



Lessons on the Use of Digital Technology in Social Protection Systems: What Are the Lessons from the COVID-19 Crisis and the Implications for the Future?

Monday, September 27, 2021 (-5 UCT, Bogota Time)

Context

Governments in Latin America and the Caribbean (LAC), as in other regions around the world, have turned to social protection systems to respond to the crisis caused by the COVID-19 pandemic. The crisis laid bare the exclusion of many population sectors from social protection systems and the need to invest in universal, comprehensive, sustainable, and resilient systems.

Responses to the pandemic, many unprecedented in their scale and speed, have led to significant operating innovations, especially regarding the use of digital technologies for the identification and registration of the recipients of social protection systems. Some of the most remarkable innovations range from information exchange and the use of administrative records to registration on web portals and mobile phones.

The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ), on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ), and the Economic Commission for Latin America and the Caribbean (ECLAC) have jointly organized this event to promote sharing and dialogue about the role of digital mechanisms in social protection.

The present initiative is developed under the framework of the United Nations Development Account projects “Strengthening Social Protection for Pandemic Responses: Identifying the Vulnerable, Aiding Recovery and Building Resilience” and “Leaving no one behind in Latin America and the Caribbean: Strengthening institutions and social policy coherence and integration at the country level to foster equality and achieve the Sustainable Development Goals.”

Objective

The aim of the event is to learn about pandemic response experiences and to reflect on the future of the use of digital instruments for the identification and registration of social protection recipients in LAC, within the framework of strengthening universal systems. The event will be a space for critical reflection, debate, and dialogue.

Format and Methodology

The workshop is envisioned as a space in which technology experts and policy makers actively share lessons learned and reflect on the future of social protection and the use of digital technology in their countries, with active participation expected in the planned sessions.

The event will have simultaneous translation into English and Spanish.

Before taking part in the workshop, we suggest watching the framing and reflection video, prepared by Oxford Policy Management, commissioned by GIZ, which will be available on the event's website.

Preliminary Agenda

Schedule	
8:30 - 8:40	<p>Welcome</p> <p>Ralf Radermacher, Head of the Social Protection Innovation and Learning (SPIL) Initiative. Alberto Arenas de Mesa, Head of the Social Development Division, Economic Commission for Latin American and the Caribbean (ECLAC)</p>
8:40 - 8:55	<p>Framing the dialogue</p> <p>Claudia Robles, Social Development Division, Economic Commission for Latin American and the Caribbean (ECLAC).</p>
8:55 - 9:55	<p>Panel 1: How can digital mechanisms help support social protection systems for all?</p> <p>Panelists: Mr. Javier Loza, Director General Targeting and Social Information, Ministry of Development and Social Inclusion (MIDIS), Peru. Mrs. Laura Barrios, Director of Design and Planning, Ministry of Social Development, Paraguay. Mrs. Susana Doñé, Director of Planning, Single System of Beneficiaries (SIUBEN), Dominican Republic. Mr. Diego Ciappesoni, Area Manager of Electronic Government, Ministry of Social Development, Uruguay.</p> <p>The panel will address the following questions:</p> <ul style="list-style-type: none"> • What have we learned about the use of social records to identify recipients of social protection benefits during COVID-19? What were the main benefits, challenges, and risks of this experience? • What have we learned about implementing digital mass registration mechanisms? What were the main benefits, challenges, and risks of this experience? • What do these experiences entail as regards the use of digital instruments in the future of social protection, and what support is required to improve their design and implementation? <p>Moderator: Rodolfo Beazley, Social Protection Expert – GIZ consultant.</p>
9:55 - 10:55	<p>Panel 2: What have we learned about how to update the data in the records in a timely fashion?</p> <p>Panelists: Representative of the Ministry of Economic and Social Inclusion (MIES), Ecuador (TBC) Mrs. Laura Pabón, Director of Social Development, National Planning Department, Colombia. Mrs. Jacqueline Johnson, Permanent Secretary, Ministry of Social Development and Family Services, Trinidad and Tobago (TBC)</p>

The panel will address the following questions:

- What have we learned from pandemic responses as regards the mechanisms to update data and their role in expanding program coverage?
- What do these experiences entail as far as the use of digital instruments in the future of social protection? What digital mechanisms can we develop to ensure that social protection data is up to date?

Moderator: Rodolfo Beazley, Social Protection Expert – GIZ consultant

10:55 - 11:55

Panel 3: How can we develop interoperable systems that allow for data to be exchanged within and outside of the social protection sector?

Panelists: Mrs. Nora Valido, Systems Director, National Social Security Administration (ANSES), Argentina
Mr. Fernando Medina, Head of the Social Protection and Promotion Unit, Ministry of Social Development and Family, Chile

The panel will address the following questions:

- What strategies were implemented to enable data exchange during the pandemic? What were the key factors that allowed for such strategies? (legislative/regulatory changes, memoranda of understanding, IT capacity, political will, among other possible factors to be examined)
- What have we learned about the importance, the challenges, and the risks of exchanging / sharing data?
- What do these experiences entail as far as the use of digital instruments in the future of social protection? How can we develop interoperable systems?

Moderator: Rodrigo Martinez, Senior Social Affairs Officer, Social Development Division, ECLAC.

11:55 - 12:15

Final thoughts, next steps, and closing discussion.

Simone Cecchini, Senior Social Affairs Officer, Social Development Division, ECLAC.
Rodolfo Beazley, Social Protection Expert – GIZ consultant