms.

=> Many agencies, many programs, and lots of resources, but not enough results on improving well-being of the poor and vulnerable.
As such, many countries are shifting from separate programs to “integrated systems”
From Programs to Systems for Effectiveness and Efficiencies

For Effectiveness Of Programs

• The poor and vulnerable have multiple needs & vicious circles require joint actions
• Synergies from “bundling” or coordinating benefits & services – with fewer duplications of programs
• Improved service delivery, responsiveness
• More equitable access via common “gateway” for eligibility based on objective information

For Efficiencies In Processes & Service Delivery

• Lower burden to applicants of navigating complex processes
• Lower burden to staff & agencies from duplication of business processes and redundancy in information (less paperwork!)
• More transparency and accountability; facilitate oversight, monitoring, detection & prevention of fraud and double-dipping
• More effective for emergency response
What are Social Registries?
Most social programs pass through similar implementation phases or “business processes” along the Delivery Chain.

**Assess**
Potential Eligibility

**Decide**
Enrollment Benefits & Service Package

**Implement**
Transactions for Payments & Services

Case Management
With multiple programs this can get complex

**Assess**
- Potential Eligibility

**Program 1**

**Assess**
- Potential Eligibility

**Program 2**

**Assess**
- Potential Eligibility

**Program 3**

**Decide**

**Implement**

**Decide**

**Implement**

**Implement**
What if there were a way to reduce this complexity? Opportunity to reduce fragmentation and inefficiencies via Integrated Social Registries.
Social Registries support the functions of Outreach, Intake & Registration, and Assessment of Needs & Conditions to determine Potential Eligibility for Social Programs.
Social Registries are information systems that support the intake, registration, and determination of potential eligibility for one or more social programs.

Social Registries are “Inclusion Systems” (social policy role)
- They provide a “gateway” for people (individuals, families), to be considered for inclusion in one or more social programs based on an assessment of their needs and conditions.

Social Registries are “Information Systems” (operational role). The basic architecture includes:
- Data & information (core input and output of SRs)
- Software applications
- Database management
- ICT Infrastructure
Social Registries as Inclusion Systems
Social Registries as Inclusion Systems

- Provide a “gateway” for inclusion in one or more social program(s) based on an assessment of their needs and conditions

- Support the implementation phases of outreach, intake & registration, and assessment of needs and conditions to determine potential eligibility for inclusion in selected social program(s)

- Population includes data on all applicants (not just beneficiaries)
Basic concepts

• Mistakenly interpreted as “just lists” or “a mere database.”

• Eligibility is not the same as Enrollment
  • Determination of eligibility involves assessing needs and conditions vis-à-vis basic eligibility criteria for social program(s)
  • Enrollment decisions involve formal inclusion of eligible individuals or families in a specific program
  • Eligible applicants are not automatically enrolled in a particular program due to:
    • Budgetary limitations => first-come-first served waiting lists
    • Additional criteria guiding enrollment decisions.
  • Institutional jurisdiction: enrollment decisions are the jurisdiction and legal responsibility of the user program(s) not the Social Registry. This is particularly important if the Social Registry is managed by a host institution that is different from the user program(s)

• Dynamic system versus static system for intake, registration and eligibility assessment
Social registries gather different types of information needed to assess applicants for needs and conditions, such as:

**Identifying Information**
- Individual information for household members such as name, birth date, gender
- Relationship with the head, marital status, (sometimes) race
- Possession and number of ID

**Socio-Economic Information**
- Self-reported and/or verified information on incomes for each member
- Education, health and Employment status of each individual

**Information on housing & Household Assets**
- Housing characteristics such as type of housing, material of housing, connection to services (water, electricity) ...
- Self-reported and/or verified information on assets

**Other Information**
- These can include the following (though sometimes this information is collected outside the SRIS)
  - Disability of household members
  - Registration with employment agencies (when relevant and/or separate)
  - Distance to services (schools, health centers...)
  - Food security status

Notice that the specifics of the data collected will vary depending on national definitions of poverty and vulnerability, characteristics of intended target populations, and eligibility of user programs - and they need to be reviewed and revised from time to time.
Social registries depend on the most updated information for data quality, integrity, accuracy

**Kinds of Information Collected**

- **No updates needed:** Some types of data never need to be updated (such as name of your parents or your permanent ID number)

- **Requires ongoing updates:** Some types of data need to be updated on an on-going basis if there are changes (such as address, household / family composition, births, deaths - or employment status)

- **Less frequent updates required:** Some types of data get updated less frequently - but information can not be “old”/outdated.
As Social Registries mature, the principle of dynamic inclusion becomes key to progressive realization of universality.

**Principle of dynamic inclusion in Social Registries:**

- Registration is open and continuous.
- Anyone can register at any time (with no guarantee of eligibility for benefits).
- Relevant for progressive realization of universality: *anyone who needs social protection can access it at any time*.
- Other human rights principles also relevant: non-discrimination, transparency and access to information, accountability and social accountability.

**Contrast with Fixed-List Systems:**

- Many countries operate 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” given limited capacity.
- But as systems mature, principle of dynamic inclusion becomes important—especially with integrated gateways for multiple programs.
As Inclusion systems, Social Registries serve as Integrated Gateways for multiple programs

• **Gateway for Multiple Programs**
  - Covering all applicants for all programs
  - Harmonized eligibility concepts (definition of family, elderly, disabled, children, multi-dimensional socio-economic assessment)
  - Single application and point of entry
  - Unique ID #
  - Data exchange

• **Dynamic inclusion**
  - Principle of inclusion
  - Continuous access for inclusion (not only every few years)
  - On-demand entry with active outreach
  - Updating
  - Recertification
  - Appeals & Grievance redress capabilities

• **Coordination, Monitoring & Reporting**
  - “Living Census” of the poor and vulnerable
  - Helps monitor the “demand” for social programs for planning, budgeting, coordination
  - Tool for transparency & accountability
Some questions on institutional issues to keep in mind...

- **Intake & Registration**: Which institution is responsible? Who will collect the information?

- **Operations & Management**: Which institution is responsible? Who will be custodian of the information?

- **Recertification**: Which institution is responsible? How often should this information be updated?

- **Legal Framework**: Is there a legal framework that enables the exchange of information between the institutions involved?

- **Institutional arrangements**: What kinds of policy and service delivery arrangements are needed to support these processes?
Social Registries as Information Systems
Social Registries as Information Systems

- Social Registries are a component of an Integrated Social Protection System
- Basic Information Systems Architecture includes four layers:
  - Data & information
  - Software applications
  - Database management
  - ICT infrastructure
- Terminology confusion – Social Registries vs. “MIS”
Social Registries are a Component of an Integrated Social Protection System

**CITIZEN INTERFACE**
- Field Staff
- Mobile Teams/Facilitators/Agents
- Digital/Mobile
- Citizen Service Center/Local Office

**INSTITUTIONAL INTERFACE**
- Local Office Administrators
- Central Office Administrators
- Other Institutional Administrators

**FRONT OFFICE SOFTWARE APPLICATION**
- INTAKE REGISTRATION
- CASE MANAGEMENT
- GRIEVANCES & APPEALS
- BUSINESS INTELLIGENCE

**BACK OFFICE SOFTWARE APPLICATION**
- APPLICANT DATA MANAGEMENT
- ELIGIBILITY ASSESSMENT
- DATA EXCHANGE
- BENEFICIARY & BENEFITS ADMINISTRATION
- CONDITIONALITIES MONITORING
- PAYMENTS ADMINISTRATION
- GRIEVANCES & APPEALS
- BUSINESS INTELLIGENCE

**DATABASE MANAGEMENT & INTEROPERABILITY**
- Integrated Social Registry/Datawarehouse
- Program Management IS (CCT)
- Program Management IS (In-Kind)
- Program Management IS (Disability)
- Payments
- Grievances & Appeals

**Data Exchange Protocol**
- National ID/Biometrics
- Civil
- National Population
- Statistics
- Land/Property
- Tax
- Vehicle
- Geospatial
- Health
- Education
- Labor/Unemployment
- Livestock/Agriculture
- Social Insurance/Pensions
- Utilities
Data Intake
- Field Teams
- Self Service
- Offline-to-Online
- Local Offices

Data Exchange
- Cross-check applicant data
- Source directly from administrative systems
- Importance of National Digital ID

Data Protection
- Principles of Consent, Use and proportionality, Data quality, Confidentiality and safety safeguards, Responsible transmission and data sharing, Right to access, correct, and oppose data, Accountability principle.
Database Management & Interoperability

- **DB Management Models**
  - Single Database
  - Multiple Databases
  - Federated/Virtual Database

- **Interoperability**
  - Whole of Government Architecture
  - Protocols for Data Sharing
  - Legal frameworks or MoUs.

**Turkey: Whole-of-government approach**

**Chile: Protocols for data sharing**

**Montenegro: Whole-of-government approach**
A whole-of-government approach to data exchange allows for dynamic inclusion, data quality, integrity, efficiency.

**CITIZEN INTERFACE (Front Office)**
- Fill in application form (digital) on-demand
- Update health data
- Update education data
- Update data on business registration, land etc.

**Data Exchange Protocol**
- Uses most current data update. Stores both dated and most current data.
- Frontline staff ask citizen to confirm which data point is most current to be considered by the social registry for eligibility assessment.

**INSTITUTIONAL SYSTEMS (Back Office)**
- Social registry
- Health
- Education
- Property/Vehicle/Land

Facilitates most current information updates from any frontline agency.
National Digital ID systems linked to Social Registries, Beneficiary Registries & Payment Systems

- Enrolls in National Digital ID
- Facilitates cross-check of other administrative Systems to validate/verify data on applicants
- Facilitates deduplication of data, audit and traceability
- Facilitates authentication for registration & payments

- Facilitates payments to the right people
- National ID/Biometrics

Source: Authors, based on presentation by Dr. Unho Choi, UNHCR, ‘Multipurpose Smart ID Card with PKI’
How does a Social Registry Function within an Integrated Social Protection System

**Integrated Social Registry Program**
- Management IS (CCT)
- Program Management IS (In-Kind)

**Social Registry**
- justices
- Digital ID
- Biometrics
- Integration through Web service/Enterprise Service Bus etc.
- Data Exchange Protocol

**Centralized/Virtual**
- Integrated Social Registry
- Program Management IS (CCT)
- Program Management IS (Disability)
- Program Management IS (In-Kind)

**Societal Registry - Front Office: Intake & Registration**
- Apply to One or Many Programs
- Update Information
- Track & Monitor Application Status
- Validate Applicant data dynamically thru Crosschecks with Administrative systems
- Verify data with Applicant/Documents to resolve conflicts with Administrative systems

**Societal Registry - Back Office: Eligibility Assessment**
- View & Manage Applicant Data
- Assess Eligibility using policy/criteria
- Exchange Data: PUSH to Beneficiary system/PULL from other Systems
- Update/Rectify Data

**Case Mgmt**
- Manage Cases

**Grievance**
- Make an Eligibility Appeal
- Request Grievance Redress

**Business Intelligence**
- Visual Analytics on application status, updates, grievances, appeals, etc.

**Local Administrative Systems**
- Payment Systems
- Local Government System

**Central Administrative Systems**
- Digital ID/Biometrics
- Civil
- National Population
- Statistics
- Land/Property
- Tax
- Vehicle
- Geospatial
- Health
- Education
- Labor/Unemployment
- Livestock/Agriculture
- Social Insurance/Pensions
- Utilities

**En masse** data collection in the field (questionnaire)
* Data collection by field teams
* Data/documents digitally uploaded via application form on Mobile/Tablet/Laptop/PC
* Data/document provision via application form Offline-to-Online (O2O)

**Local Office/Citizen Service Center**
- Mobile Teams/Facilitators/Agents

**Documents/Certificates**
- Family composition
  - Marriage
  - Divorce
  - Birth
  - Death
  - Disability
  - School
  - Orphanage
  - Unemployment
  - Pension
  - Salary/Payroll stubs
  - Bank statements
  - House
  - Land
  - Livestock
  - Vehicle
  - Utility bills
  - etc.

**Integrated Beneficiary Registry/Databank**
- Benefit data
- In-Kind Beneficiary data
- CT Beneficiary data
- Disability Beneficiary data
- Beneficiaries w/Digital ID

**Payment Systems**
- Reconcile Payments

**Case Management**
- Manage Eligibility
- Notify
- Manage beneficiaries & benefits

**Payment Systems**
- Identify beneficiaries
- Payroll
- Payroll stubs

**Enforce Payments**
- Payments
- Crosschecks
- Reconcile

**Local Administrative Systems**
- Payment Systems
- Local Government System

**Data Exchange Protocol**
- Integration through Web service/API/Enterprise Service Bus etc.
- Beneficiary data
- Data from existing Beneficiary systems
- Beneficiary data updates sent to Social Registry for validation and verification with citizens

**Local Administrative Systems**
- Payment Systems
- Local Government System
Evolution & Country Examples
Different Typologies and Trajectories of Social Registries

**Integrated Gateway**
- Access to many programs via Social Registry (even beyond SP)

**Gateway for Dynamic Inclusion**
- Access to one program via SR (or separate SR’s for various programs)

People can register only infrequently (every 2-5 years)

People can register at any time

- **Philippines Listahanan**
- **Pakistan NSER**
- **Indonesia UDB**
- **Mali**
- **Tanzania Cote d’Ivoire Djibouti**

Chile RSH in SIIS

- **Brazil Cadastro Unico Since 2010**
- **Montenegro SWIS**
- **Turkey ISAS**

Access to many programs via Social Registry (even beyond SP)
Social Registries as “Integrated Gateways” for multiple social programs

Number of Programs Using Common Social Registry, Circa 2015, Source: World Bank/Leite et.al. (2017)

Source: World Bank / Leite et. al. (2017 forthcoming)
Population Coverage of Social Registries ... but not all allow for dynamic inclusion

Social Registry Coverage, Select Countries
% of population included in the social registry, circa 2013-16;
Red = primarily on-demand registration systems;
blue = en masse registration waves (census sweeps).
Source: Leite et. al. (2017)

- Pakistan - NSER: 90%
- Ecuador - SELBEN: 80%
- Philippines - Listahanan: 75%
- Chile - Household Social Registry (RSH): 75%
- Colombia - SISBEN: 73%
- Dominican Republic: 55%
- Mexico - Prospera Registry: 47%
- Honduras - Bono Registry: 42%
- Brazil - Cadastro Unico: 40%
- Turkey - ISAS: 40%
- Montenegro - SWIS: 39%
- Costa Rica - SIPO: 12%
- El Salvador - Registro Social: 9%
- Djibouti - Social Registry: 3%
- Mali - National Social Registry: 3%
Capabilities of Social Registries as Information & Delivery Systems: Typology

Degree of Interoperability (back-office)

- Full (real-time)
- Some (e.g., occasional cross-checks)
- None

In frequent Access, Fragmented

- Philippines Listahanan
- Tanzania
- Cote d’Ivoire
- Djibouti
- Mali

Continuous & Coordinated Access + Integrated Across Programs

- Uruguay SIIAS
- Colombia SISBEN
- Pakistan NSER
- Indonesia UDB
- Brazil SIIAS
- Brazil CNIS
- Brazil CadUnico

Integration & Continuous Access for Citizen Interface (front office)

- Chile RSH in SIIS
- Turkey ISAS
- Montenegro SWIS
- Tanzania
- Cote d’Ivoire
- Djibouti
- Mali

- Colombia SISBEN
- Pakistan NSER
- Indonesia UDB
- Brazil SIIAS
- Brazil CNIS
- Brazil CadUnico

- Chile RSH in SIIS
- Turkey ISAS
- Montenegro SWIS
- Tanzania
- Cote d’Ivoire
- Djibouti
- Mali
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
  - Municipal agreements & financial incentives
  - Version 6.0 of Data Entry New IT System Designed
  - Large-scale legislative & normative review + Process audits
  - First External Cross-Checks with Labor Info System
  - Cross-Checks against taxpayer registry (CPF)
  - Online V7 of CadUnico
  - All municipalities have migrated to V7
  - Cross-checks for investigative purposes regulated
  - Initiate cross-checks with pension system

- **Data Updated Every Two Years (responsibility of registrants)**

Graph showing million families and million people from 2001 to 2015 with corresponding values:

- 2001: 5.5 million families, 5 million people
- 2015: 80.6 million families, 27.2 million people
Philippines – Evolution of Listahanan “National Targeting System”

- **2007-08**: Initial registration for Pantawid CCT program pilot
- **2009-12**: "National Household Targeting System for Poverty Reduction (NHTSPR)
  - National Household Targeting Office Established
  - Coverage expanded

- **2013-2014**: Rebranding to Listahanan
  - Listahanan Use by Multiple Programs (e.g., Pantawid CCT, Sustainable Livelihoods, Public Health Insurance)

- **2015**: Numerous users: 24 programs, 15 central govt agencies + numerous sub-national agencies
  - Nationwide Recertification (on-going)

- **2011**: 10.9 million households (55% of population) o/w 5.3 mn = poor
- **2015**: 15.3 million HH (77% of pop) but may exceed this

Source: DSWD 2015
Philippines Listahanan: Gateway for Multiple Programs (examples)

Social Pension (DSWD)
Sustainable Livelihoods (DSWD)
Rural Electrification (DOE)
Subsidized Health Insurance (DOH)
Food Assistance Typhoon Yolanda
Employment, Training, Internships (DOLE)
Special Training for Employment Program (STEP/TESDA)

Source: DSWD March 2015

15.3 mn Households In Listahanan (2015)
Chile’s social registry of households (RSH)

Households Social Registry (RSH)

Registration Form – self reported
- Family Composition
- Housing conditions
- Education
- Health
- Occupation
- Income

Admin Data
- Taxes
- Social security contributions
- Unemployment Insurance
- Pensions
- Health insurance
- Educational status
- Property ownership
- Vehicles ownership

Integrated Beneficiary Registry
- Cash transfers
- Subsidies
- Scholarships
- Income support programs
- Social housing
- Social services

Central Coordination
Ministry of Social Development

Yearly agreement – conditional transfer based on performance

Local Implementation
Municipalities

PROTOCOLS FOR ...

Rectification
Update

Complementary information (health)

Source: Veronica Silva Villalobos
Trajectory of Chile’s Social Registry & Integrated Beneficiary Registry Systems over Time

<table>
<thead>
<tr>
<th>GDP-PC (US$)</th>
<th>Poverty Rate</th>
<th>PINOCHET</th>
<th>AYLWIN</th>
<th>FREI</th>
<th>LAGOS</th>
<th>BACHELET 1</th>
<th>BACHELET 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>4,934 – 5,984</td>
<td>45.7% (87)</td>
<td>6,105 – 7,552</td>
<td>7,863 – 9,529</td>
<td>9,833 – 11,386</td>
<td>11,754 – 12,222</td>
<td>12,785 – 14,364</td>
<td>14,626 (15)</td>
</tr>
</tbody>
</table>

New methodology - 2014:
- 29.1% - 25.3% (22.2% – 7.8% (11.7% - 14.4% (15)

**Poverty Index – 5 levels:**
- Weighed check-list
- PMT Continuous score
- New calibrated PMT Continuous score
- Income Generation Capacity Continuous score
- Means test SE classification

**Municipalities**

<table>
<thead>
<tr>
<th>Self-reported info + front desk Paper-based</th>
<th>Self-reported info + home visits Paper-based + client-server software</th>
<th>Consolidated National CAS Information</th>
<th>Online platform Info exchange (web-based)</th>
<th>Self-reported + admin data</th>
</tr>
</thead>
</table>

**Coverage of Social Registry:**
- % of total population registered: 37% 45% 75% 75%

**Number of Programs Using Social Registry:**
- 3 7 19 56 80

**Source:** Veronica Silva Villalobos (October 2016)
Multi-Program Information Systems: Different Starting Points, Different Trajectories

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

**Chile**
- 1980s & 90s to 2000-10 to 2015
- Integrated Social Information System (SIIS)
- 12.6 million unique registrants Covering 74% of pop

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

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

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

Development of integrated Beneficiary Registry & Linked Program MISs => SIIS
## Core Social Assistance Programs in Turkey

<table>
<thead>
<tr>
<th>Type</th>
<th>Name</th>
<th>No of Household/No of Right Owner</th>
<th>No of Beneficiaries</th>
<th>Total Amount Allocated to the Program</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Family</strong></td>
<td>Food</td>
<td>658,681</td>
<td>2,442,599</td>
<td>180,708,088</td>
</tr>
<tr>
<td></td>
<td>Coal</td>
<td>2,106,015</td>
<td>8,336,220</td>
<td>771,306,626</td>
</tr>
<tr>
<td></td>
<td>Widow Woman</td>
<td>281,465</td>
<td>281,465</td>
<td>727,447,500</td>
</tr>
<tr>
<td></td>
<td>Soldier Family</td>
<td>50,583</td>
<td>50,583</td>
<td>62,830,500</td>
</tr>
<tr>
<td><strong>Education</strong></td>
<td>Educ. Material</td>
<td>354,123</td>
<td>354,123</td>
<td>88,588,092</td>
</tr>
<tr>
<td></td>
<td>CCT</td>
<td>861,389</td>
<td>1,965,633</td>
<td>512,806,600</td>
</tr>
<tr>
<td><strong>Health</strong></td>
<td>CCT</td>
<td>592,946</td>
<td>1,022,297</td>
<td>244,000,750</td>
</tr>
<tr>
<td></td>
<td>Old Age pension</td>
<td>632,407</td>
<td>632,407</td>
<td>1,009,016,428</td>
</tr>
<tr>
<td><strong>Law 2022</strong></td>
<td>Disabled Pension (age 18+)</td>
<td>300,242</td>
<td>300,242</td>
<td>984,244,354</td>
</tr>
<tr>
<td></td>
<td>Disabled Pension (age &lt;18)</td>
<td>225,457</td>
<td>225,457</td>
<td>1,089,338,255</td>
</tr>
<tr>
<td></td>
<td>225,457</td>
<td>225,457</td>
<td>1,089,338,255</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Disabled Pension (age &lt;18)</td>
<td>64,445</td>
<td>64,445</td>
<td>241,627,546</td>
</tr>
<tr>
<td><strong>Home Care</strong></td>
<td>Home care support</td>
<td>425,928</td>
<td>425,928</td>
<td>3,497,476,226</td>
</tr>
</tbody>
</table>
• What is it?

  • It is a system for end users to query in real time a large number of government databases to verify the status of HHs applying for social assistance.

  • It gives online access to 15 different government institutions and 28 databases through a web service system.

• What were the objectives?

  • To greatly improve the efficiency and timeliness of application for social assistance.

  • To reduce scope for error and fraud as well as cases of duplicate assistance begin provided.
Turkey: Social Assistance Information System
What has been the impact?

- Applicants for Social Assistance can now apply with one document—their national ID card.
- A process that previously took 15-20 days now takes 1 minute.
- Process of beneficiary selection has been strengthened.
- Workload of the public administration significantly reduced.
ISSAS is an IS system that manages all social assistance work-flow from intake and screening through to delivery of benefits and audit.

- Also created complete HH files, not individual based.
- To date managed system constraints records for 28 million people (≈35% of pop), 17.4 million payments worth US$ 8 billion
- Average of 4500 users across Turkey via secure connection.
- Cost of development ≈ US$12 million

<table>
<thead>
<tr>
<th>Program Modules</th>
<th>ISAS Integration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conditional Cash Transfer Module</td>
<td>2010</td>
</tr>
<tr>
<td>Social Assistance Module (Temporary Assistance Module)</td>
<td>2011</td>
</tr>
<tr>
<td>Accounting &amp; Resource Management Module</td>
<td>2011</td>
</tr>
<tr>
<td>Human Resources Module</td>
<td>2012</td>
</tr>
<tr>
<td>General Health Insurance Module</td>
<td>2012</td>
</tr>
<tr>
<td>Cash Assistance for widowed</td>
<td>2012</td>
</tr>
<tr>
<td>Disabled and Elderly Salaries Module</td>
<td>2012</td>
</tr>
<tr>
<td>Home Care Module</td>
<td>2013</td>
</tr>
<tr>
<td>Cash Assistance for needy military families</td>
<td>2013</td>
</tr>
<tr>
<td>Project Assistance Module (Income generating and Social Service Projects)</td>
<td>2013</td>
</tr>
<tr>
<td>Fund Committee and Social Assistance General Directorate Module</td>
<td>2013</td>
</tr>
<tr>
<td>Employment Aid Module</td>
<td>2014</td>
</tr>
<tr>
<td>Inventory Stock Management and In-kind Aid Module</td>
<td>2014</td>
</tr>
<tr>
<td>External user &amp; Communication module (e-government portal)</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Central Risk Assessment and Inspection Module</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Decision Support System Module</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Case Referral Module</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>
Cost

**Colombia**: The set-up cost was estimated at around USD 0.78 per person registered, of which USD 0.57 was the cost of collecting the household data.

SISBEN strategy requires (a) recollecting data among all applicants every 4/5 years, (b) adding new applicants on demand approach and 9c) rectifying data among applicants regularly as part of monitoring and evaluation activities.

SISBEN III cycle 2009-2011: we estimate a ratio of USD 2.39 per family for the three years period, or USD 0.80 per family per year.

- SISBEN IV cycle 2014-2016: we estimate a ratio of USD 1.27 per family for the three years investment (or USD 0.42 per family per year).

<table>
<thead>
<tr>
<th>Year</th>
<th>Budget(^1)</th>
<th>Allocated to data collection</th>
<th>Number of families in SISBEN after validation</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007(^1)</td>
<td>589,612</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2009(^1)</td>
<td>12,322,239</td>
<td>10,252,103</td>
<td>9,268,881</td>
</tr>
<tr>
<td>2010(^1)</td>
<td>7,187,106</td>
<td>5,397,517</td>
<td>7,075,809</td>
</tr>
<tr>
<td>2011(^1)</td>
<td>1,079,463</td>
<td>593,705</td>
<td>8,174,740</td>
</tr>
<tr>
<td>2014(^2)</td>
<td>944,188</td>
<td></td>
<td>9,908,545</td>
</tr>
<tr>
<td>2015(^2)</td>
<td>5,569,541</td>
<td></td>
<td>10,361,632</td>
</tr>
</tbody>
</table>
Brazil: While working on the consolidation of the four programs database (2004-2005), the estimated cost for case registered per family per year was around 0.30 USD per family per year. As the Cadúncico became more dynamic requiring more human and physical investment, the cost of Cadúncico per families increased to USD 0.65 in 2006 where large infrastructure investment was needed. In 2010, Brazil started implementation of Cadúncico version 7 that has introduced online synchronization with the center, more investment was needed for the physical infrastructure, increasing the cost to about USD 0.60. Then, increasing number of families had no impact on the budget, pushing the cost down to USD 0.50 per family per year, which include maintenance, software development, office space, personnel...

<table>
<thead>
<tr>
<th>Year</th>
<th>Budget allocated LOAS in USD¹</th>
<th>Number of families enrolled in the Cadastro Único²</th>
<th>Ratio Cadastro Único vs Applicants</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003</td>
<td>5,500,000</td>
<td>5,500,000</td>
<td></td>
</tr>
<tr>
<td>2004</td>
<td>2,076,125</td>
<td>7,100,000</td>
<td>0.292</td>
</tr>
<tr>
<td>2005</td>
<td>2,716,981</td>
<td>9,100,000</td>
<td>0.299</td>
</tr>
<tr>
<td>2006</td>
<td>9,302,274</td>
<td>14,300,000</td>
<td>0.651</td>
</tr>
<tr>
<td>2007</td>
<td>9,745,312</td>
<td>15,800,000</td>
<td>0.617</td>
</tr>
<tr>
<td>2008</td>
<td>10,169,492</td>
<td>16,700,000</td>
<td>0.609</td>
</tr>
<tr>
<td>2009</td>
<td>7,304,348</td>
<td>18,000,000</td>
<td>0.406</td>
</tr>
<tr>
<td>2010</td>
<td>11,363,636</td>
<td>18,700,000</td>
<td>0.608</td>
</tr>
<tr>
<td>2011</td>
<td>11,764,706</td>
<td>20,200,000</td>
<td>0.582</td>
</tr>
<tr>
<td>2012</td>
<td>12,154,696</td>
<td>22,100,000</td>
<td>0.550</td>
</tr>
<tr>
<td>2013</td>
<td>12,136,900</td>
<td>22,000,000</td>
<td>0.528</td>
</tr>
</tbody>
</table>
A social registry is the same as:

Your answers:
(a) Beneficiary registry
(b) Population registry
(c) Household registry
(d) None of the above
CLICKER QUESTION

• What is a Social Registry:

Your answers:

(a) A list of individuals
(b) One single database of potential beneficiaries
(c) One or multiple harmonized and integrated databases of potential beneficiaries
(d) Supports intake, registration and eligibility assessment for social programs
• What are the benefits of a Social Registry?

Your answers:

(a) Provides accurate and transparent information on potential beneficiaries for social assistance programs;
(b) Allows linkages among multiple programs for which the potential beneficiaries can be eligible;
(c) Allows articulation, coordination, harmonization and complementarities of social programs
(d) None of the above
(e) All of the above
CLICKER QUESTION

• **What are other benefits of a Social Registry?**

Your answers:

(a) preventing or reducing undesirable duplication of benefits

(b) reducing duplication of administrative costs across programs

(c) allowing quick scalability of social programs in times of crisis or shocks to mitigate its impact

(d) monitoring evolution of living conditions of potential beneficiaries over time

(e) All of above
CLICKER QUESTION

• My country:

Your answers:

(a) Already has one in operation
(b) Is actively developing one
(c) Is considering developing one
Thank you