MATURITY MODEL

Adaptive Social Protection System

IDB

INTRODUCTION

Adaptive social protection refers to the utilization of social protection systems and programs to enhance the ability of impoverished and vulnerable households to withstand and recover from various shocks, such as those associated with climate change. This is achieved by bolstering their capacities to anticipate, react to, and adjust to these shocks.

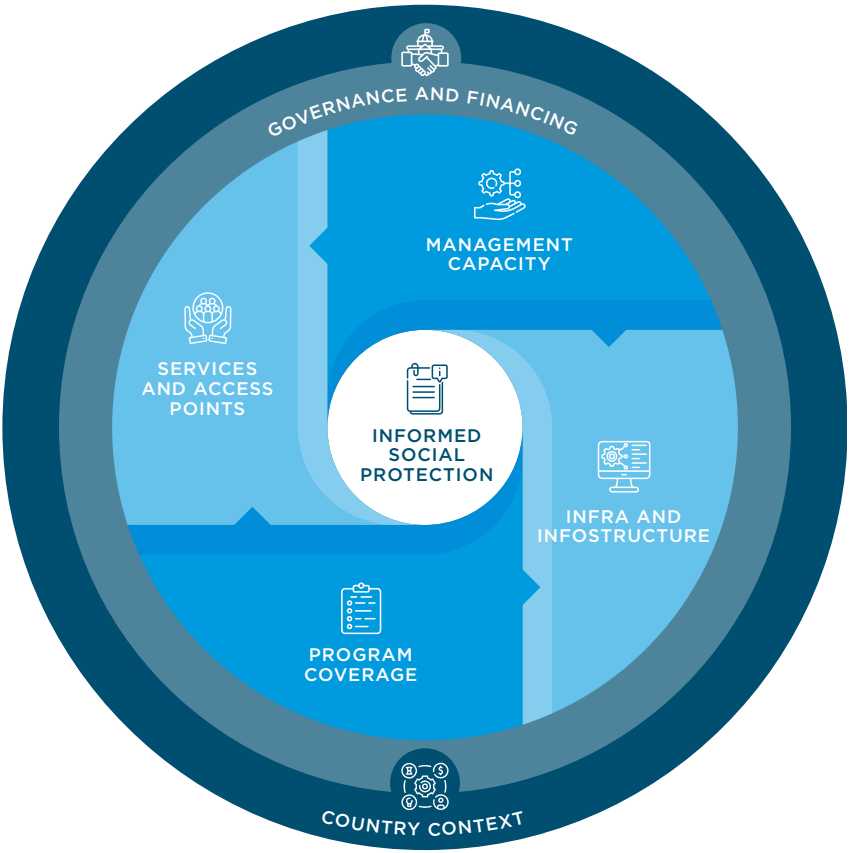
The maturity model is an assessment tool that seeks to measure the capacity of social protection systems to fulfill these new functions.

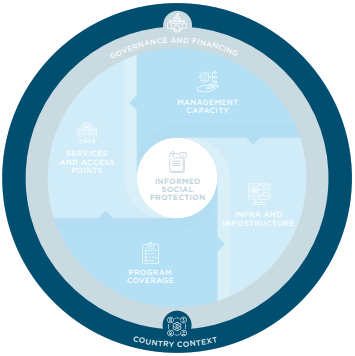
This model is organized into **7 dimensions** and consists of **50 indicators**. It assesses the level of maturity of the system across 5 different levels. The interconnectedness and reciprocal influence across these dimensions ensure a **holistic examination**, preventing fragmented approaches and offering a comprehensive perspective of the system.

The determination of the maturity level of each indicator is achieved by the utilization of secondary sources and conducting interviews with stakeholders. Next, the average of the indicators' outcomes is calculated for each dimension, with equal weighting for all indicators. Finally, a comprehensive outcome is derived by combining the average of all dimensions over the entire system.

The maturity model seeks to **identify strengths and areas for improvement in social protection systems** in Latin America and the Caribbean, support the design of plans to close gaps and promote the exchange of best practices among countries in the region.

DIMENSIONS


GOVERNANCE AND FINANCING
MANAGEMENT CAPACITY
SERVICES AND ACCESS POINTS
INFORMED SOCIAL PROTECTION
INFRA AND INFOSTRUCTURE
PROGRAM COVERAGE
COUNTRY CONTEXT

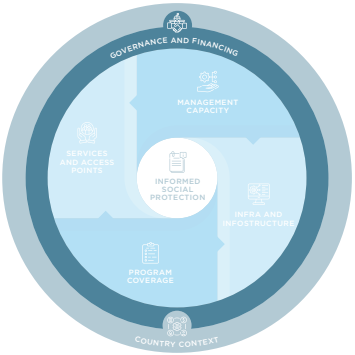


COUNTRY CONTEXT

The social protection system is analyzed by considering both internal and external factors. However, this analysis is contingent upon certain conditions. Contextual elements such as the extent of the national identity system, availability of internet connection, and level of financial inclusion play a crucial role in determining the success or failure of a social protection system. Although social protection can have an impact on the development of certain elements, such as by facilitating the financial inclusion of its recipients, these parameters are mostly determined by external influences.

EXAMPLES

Amidst the COVID-19 pandemic, the ability to **access financial services**, cell phones, and Internet networks **played a crucial role** in quickly reaching individuals who were initially excluded from social information systems. For instance, in terms of financial service accessibility, countries where the target population already had a bank account were able to facilitate the transfer of advantages more expeditiously and effortlessly. **In Brazil and Chile, over 80% of the population has access to financial services**.



GOVERNANCE AND FINANCING

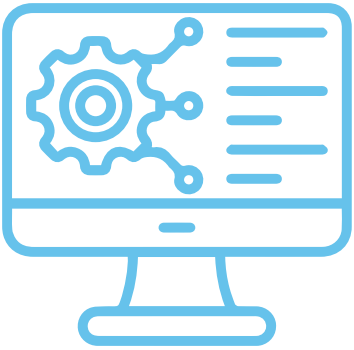
This dimension pertains to the **regulations and strategies that empower the social protection system to effectively and adequately address unexpected events** (and, consequently, be prepared to fulfill its function). Efficient systems for managing and funding adaptive social protection should be established within comprehensive frameworks that consider risk management, climate change, and humanitarian assistance, among other factors. These systems should also align with the State's existing institutional framework, including the relationship between the national and subnational levels.

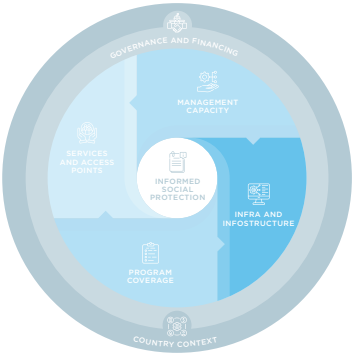
EXAMPLES

In **Peru**, Supreme Decree 010-2019-PCM modified the law that supports the National Disaster Risk Management System - SINAGERD - and gave the Ministry of Development and Social Inclusion (MIDIS) the role of **first responder to disasters**.

Previously, the lack of such a role in the SINAGERD framework was a constraint for preparatory and response actions by MIDIS.

Brazil secured additional budget money to finance the **extensive development** of "Auxilio de Emergencia" due to the recognition of the calamity public health emergency on February 20, 2020, allowing access to supplementary budget funds. A constitutional amendment was passed to create an **exceptional budget**, granting the government the authority to expend **R$600 billion** without adhering to the procedural requirements outlined in the standard fiscal framework.





INFRA AND INFOSTRUCTURE

The infostructure encompasses the **technological components that facilitate data interaction** and offer information input to the other blocks of the architecture. It is related to systems or technical platforms that engage with users by **registering, processing, exchanging, securing, analyzing, and utilizing information** to carry out social protection activities, both in regular circumstances and during emergencies. The infrastructure is accountable for delivering technological assistance in terms of connectivity, hardware, software, and storage to enhance processes and ensure information security.

EXAMPLES

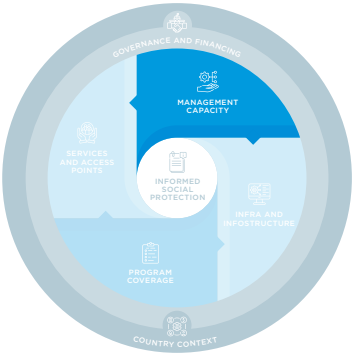
Colombia's System for the Identification of Potential Beneficiaries of Social Programs (Sisbén IV) demonstrated its effectiveness during the pandemic by providing information (23.5 million people) for the design of new social programs during the COVID-19 health crisis, such as the **Solidarity Income Program** (approximately 3 million beneficiary households) and the **VAT refund**, which made it possible to reach poor households affected by the economic and social effects of the pandemic.

SERVICES AND ACCESS POINTS

The **social protection system interacts with the population and users**. The block is implemented in a way that directly interacts with the population and users of the system (front-end). It depends on the ability of other dimensions to offer support, using both digital and non-digital methods. The points of contact refer to the input of data into the system, which is then saved in the records of the infostructure dimension. These data are then analyzed and shared with the ICT infrastructure capacity and are utilized for management purposes and to provide adaptive social protection.

EXAMPLES

In March 2020, **Brazil's Caixa Econômica Federal** launched a digital platform (mobile application and a website) to register people who were not registered in the Cadastro Único (Single Cadastre). This platform received more than **151 million requests for emergency assistance** from citizens.



MANAGEMENT CAPABILITY

The concept encompasses the **ability to effectively execute social protection programs and systems**. It includes programming plans, protocols, operational methods, and the territorial competence of government bodies. It serves as the **operational intermediary between the back-end** (infostructure and infrastructure) **and the front-end** (services and access points). It includes elements such as technological and functional capabilities and territorial reach, which allow for direct interaction with the community and the implementation of initiatives.

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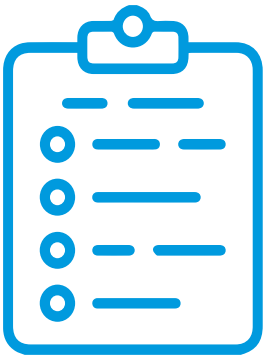
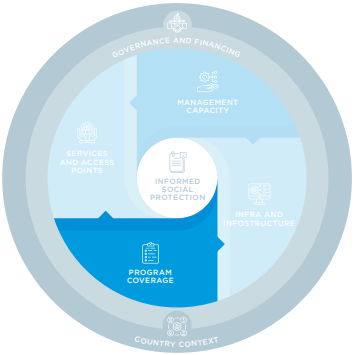
EXAMPLES

In 2019, the government of the **Dominican Republic** set up a strategy to connect social protection and risk management efforts to prevent and **mitigate the effects of shocks**, with special emphasis on poor and vulnerable populations.

That same year, standardized procedures were developed for the use of the operational capacity of social protection entities to respond to shocks. These in turn establish protocols for action.

A **contingency plan** was set up in 2022 for the social protection response to **hurricanes and floods** during the cyclone season. The plan establishes the creation of an **Emergency Bond** and the key parameters of the response (type of assistance, beneficiaries) and the roles of the different social protection entities.



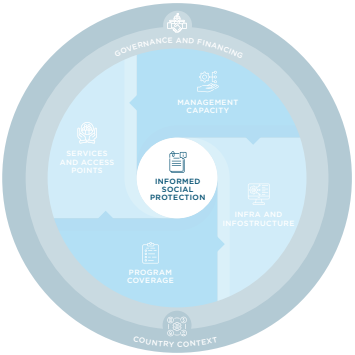


PROGRAM COVERAGE AND SERVICE ADAPTATION

This analysis focuses on examining **how the key social security programs adjust** to effectively respond to shocks. Expanding the reach to a larger portion of the population, especially those who are more susceptible, **provides improved platforms to reach people impacted by sudden shocks**. Nevertheless, while the primary emphasis in emergency situations is typically on expanding the horizontal coverage and vertical transfer amounts of social programs, it is important to assess other measures implemented by these programs to enhance their ability to respond to emergencies. This pertains to the **adjustment of social services to cater to vulnerable populations**, such as the elderly, children, and individuals with disabilities, as well as the modification of health services to address various sorts of adverse shocks.

EXAMPLES

Chile's COVID-19 Emergency Voucher was paid about one month after the first "stay-at-home measures" were imposed, targeting households that were already registered in the social protection system, either because they were beneficiaries of cash transfers (Family Allowance), or because they were registered in the database of the Security and Opportunity System, or because they were registered in the Household Social Registry (RSH). In total, the program reached **24% of the Chilean population**.



INFORMED SOCIAL PROTECTION

It is the result of the articulation of all the other dimensions. It consists of the **use of data and information collected and shared** to inform public policies addressing social protection and risk management. One of the advantages of digital systems is precisely the collection and flow of large amounts of data, which must then be analyzed and used to inform public policies. One of the fundamental functions of this dimension is to **transform data into information for decision making**, allowing action to be taken to improve the system's response.

EXAMPLES

In the **Dominican Republic, SIUBEN+** is applying data analytics to identify priority territories and categorize vulnerable households. Statistical models combine multiple indices to improve the prioritization of social policies. Among them is the **Index of Vulnerability to Climate Shocks** (IVACC), which calculates the probability that a given household could be affected by specific climate shocks. The IVACC includes three dimensions: **house characteristics** (such as walls and roofs); estimated income; and **proximity to a natural hazard** (such as a river, stream or ravine). This tool facilitates the government's work to **map the vulnerability of households in the social registry** and make informed decisions about who should receive assistance and where to receive it.

IMPLEMENTATION PROCESS

The initial stage of the procedure entails **examining the documents that underpin the legal framework**, enabling the team to preliminarily assess the status of different parts of the social protection system. Afterwards, the **consultant will visit** to conduct interviews with the parties involved in the country's adaptive social protection system. Ultimately, a **comprehensive report** will be compiled, including designated sections for comments and approval.

The final report not only offers a comprehensive analysis but also presents recommendations aimed at addressing the observed shortcomings and enhancing the optimization of the country's adaptive social protection system.

The report functions as a valuable, data-driven guide for future investments in the social protection sector.

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