

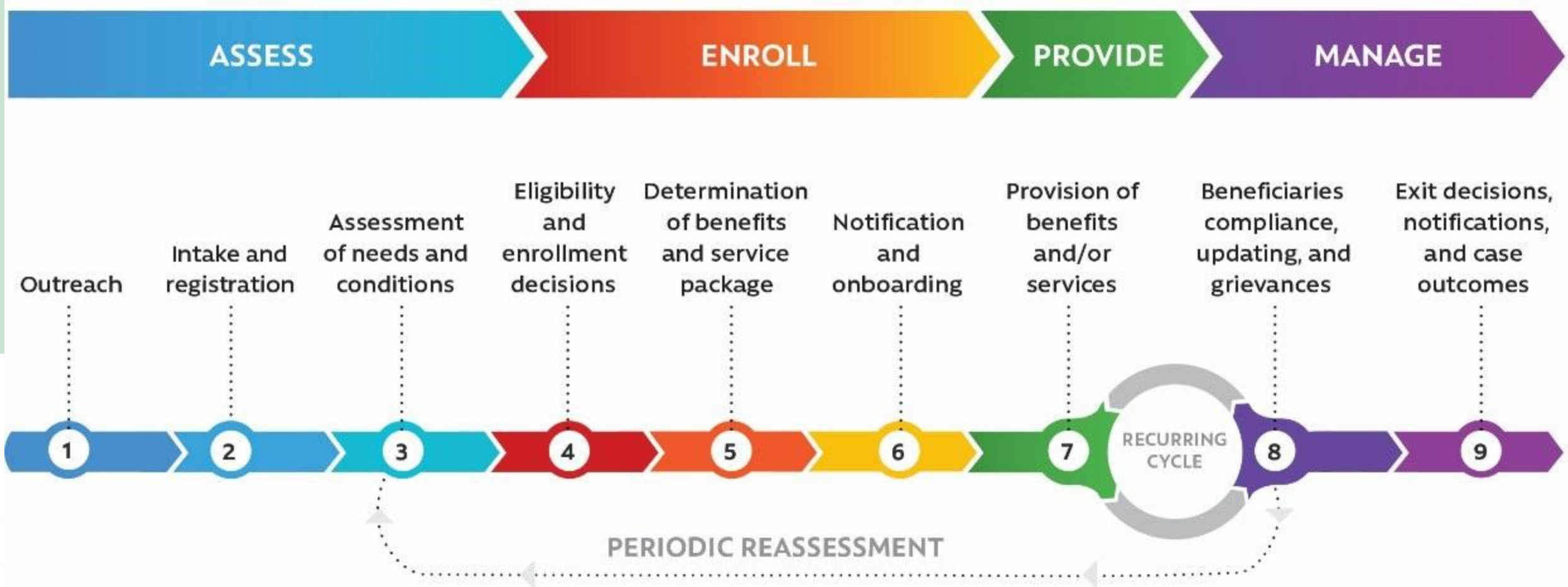
CASE: SOCIAL PROTECTION DELIVERY CHAIN APPLIED TO CHILE

Verónica Achá

Computer Engineer – MSc in Public Policy and Management
Head of Social Information Division
Ministry of Social Development and Family

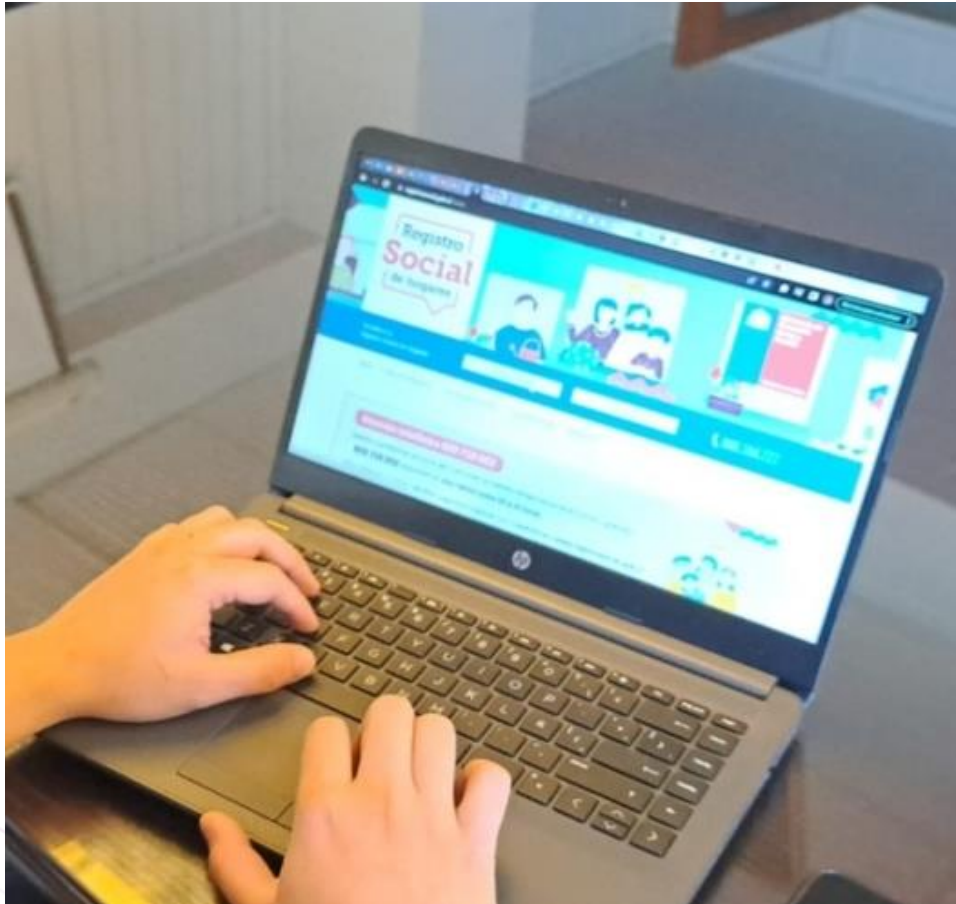


SOCIAL PROTECTION DELIVERY SYSTEMS FRAMEWORK



SOCIAL REGISTRY OF HOUSEHOLDS (Registro Social de Hogares, RSH)

Outreach, admission and registration



The Social Registry of Households was established in January 2016.

As a system, it provides information that allows characterization and targeting beneficiaries for social or local programs, cash transfers and benefits.

In 2023, 99 social benefits and cash transfers use the Social Registry of Households (RSH) to identify their beneficiaries.

Only **people with RUN** may be registered in.

All households must have at least one person 18 y/o or older.
(*)

Registration can be made through a **citizen platform** or through a **public official's** platform, in municipalities or Chile Atiende offices.

SOCIAL REGISTRY OF HOUSEHOLDS (Registro Social de Hogares, RSH)

Outreach, admission and registration



People can **voluntarily join** but, **when necessary, operations are carried out** to summon special groups to join the registry.

Picture shows a public campaign to reach people who needs care and their caregivers, to identify them at RSH.

The future National Care System, currently in the design and regulation stage, will use the identification of caregivers and individuals who require care to provide special benefits for them.

SOCIAL REGISTRY OF HOUSEHOLDS (RSH) IN FIGURES

As of May 2024

17,1 million

People in RSH

85,4%

As percentage of population in Chile

9 million

Number of households



SYSTEMIC APROACH FOR TARGETING BENEFICIARIES

Outreach, admission and registration



RSH is more than a database, it is a system with three components:

- The Social Registry of Households (the data)
- **Support for user selection, which includes a Socioeconomic Classification and technical assistance for program offerings;**
- Control and supervision processes.

The Socioeconomic Classification (CSE) measures the socioeconomic vulnerability of each household, based on their member's characteristics, scale economies, self-reported answers to the RSH survey, and administrative records provided by different organizations.

Households are placed into 7 groups called social qualification. The first one comprises households within the 40% of highest socioeconomic vulnerability. The subsequent are presented in groups of 10 percentage points each.

TARGETING PROCESS

Social Protection Decisions

- Even though CSE is very important by itself in the targeting processes, our Ministry recommends using additional information (other data in the RSH) to make better decisions, according to the social benefit goals.
- Example of additional variables: Age, female head of household, presence of health or dependency conditions, having successfully identified in the RSH as a caregiver and a person requiring care duo, and other household member's characteristics.



ENROLLMENT MECHANISMS

Social Protection Decisions

Depending on the benefit:

- (1) People need to apply. E.g. technical aids for people with disabilities.
- (2) Beneficiaries are determined by rules applied over RSH. E.g. Cash transfer for students where a certain level of

vulnerability and a threshold of successful academic performance converge.

- (3) Access is universal under certain circumstances (do not use RSH). E.g. Chile Crece Más, for all children born at public hospitals.

Programa Ayudas Técnicas

Convocatoria 2024

Programa Regular



BONO LOGRO ESCOLAR

Si desea mayor información o consultas llame al:

800 104 777 (opción Ingreso Ético Familiar)

Grátis celulares y red fija - Lun - Vie - 9:00 a 19:00 hrs.

Inicio El bono Requisitos ¿Pertenezco al 30% vulnerable? Preguntas Frecuentes Consulta Beneficio ¿Tienes un problema?

Bienvenido a la Consulta Bono Logro Escolar

El trámite permite conocer la forma de pago, el monto del bono y nombre de los alumnos y alumnas favorecidos. El Bono Logro Escolar está destinado a familias que tengan entre sus integrantes a personas cursando entre 5to básico a 4to medio, que pertenezcan al 30% más vulnerables de la población y se encuentren dentro del 30% de mejor rendimiento académico

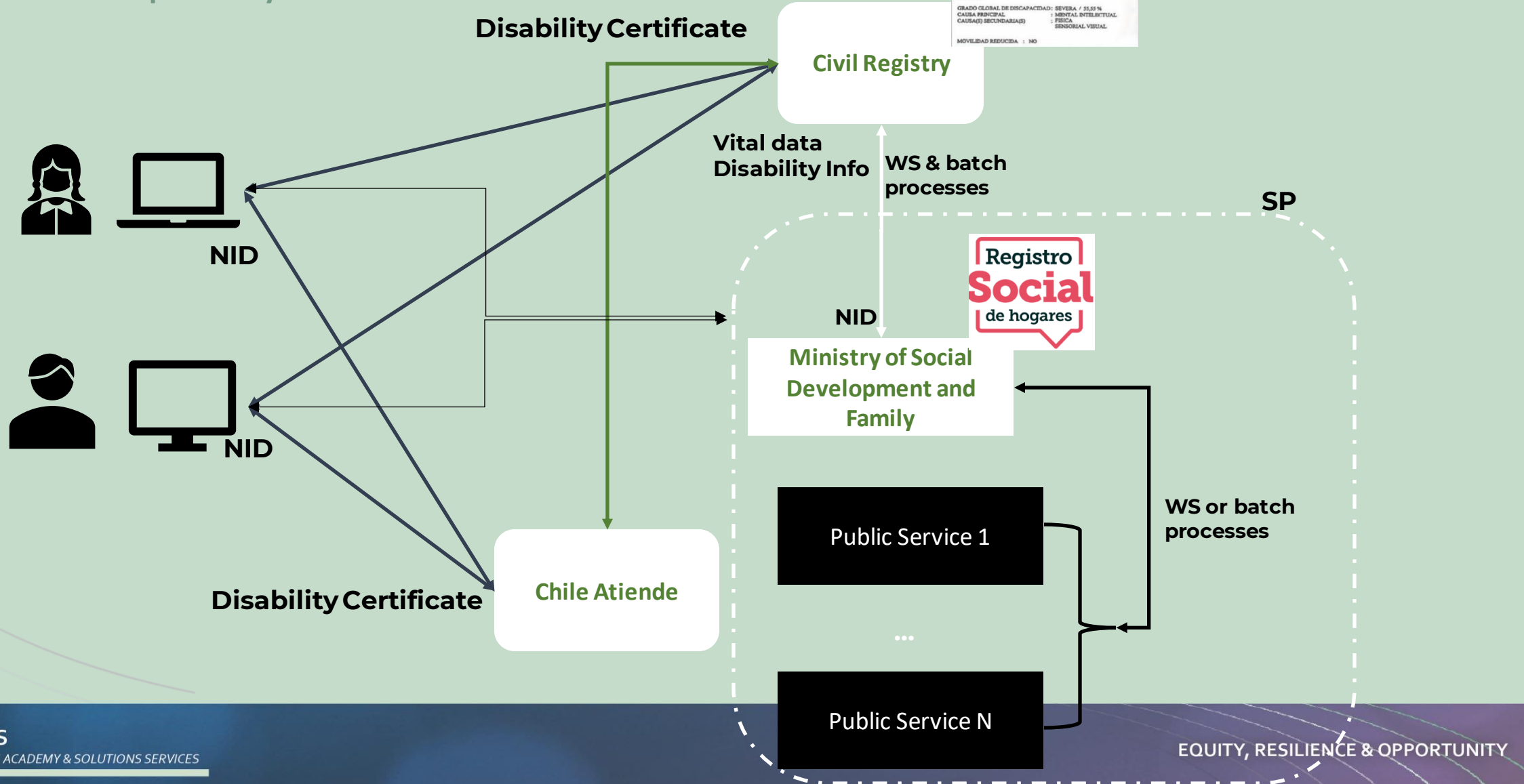
Revisa si fuiste beneficiado del bono en el año 2023

Acceso beneficiarios



INTEGRATION OF SOCIAL REGISTRIES TO IDENTIFY BENEFICIARIES

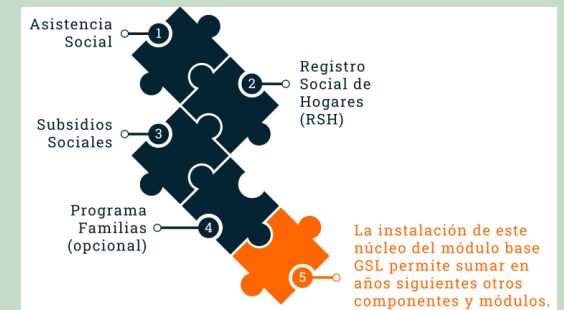
Example of Interoperability



IMPROVING LOCAL GOVERNMENT SOCIAL CASES MANAGEMENT

Local Case Management (GSL)

- Integrates data from the Social Information Registry (RIS), Social Registry of Households (RSH), Ministry of Health (MINSAL) platforms, and social benefits from the Integrated Beneficiaries Registry (IBR - part of RIS) and benefits provided at the municipal level.
- GSL is more than just a platform, it is a management system to improve and organize municipal social services, both for residents who need these services and for those participating in social programs transferred from other institutions to be executed by the municipality.
- GSL is the base for the single window platform for public officials.
- GSL is also the base for managing health and socioeconomic vulnerability to improve public healthcare services and the initially support for the National Care System (SNAC), both in coordination with MINSAL and the institutions that will participate in SNA respectively.
- It is an initiative developed with the support of the World Bank.



TRANSITIONING FROM AN APPLICATION-BASE BENEFIT TO A COMPLEMENTARY AUTOMATIC ONE

Automatic Family Subsidy

Children and adolescents (cause of the benefit) members of a household must meet the following requirements:

- Be under 18 years of age.
- Must participate in the health programs established by the Ministry of Health for childcare.
- Must prove that they are regular students of basic, middle, higher or other equivalent education, in State or recognized establishments, except if they are people with disabilities.
- Belong to the 40% most vulnerable according to the Socioeconomic Qualification of the Social Household Registry.



DELIVERY OF CASH BENEFITS

General cases and MDSF



Estás en Fecha y forma de pago de una pensión u otros beneficios

Revisar fecha y forma de pago

- Beneficiaries who are assigned with cash transfers are contacted by different channels to complete payment.
- Even though different public institutions administer cash transfers or subsidies, with different purposes, most of them are delivered through a system installed by the Instituto de Previsión Social (IPS).
- People with banking or checking accounts receive a direct transference.
- People without it may receive payment, as a check, at public offices such as Chile Atiende or other institutions with collaboration agreements.
- Social benefits are delivered according with each own delivery models, usually through municipalities, regional offices or other local organizations.
- MDSF pays through IPS whenever is possible.

DELIVERY OF SOCIAL BENEFITS

General cases and MDSF



For provision of social benefits, families or persons targeted in centralized processes are contacted to invite them to participate.

MDSF provides social benefits for vulnerable groups:

- people with disabilities,
- elderly,
- youth,
- children and adolescents,
- people from indigenous heritage,
- neglected children,
- vulnerable families, and
- homeless people.

Most of them have the form of one- or two- years process, to accompany beneficiaries in the agreed goals fulfillment.

COMPLIANCE AND UPDATING BENEFICIARIES



For benefits that considers a process that beneficiaries must fulfil, such as the Family Program delivered by MDSF, members are accompanied and guided to achieve personal and family goals.

Main purpose of this kind of programs is building skills to move out from poverty. However, for some beneficiaries it is difficult, when not impossible, to achieve an independent standard of living and live behind vulnerability and poverty.

In any case, programs have defined steps and time, and each year must move to the next cohort.

GRIEVANCES

General rule and specific channels

All public services use the same channel to receive questions, claims and grievances from people. It is called comprehensive citizen care system, and receives requests (delivery of information, receipt of complaints, suggestions, and congratulations).

Each public service nominates a person or assigns a department to handle and answer the requirements within 10 days.

Some benefits, usually cash transfers, have their own grievance channels and response deadlines established by law.



CHALLENGES: IMPROVING RELATIONSHIP BETWEEN THE SOCIAL PROTECTION SYSTEM AND PEOPLE

- System is complex.
- Language and concepts are hard to understand.
- Difficulties create room for misunderstanding and feelings of unfairness.

We shall:

- make it clearer,
- simplify concepts,
- avoid asking for data already in any public service,
- improve interoperability within the social protection system
- build trust and social license,

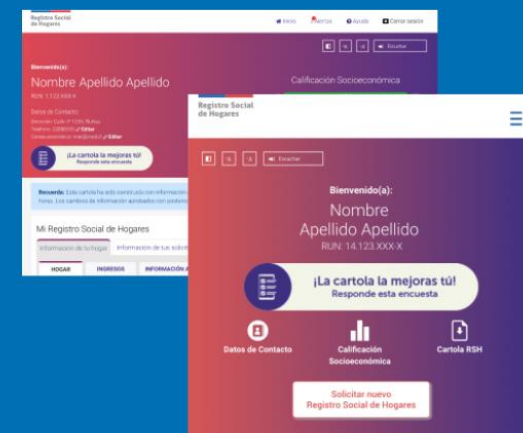
- coordinate better the offer of social programs and benefits,
- improve data for better understanding of family's vulnerabilities and other circumstances,

¡La cartola la mejoras tú!

Te invitamos a participar de la construcción de una nueva forma de conocer tu calificación socioeconómica.

Hasta el **27 de mayo de 2024**, el Ministerio de Desarrollo Social y Familia y el Laboratorio de Gobierno del Ministerio de Hacienda invitan a las personas usuarias de la Cartola a participar en el proyecto **"Mejorando la experiencia usuaria de la Cartola Hogar del Registro Social de Hogares"**, una oportunidad para mejorar la claridad de la información que proporciona el instrumento, el cual informa el Tramo de calificación socioeconómica asignado al hogar por el Registro Social de Hogares.

[Ir a mi registro a responder encuesta](#)



CHALLENGES: INCORPORATE ELEMENTS OR SITUATIONS THAT CONTRIBUTE TO VULNERABILITY

- One targeting model does not fit all.

We shall:

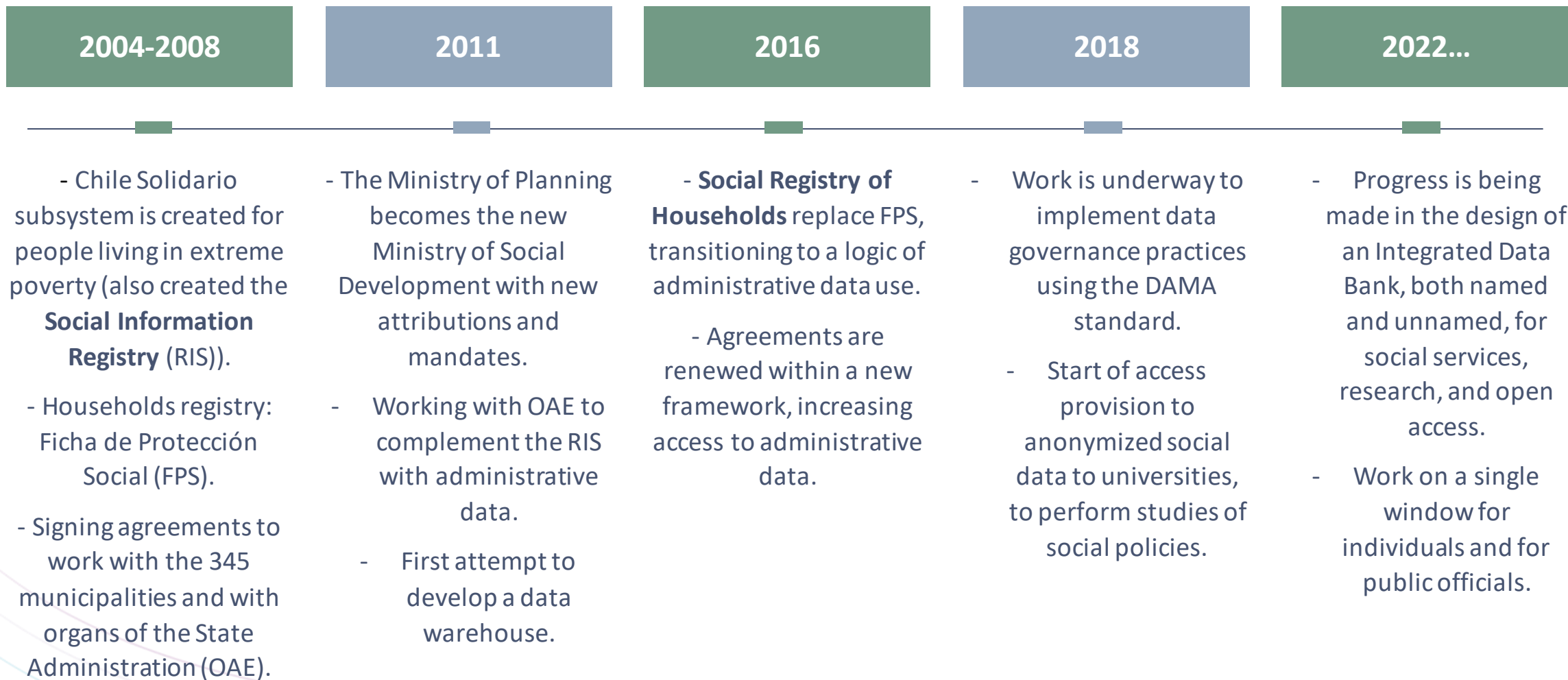
- Develop new targeting models considering elements such as **territory influence on poverty and socioeconomic vulnerabilities**.
- Include a marker in RSH that differentiates a household affected by **climate change emergencies, human action, or natural disasters** from one that is not, to guide the allocation of benefits.





THANK YOU

BRIEF SUMMARY OF CHILEAN DATA-DRIVEN SYSTEM FOR SOCIAL PROTECTION



EXAMPLES OF DATA PROTECTION REGULATION APPLICABLE TO MDSF WORK

Legal Framework

Article 19, Number 4, of the Political Constitution of the Republic:

The respect and protection of the privacy and honor of the individual and their family, as well as the protection of their personal data. The processing and protection of this data shall be carried out in the manner and under the conditions determined by law.

Privacy Protection Law (Law No. 19,628 of 1999):

- Defines the concepts of public, private, and sensitive information
- Private data can only be processed in two cases: (1) Authorization from the data subject, (2) Authorization by law to an institution.

Law Creating Chile Solidario (Law No. 19,949 of 2004):

A social information registry is created, ... whose purpose shall be to provide the necessary information for the allocation and rationalization of social benefits provided by the State; the study and design of policies, plans, programs, and social benefits, as well as local development plans, and the statistical analyses required by the administration of social benefits.

Law Creating MDSF (Law No. 20,530, of 2011):

Among the functions described in articles 3 and 3 bis:

- Manage the Social Information Registry.
- Request from other ministries, services, or public entities the delivery of available information that the Ministry of Social Development and Family requires for the fulfillment of its functions.

EXAMPLES OF DATA PROTECTION REGULATION APPLICABLE TO MDSF WORK

Legal Framework

Consent

Although Chilean **Privacy Protection Law does not require the consent of individuals to process their data when permitted by law**, there is a practice of obtaining informed consent when individuals enter the Social Registry of Households and other social data management systems. In the request for informed consent, individuals are informed that their data may be transferred to other institutions and/or verified with administrative data.

Special safeguard standard: Article 10, Law No. 20,530

Personnel of the Ministry of Social Development and Family must **maintain absolute confidentiality and secrecy** of information containing personal data that they become aware of in the performance of their duties. Likewise, they must **refrain from using such information for their own benefit or that of third parties**.

THE LAW WHERE SOCIAL INFORMATION REGISTRY IS CREATED ALSO DETERMINES WHICH DATA IT SHOULD CONTAIN

Legal Framework



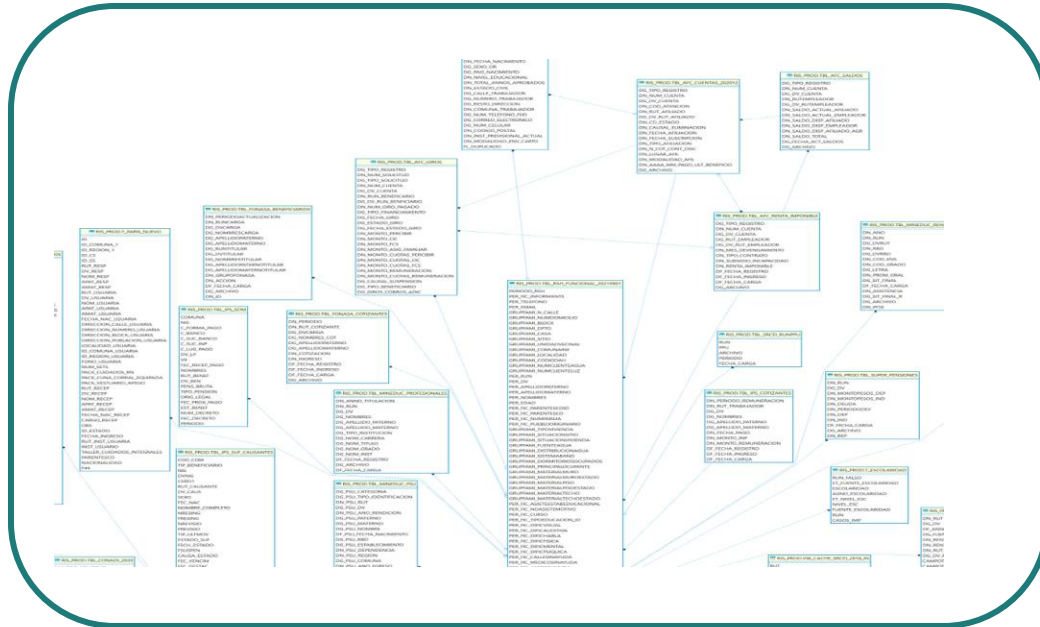
It contains data of families and individuals who:

- **Current or potential beneficiaries** of public benefits and programs,
- The **benefits** they receive from them and the **amounts** of the cash transfers,
- The **reasons** why they qualify as beneficiaries, and
- Their **socio-economic conditions**,

based on the information available to the Ministry and that which must be provided by other public entities and those that administer social benefits created by law.

DATA AVAILABLE IN THE SOCIAL INFORMATION REGISTRY

Content



Everything may be integrated using the National Identification Number (RUN). The Civil Registry estimates that 99% of the population has a RUN.

- Social Registry of Households
- Social or monetary benefits provided by various state institutions
- Civil status, vital status, and family relationships according to the Civil Registry
- Enrollment in preschool, school, and higher education, academic performance, and school attendance
- Formal income from work, pensions, and capital, from various administrative records
- Real estate, land, and sea vehicle assets
- Health information, dependency, or disability
- Contributions to the pension system and/or health insurance, public or private
- Addresses and contact information from various administrative sources

ACCESS TO THE SOCIAL INFORMATION REGISTRY (RIS) DEPENDS ON LEGAL ATRIBUTIONS

NAMED DATA / TARGETING

- For the **allocation of social benefits** to institutions administering social benefits created by law.
- For **local development or local benefits** to Municipalities.

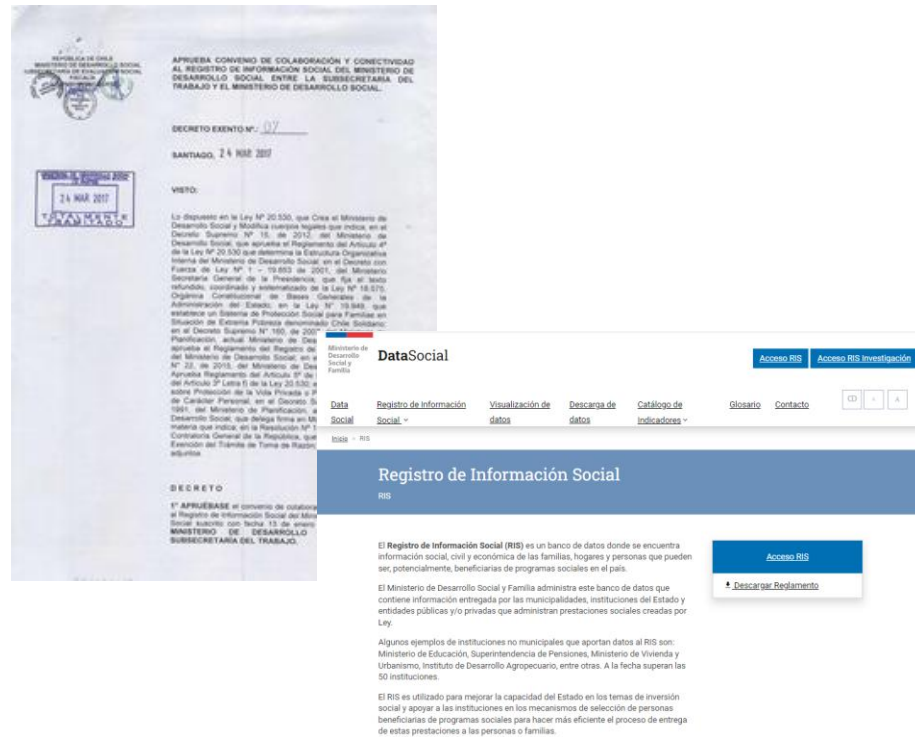
UNNAMED DATA / STUDIES

- For the **study and design of policies, plans, programs, and social benefits** to institutions administering social benefits created by law.
- For the **evaluation of social programs, the preparation of financial reports, as well as for necessary studies**, to the Budget Directorate (Ministry of Finance).
- For **research and/or studies, to the development of social policies**, to universities institutionally accredited in research.

ANONYMIZED / PUBLIC USE

- Public open access.

ALSO, RIS REGULATION MANDATES TO SIGN DETAILED AGREEMENTS



Signed agreements to use RIS:

- **59** public services or institutions administering social benefits.
 - All municipalities (**345**).
- **39** studies with universities for research on social policies.

METHODOLOGY FOR CALCULATING THE SOCIOECONOMIC CLASSIFICATION

Resolución Exenta N° 082, de 2023 (*)

The CSE is calculated considering income from:

- employment (dependent and/or independent, deducting mandatory contributions),
- pensions (retirement, disability, and other types, contributory and non-contributory), and
- capital gains, for each individual aged 18 or older in the household.

That income is divided by a needs index including:

- the number of household members,
- the capacity to generate economies of scale, and
- the greater expenditure needs generated by its members according to their age, disability situations, dependency, special educational needs, and/or disability.

Based on the result, households are placed into seven segments called social qualification. The first one comprises households within the 40% of highest socioeconomic vulnerability. The subsequent are presented in groups of 10 percentage points.

$$Tramo_g = \begin{cases} 1 & si \quad 0 \leq Y_{eqc_g} \leq ls_{tramo\ 40} \\ 2 & si \quad ls_{tramo\ 40} < Y_{eqc_g} \leq ls_{tramo\ 50} \\ 3 & si \quad ls_{tramo\ 50} < Y_{eqc_g} \leq ls_{tramo\ 60} \\ 4 & si \quad ls_{tramo\ 60} < Y_{eqc_g} \leq ls_{tramo\ 70} \\ 5 & si \quad ls_{tramo\ 70} < Y_{eqc_g} \leq ls_{tramo\ 80} \\ 6 & si \quad ls_{tramo\ 80} < Y_{eqc_g} \leq ls_{tramo\ 90} \\ 7 & si \quad ls_{tramo\ 90} < Y_{eqc_g} \end{cases}$$

The thresholds for each segment are defined based on the percentiles of the national distribution of corrected equivalent income of each household, obtained from the National Socioeconomic Characterization Survey conducted by MDSF, approximately every two years.

(*) Source: https://registrosocial.gob.cl/docs/Res-n082_Determina_Metodologia_de_Calculo_CSE.pdf

METHODOLOGY FOR CALCULATING THE SOCIOECONOMIC CLASSIFICATION

Resolución Exenta N° 082, de 2023 (*)

After computing the household's social qualification (CSE), a means test is performed to check consistency with other observed living status signaling, such as, owning high price properties, cars or boats/ships; having a high cost health private insurance; or paying high cost private education.

Depending on the level of inconsistencies, the CSE may be changed to a higher one.

The CSE computing model has

other rules that considers special situations and allows exceptions of income accounting, movement to a higher CSE, or the inclusion of people related to the household but not living together.

Social qualification is updated every 15 days, to include new data.

People who identifies possible errors or not up-to-date data may require for updating, rectify or provide additional

information. If the claim is accepted, this information may replace administrative records while more updated data is provided by the public institution data provider.

Cartola Hogar
Registro Social de Hogares

Fecha Confirmación Clasificación: 20/06/2023

Este cartón ha sido construido con información actualizada y aprobada por el municipio hasta el día 28 de junio de 2023 a las 21:00 horas. Los cambios de información ingresados con posterioridad a esa fecha se verán reflejados en su cartón el primer día hábil de Agosto 2023.

Calificación Socioeconómica

RUN: XXXX XXXXXXXX XXXXXX

25.919.XXX-X

Dirección del Hogar: 21 Aldea, Web domicilio: XXXXXX, Dpto: XXX, Block: X, Rancagua.

Agrupación Habitacional: Costa del Sur-X

Su hogar está calificado entre el 41% y el 50% de menores ingresos o mayor vulnerabilidad socioeconómica.

La Calificación Socioeconómica del hogar se calculó en base a los datos que se detallan a continuación:

Integrantes del Hogar

RUN	Nombre	Parentesco con el Jefe(a) del Hogar
25.919.XXX-X	XXXX XXXXXXXX XXXXXX	Jefe(a) de hogar
25.919.XXX-X	XXXXXX XXXXXXXX XXXXXX	Cónyuge o pareja
26.759.XXX-X	XXX XXXXXXXX XXXXXX	Hijo(a) de ambos

Características Integrantes del hogar

Menores de 18 años	De 60 años o más	Dependencia o discapacidad
1 personas	0 persona	0 personas

Ingresos del hogar

Ingresos del trabajo: entre \$440.000 y \$560.000	Ingresos de pensiones: menor que \$50.000	Ingresos de capital: menor que \$50.000	Total Ingresos del hogar
			Entre \$440.000 y \$560.000

En base a información disponible de los últimos 12 meses.

Datos Complementarios

No hay datos complementarios que influyan en la calificación del hogar.

Se reciben consultas del Registro Social de Hogares en:

- registrosocial.gob.cl
- 800 104 777
- Oficinas Chile Atende
- Municipalidad

Esta cartula fue impresa el 6 de julio a las 15:48 hrs. desde la Municipalidad de Santiago.