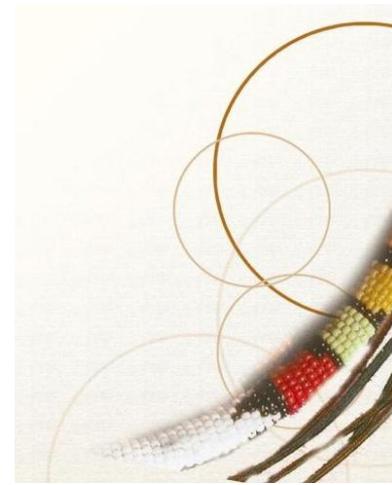


National Integrated Social Information System (NISIS)

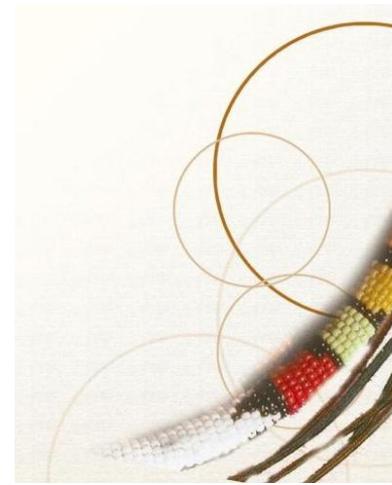
Maria Da Silva



National Integrated Social Information System (NISIS)

- **Outline**

- Problem statement
- Conceptualisation
- Architecture & Four Pillars
- Evolution
- Application & Benefits
- Challenges and future evolution



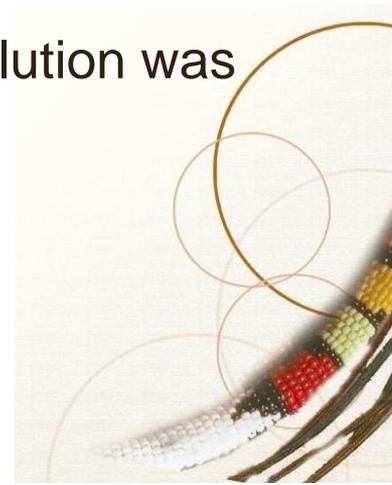
Background

- The South African government adopted a framework for a comprehensive social protection system
- The framework has three pillars:
 - Pillar 1: ***Social Assistance and basic services of subsidised housing, education, a quota of water, electricity***, etc. aimed at the poorest of the poor
 - Pillar 2: Social Insurance involves *those who can must save* to prevent falling into poverty when they become unemployed, disabled, old age, have an accident, require healthcare, etc.
 - Pillar 3: consumer protection for those who save over an above pillar 2 protection
- This means that all South Africans should get access to a package of social services, for many it would be the most basic



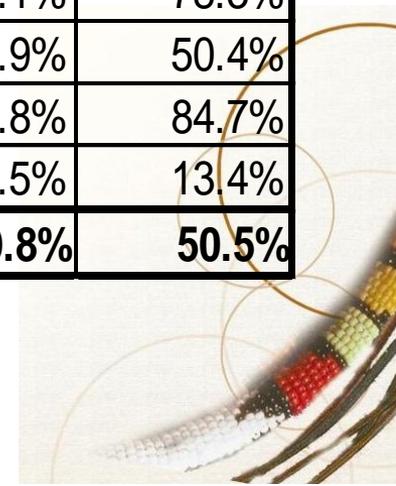
Background

- After 10 years of expansion of services an assessment was required of:
 - Who received what,
 - Who is not receiving what,
 - Who is not entitled but receiving; and
 - Who is receiving double their entitlement.
- A beneficiary profile was undertaken surveying 14 000 households at a cost of R20 million
- The beneficiary profile raised several questions and a solution was required



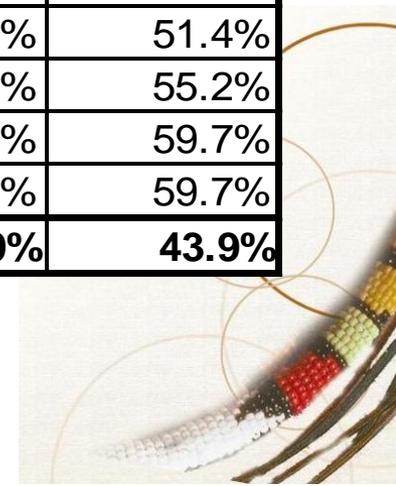
Population

Table 1	General Profile of Beneficiaries					
	Households living in Brickhouses	Flush Toilet	No Toilet	Electricity as Main source	No phone	No street lighting
Eastern Cape	44.40%	19.5%	80.3%	31.6%	24.8%	73.3%
Free State	75.20%	17.2%	82.7%	59.5%	38.5%	40.8%
Gauteng	72.80%	44.3%	55.6%	83.3%	31.8%	26.7%
Kwazulu Natal	42.60%	23.8%	75.5%	40.4%	53.8%	76.1%
Limpopo	71.50%	7.1%	92.6%	11.7%	49.6%	95.5%
Mpumalanga	76.50%	7.3%	92.6%	30.1%	46.1%	78.3%
Northern Cape	73.40%	21.8%	77.5%	62.0%	48.9%	50.4%
NorthWest	78.40%	8.2%	91.5%	41.3%	47.8%	84.7%
Western Cape	75.20%	81.0%	19.0%	90.4%	44.5%	13.4%
Total	69.50%	30.4%	69.4%	58.3%	39.8%	50.5%



Pensioner's Profile

Table 2	Older Person's Grant					
	≥10km to Health Access	On foot travel to health	No house Toilet	Wood energy source - cooking	Tap water in, at house	No phone
Eastern Cape	28.4%	52.5%	84.0%	40.2%	26.9%	50.8%
Free State	2.6%	78.8%	79.1%	1.4%	90.0%	45.8%
Gauteng	2.0%	58.4%	58.5%	2.1%	96.6%	33.7%
Kwazulu Natal	12.3%	28.4%	42.2%	25.3%	59.7%	41.9%
Limpopo	10.3%	50.2%	94.5%	85.5%	36.2%	51.0%
Mpumalanga	1.9%	76.8%	95.4%	26.2%	79.3%	51.4%
Northern Cape	3.1%	85.1%	79.8%	13.4%	94.9%	55.2%
NorthWest	7.3%	73.7%	91.2%	21.3%	42.4%	59.7%
Western Cape	7.6%	52.5%	10.8%	0.1%	97.9%	59.7%
Total	11.2%	53.3%	68.3%	31.1%	61.0%	43.9%



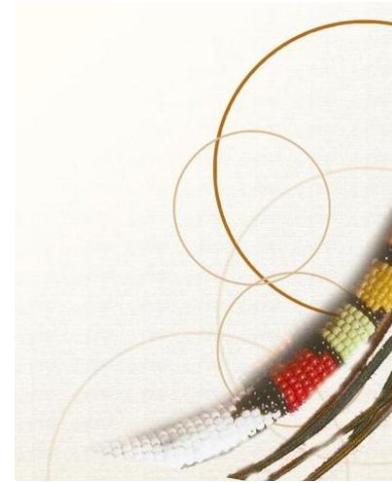
Questions Raised

- The beneficiary profile raised several questions and a solution was required:
- How do you at any given point assess progress? At lower cost of course!
- Now that we know who gets what, how do we track implementation?
- How do we intervene to get departments to deliver without amalgamation, or without another organisational structure?
- How do you avoid going back to people and ask them the same information?
- How do save beneficiaries having to give their names and biographical details every time they engage government?

Cabinet approved the development of the business case for a National Integrated Social Information System (NISIS) to help coordinate the delivery of Social Protection services



CONCEPTUALISATION OF NISIS



Formulation of the Problem

Challenges

- Each organisation and programme maintains its own beneficiaries database
- Only limited information sharing occurs between programmes
- Information has significant gaps in breadth, depth and in some cases only ageing census information is available
- No agreed upon single authoritative source of beneficiary and poverty related information

Impact

- Duplication of effort to gather, verify and maintain information
- Beneficiary targeting lacks coordination
- Programmes only have narrow and fragmented view of the vulnerable
- No view of multiple deprivations exist
- High burden placed on the poor to prove their plight to each programme
- System of support is vulnerable to fraud and double-dipping
- Gaps in the information leads to coverage gaps
- Planning and resource allocation based on outdated information
- Conflicting information causes confusion in planning process and hinders coordination

Current Information Management practices within the Social Sector are a barrier to the fight against poverty

International Perspectives - Mexico

Challenges

- Each organisation and programme maintains its own beneficiaries database
- Only limited information sharing occurs between programmes
- Information has significant gaps in breadth, depth and in some cases only ageing census information is available
- No agreed upon single authoritative source of beneficiary and poverty related information

Mexican Response

- ✓ The detailed Oportunidades beneficiaries profiles are shared and used to identify candidates for a broad range of social services
- ✓ Information sharing is institutionalised for all Social Development programmes through the 'Integrated Beneficiaries Register'
- ✓ Detailed socio-economic profiling of the poor is performed in all high-poverty nodes where Oportunidades is present and updated regularly
- ✓ The Integrated Beneficiaries Register is designated as the single authoritative source for beneficiaries and poverty information



Mexico Oportunidades – a Model of Integration

Type of Support	Mexico – Programme Responsible	South Africa – Programme Responsible
Financial	Oportunidades	SASSA – Social Security
Nutritional	Oportunidades	DSD & NGOs - Food Security Programmes Dep of Education – School Feeding Program
Educational	Oportunidades	Dep of Education - Exemption from School Fees
Health	Oportunidades	Dep of Health - Free Primary Healthcare
Energy	Oportunidades	DPLG - Free Basic Services

Support delivered as a single-basket of services administered by a single programme in close partnership other departments.

Support delivered through a number of independently administered programmes with little to no coordination between them.

Learning from Mexico - The Integrated Service Delivery Continuum

Siloed delivery

Integrated Service Delivery Continuum

Integrated delivery

No Integration

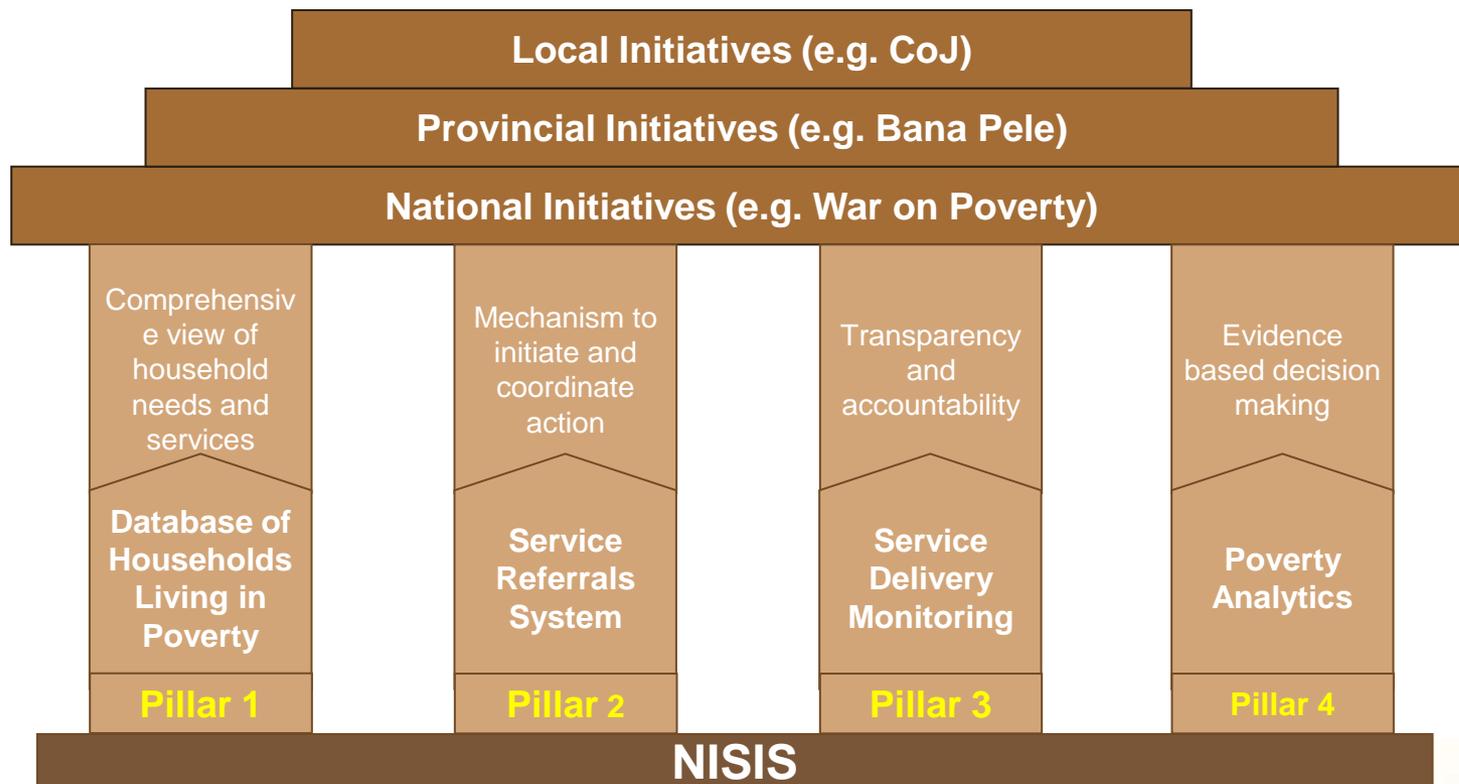
Integration through
Information Sharing

NISIS

Integration through
processes and
institutions



NISIS – an enabling platform for anti-poverty initiatives



Without a common platform many anti-poverty initiatives will continue to be significantly undermined by poor information, coordination, transparency and decision making



The Four Pillars of NISIS

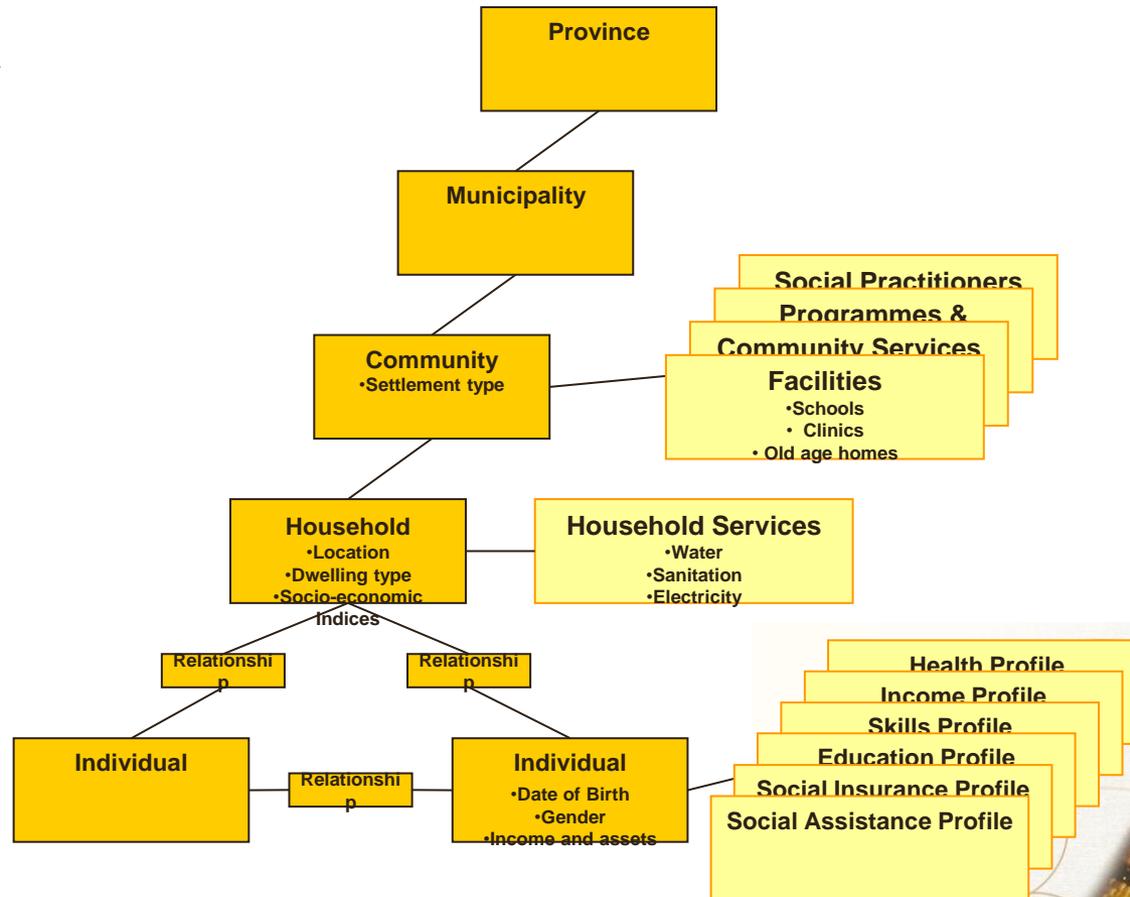
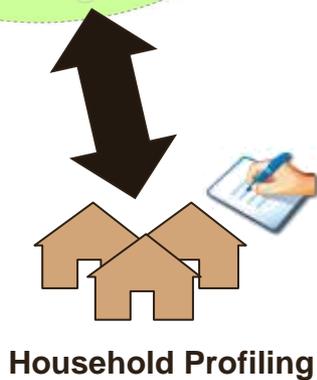
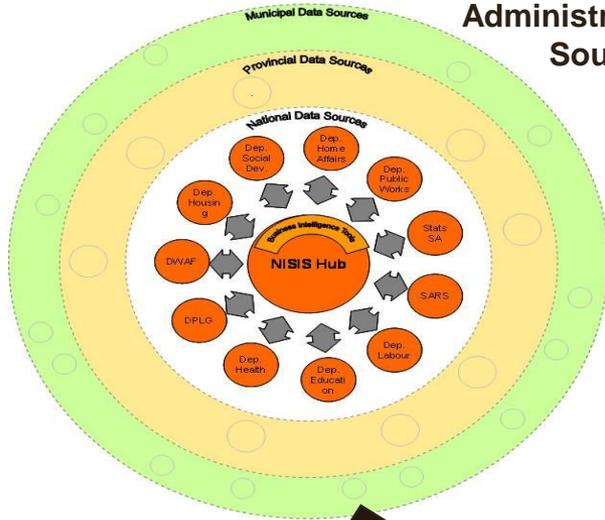
The Four Pillars of NISIS

- **Database of households Living in Poverty**
 - Provides an accurate and comprehensive view of households living in poverty
 - Shared by all
 - Provides a mechanism for Information Sharing
- **Service Delivery Monitoring**
 - Transparency and accountability provided from the outset
 - Information to ensure successful implementation and management of referrals processes
- **Service Referrals System**
 - Provides mechanism for coordinated action across departments, tiers of governments and NGOs
 - Allows government to respond to need wherever it is identified
- **Poverty Analytics**
 - Analysis to strengthen evidence based decision making
 - Improved planning and policy development



Comprehensive View of Poverty from Individuals to Communities

Integration of Administrative Data Sources



Benefits Summary

Identification of the poor and vulnerable

- A single, trusted database of households living in poverty - 'single-version of the truth'
- Precise identification of individuals, households and communities in need
- Proactive identification of need and reduction of coverage gaps

Service Delivery

- Integrated view of needs and eligibility of the citizen
- Improved delivery of full range of services from referrals
- Efficiencies from sharing data collection and management burden.

Monitoring and Evaluation

- Dynamic and constantly updated view of poverty
- More accurate and comprehensive measurement of poverty and progress made towards goals

Policy Development and Planning

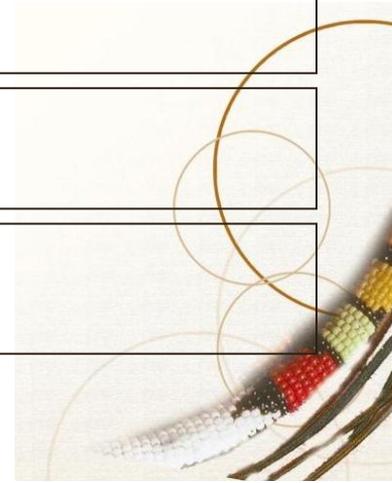
- More targeted and effective policy development
- More integrated policy development and planning
- Improved allocation of resources
- Improved visibility of the many factors contributing to poverty and social ills

Fraud and Double Dipping

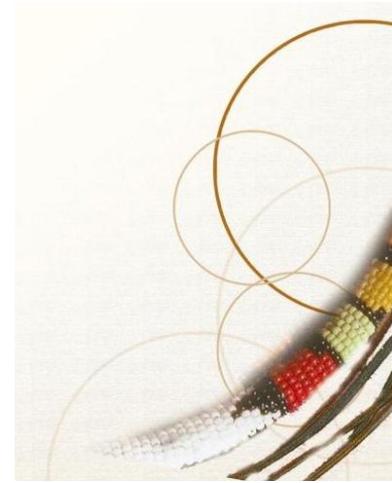
- Improved identification of fraud
- Enabled prevention of fraud at point of application

Data Access and Sharing

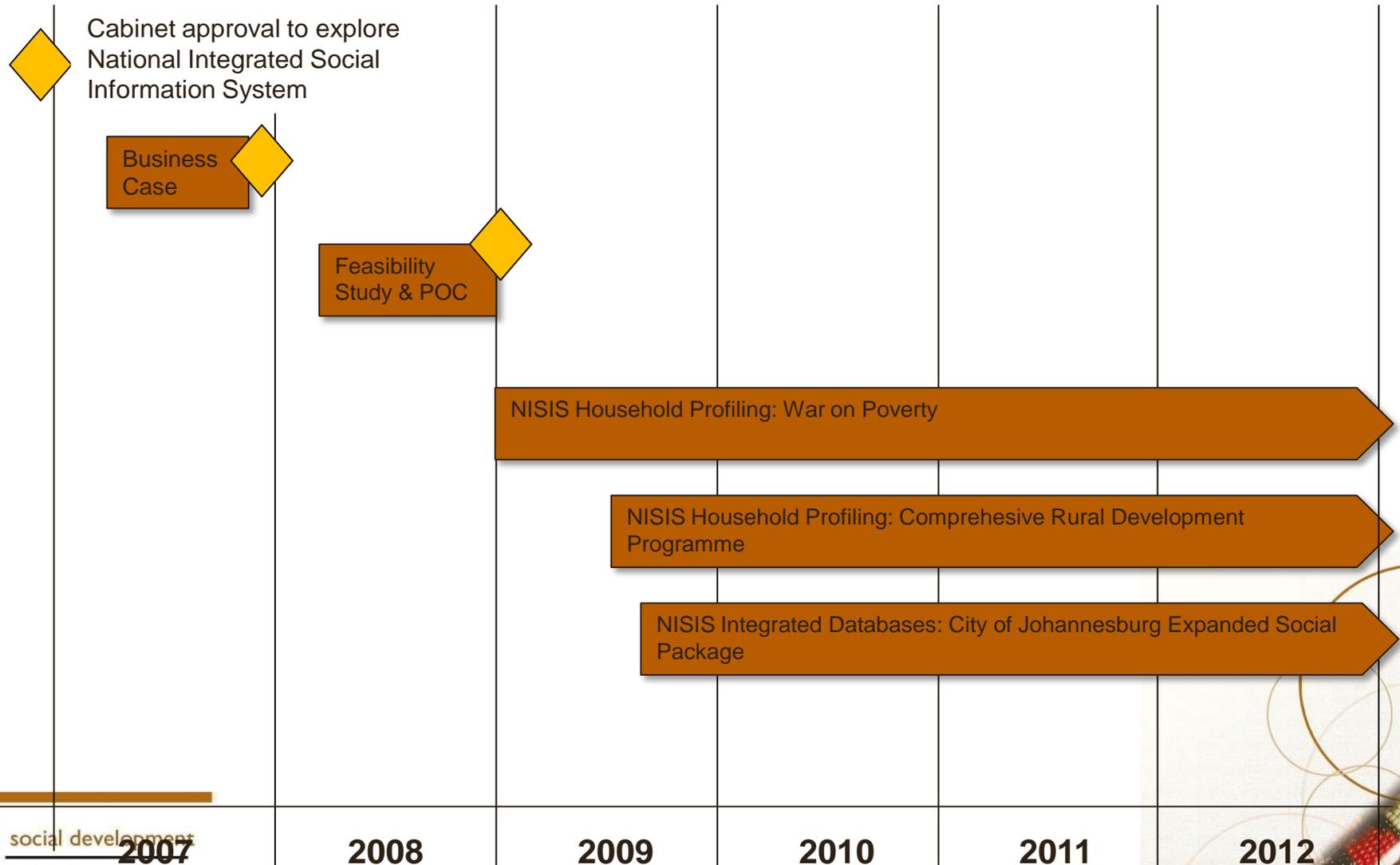
- Systematic sharing of data across the Social Cluster
- Improved data quality



EVOLUTION OF NSIS



NISIS Activity and Evolution



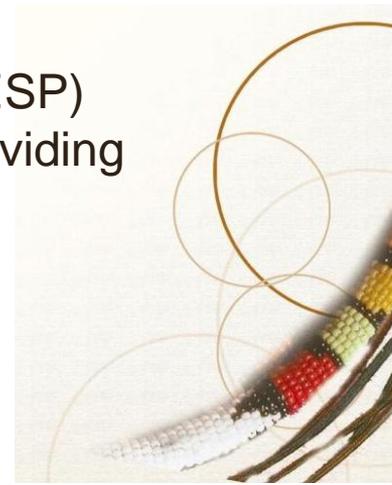
APPLICATION & BENEFITS

City of Johannesburg's Expanded Social Package



City of Johannesburg (CoJ) Expanded Social Package Background

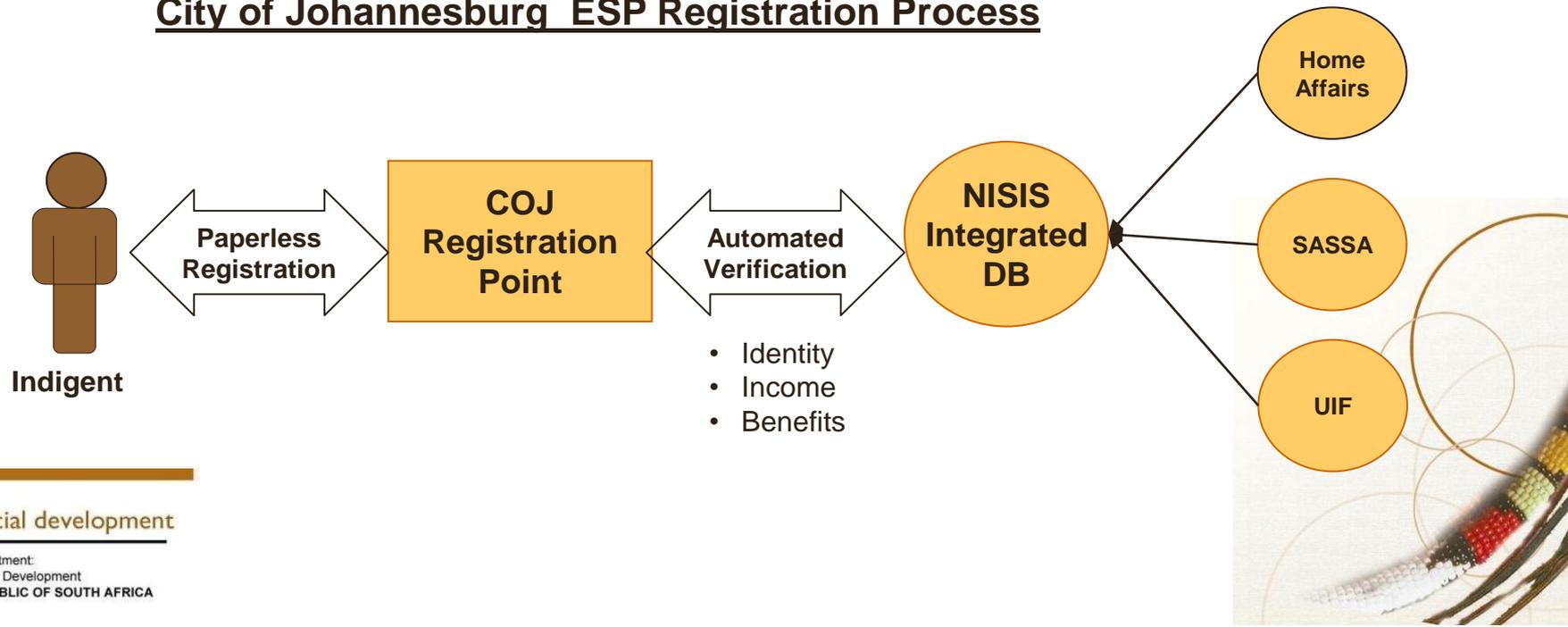
- **Historically the CoJ Free Basic Services (FBS) programme has utilised a simplistic means testing and targeting model which has proved to be very problematic:**
 - Blanket targeting approach has led to a significant loss in revenue estimated at approx. R500m.
 - Poor targeting has led to significant under coverage and limited benefit levels
 - Lack of verification of registration information has allowed high levels of fraud typical of many FBS programmes
- **The Project:**
 - In response, CoJ initiated the Expanded Social Package (ESP) programme aimed at remedying these deficiencies and providing broader package of support to CoJ indigents



NISIS Integrated Database ('Single-View')

- Involves integration of key Administrative data sources (e.g. Home Affairs, SASSA, UIF, Housing, Education, etc...)
- Proof-of-concept successfully implemented in 2009
- Currently being developed in collaboration with COJ in support of their Expanded Social Package (ESP)

City of Johannesburg ESP Registration Process



COJ / NISIS Achievements & Benefits

- Achievements:
 - Over 255,000 registered as at Aug 2011
 - Improved targeting with higher benefit levels to the needy whilst eliminating universal provision amounting to approx. R350 million in lost revenue
 - Use of automated pre-registration and SMS campaign of SASSA beneficiaries to accelerate roll-out and increase coverage (beneficiaries jumped from 94,000 to 255,000)
 - Preliminary comparison with COJ Housing waiting list identified 4,773 (9.6%) applicants earning above threshold
 - Treasury now pushing other municipalities to review and emulate COJ approach (e.g. Ekurhuleni)
- Other Benefits:
 - Lowers burden on applicants (affidavits, copies of ids and other docs)
 - Improves turnaround time through automated verification
 - Lowers administrative costs (paperless registration)
 - Mitigates fraud at point of application
 - Allows for ongoing monitoring of eligibility against changes in circumstances / facilitates reregistration



APPLICATION & BENEFITS

Household Profiling for the War on Poverty and Comprehensive Rural Development Programme (CRDP)



Profiling – View of a Community (BITOU Case Study)

Households:
2 109

Households Members:
5 126

Service Referrals:
10 551

ECONOMIC OPPORTUNITIES	2 096
Capital Grant	317
Need a Site for Business	296
Mentorship	212
Assist Apply for Funding	208
Transport Subsidy	199
Access to Water & Electricity	166
Develop Business Plans	139
Career Guidance	123
Help with Marketing	78
Help with Credit Access	71
Community Entrepreneurship	64
Outreach Programmes	64
Financing for BEE start-ups	60
Assistance with Small Loans	51
Market Access	49
Internet, Conference	42
Facilities	42
Facilitate Loans	15
Join Business Association or Co-operative	6

HOUSING	1089
Permanent Housing	1068
Temporary Shelter	21

EDUCATION	1702
School Uniform	473
Learnerships	322
School Fees	321
Access to Bursaries	208
ECD	130
Vocational Skills Development (FET)	63
ABET	60
School admission	40
Scholar Transport	30
Readmission of School	29
Dropouts	29
Children with Special Educational Needs	26

LABOUR	155
Unemployment Insurance	105
Labour Dispute Resolutions	28
Compensation for Occupational Injuries/Diseases	22

INDIGENCY SUPPORT	3 179
Free Basic Refuse Removal	927
Free Basic Sanitation	902
Free Basic Electricity	680
Free Basic Water	670

HEALTH	922
Treatment/Medication Required for any Illness	346
Medical Check-up Required for any Illness	335
Road to Health	55
Family Planning Services	49
Pap Smear	49
Assistant Devices	29
VCT	20
Immunization	16
Height/Weight	12
Rehabilitation Services	8
PMTCT	2
Pre-post Natal Care	1

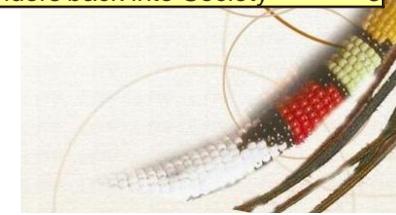
FOOD SECURITY	122
Feeding Scheme	101
Nutrition Programmes	21

VITAL REGISTRATIONS	468
ID Document Issues	88
Birth Certificate	62
Marriage Certificate	45
Death Certificate	2

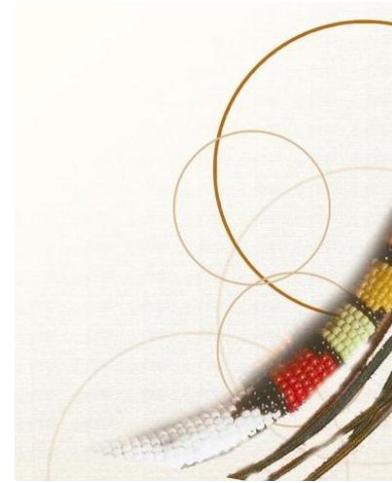
TRANSPORT	55
Transportation	55

SOCIAL ASSISTANCE	413
Child Support Grant	217
Disability Grant	89
Old Age Grant	57
Foster Care Grant	26
Grant-In-Aid	15
Care Dependency Grant	9

SOCIAL WELFARE	350
Social Relief	112
Counselling and Support Services	48
Services to Older Persons	46
Child Maintenance	43
Family Violence	27
Substance Abuse	24
Foster Care Services	23
Orphaned, Abandoned, Neglected, Abused Children, Behaviour Problems	16
Victim Empowerment Programme	8
Reintegration of Adult Offenders back into Society	3

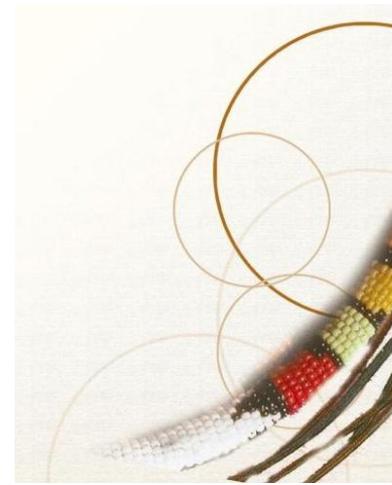


CHALLENGES AND FUTURE EVOLUTION



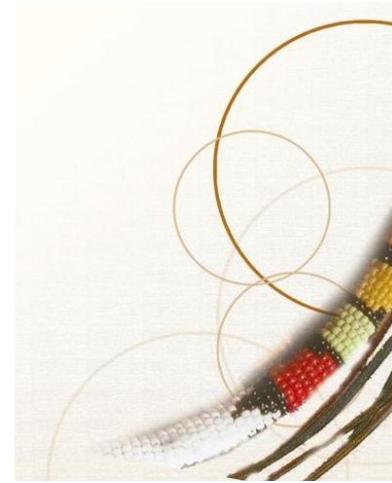
Key Challenges

- In early 2009 significant loss of momentum slowed pace of development due to:
 - Lack of resourcing / support from Treasury – general skepticism over large scale IT projects combined with poor appreciation of importance of systems
 - Lack of Political support especially in view of transversal impact
- More recently its future remains unclear:
 - Significant demonstrable benefits through the CoJ example but FBS it is not the responsibility of the department
 - Coordination not currently a priority of the department – department also lacks the clear mandate



Future Evolution

- Reconceptualization to align more closely with departmental priorities:
 - Food Security
 - Early Childhood Development (ECD)
 - Youth
- ‘De-scoping of coordination’ objectives to focus on internal coordination – implementation of Integrated Service Delivery Model



Thank You

