Use of ICT in Macro Projects in Poverty Alleviation (Integrated Social Assistance Services Project)

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(TUBITAK)

Outline

◆ Social Assistance In Turkey

◆ Integrated Social Assistance Services Project

    ❖ Project Information
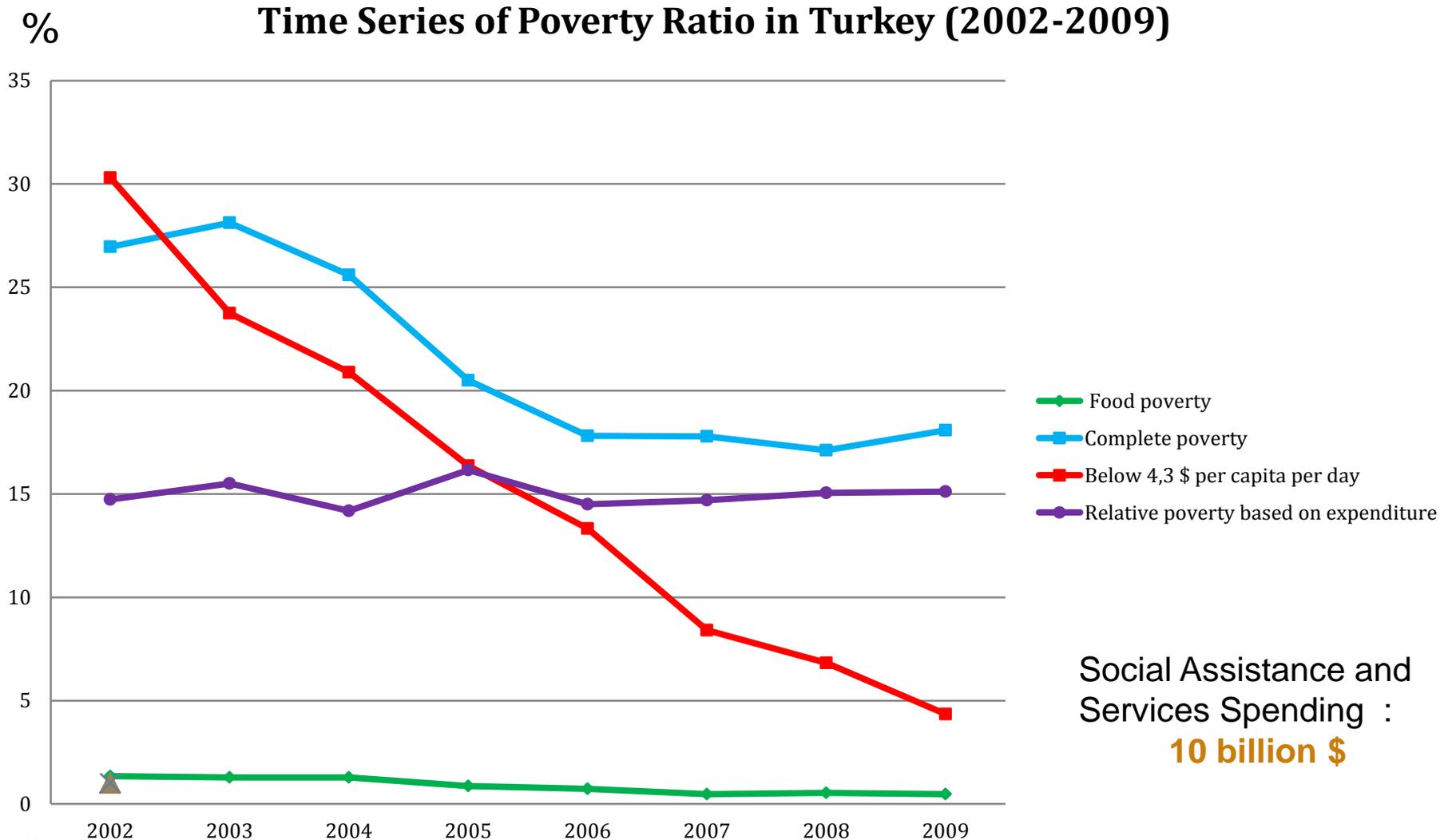
    ❖ Training Activities

    ❖ Contributions / Results

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Time Series of Poverty Ratio in Turkey (2002-2009)

%

Legend:
- Food poverty
- Complete poverty
- Below 4,3 $ per capita per day
- Relative poverty based on expenditure

Social Assistance and Services Spending :
10 billion $

Various Social Assistance Programs

◆ **Family Support Aids**
  - ❖ Food Aid
  - ❖ Fuel Aid
  - ❖ Sheltering Aid

◆ **Education Aid**
  - ❖ Educational Materials Aid
  - ❖ Conditional Cash Transfer for Education Aid
  - ❖ Lunch Aid
  - ❖ Higher Education Scholarship
  - ❖ Free Course Book Aid
  - ❖ Student Shelter Aid
  - ❖ Transportation to/from school of Disabled Students

◆ **Health Aid**
  - ❖ Majority of workload is for payments for medicine and treatment bills
  - ❖ Conditional Cash Transfer for Health Aid
    - ◆ Monitoring Child Health Support
    - ◆ Pregnancy Aid
    - ◆ Delivery Support

◆ **Job-Creation Project Support**
  - ❖ Assistance for job-creation projects are mainly on agricultural and husbandry sector

◆ **Disabled Individual Aids**
  - ❖ Equipments Support (Wheelchair etc.)
  - ❖ Transportation Support

◆ **Special Purpose Aids**
  - ❖ Meal House
  - ❖ Disaster Aids

BİLGEM

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The Scope of the Project

Main Contractor: TUBITAK

Date of Signing of the Protocol:
05.12.2008

Date of Official Contract:
11.05.2010

Duration : ~ 4 years

Step 1:
2010 - 2012

The Automation of Social Assistance and Solidarity Foundations

The Automation of The General Directorate of Social Assistance

Municipalities and Non-governmental organizations

Governmental Organizations

◆ **TUBITAK is the Scientific and Technological Research Council of TR.**

   ❖ Government owned and supported

   ❖ Gives services in the form of R&D projects to Government organizations under formal contracts and charges them for her services

   ◆ Government organizations can easily transfer large funds to TUBITAK under service contracts

   ❖ Direct procurement from commercial companies subject to some burden due to complex rules and procedures and culturally raises some suspicion

   ❖ Hires people required for the projects when necessary

   ❖ Has wide expertise in ICT that makes her a trusted advisor

   ❖ Leadership and technical people are not affected from political changes

Research Projects on Social Assistance

◆ **TUBITAK helps the organizations to bring together the academicians to work on their problems**

  ❖ Developing a scoring formula for determining the beneficiaries and proper amount of social assistance, TUBITAK & SYGM

  ❖ Developing cash donation program for women whose husbands are dead, Boğaziçi University & SYGM

  ❖ Evaluating the effectiveness of conditional education and health assistance programs implemented in Turkey, Gazi University & SYGM

Integrated Information System for Social Assistance Services Project

❖ To collect information about all Government funded social assistance in one center.

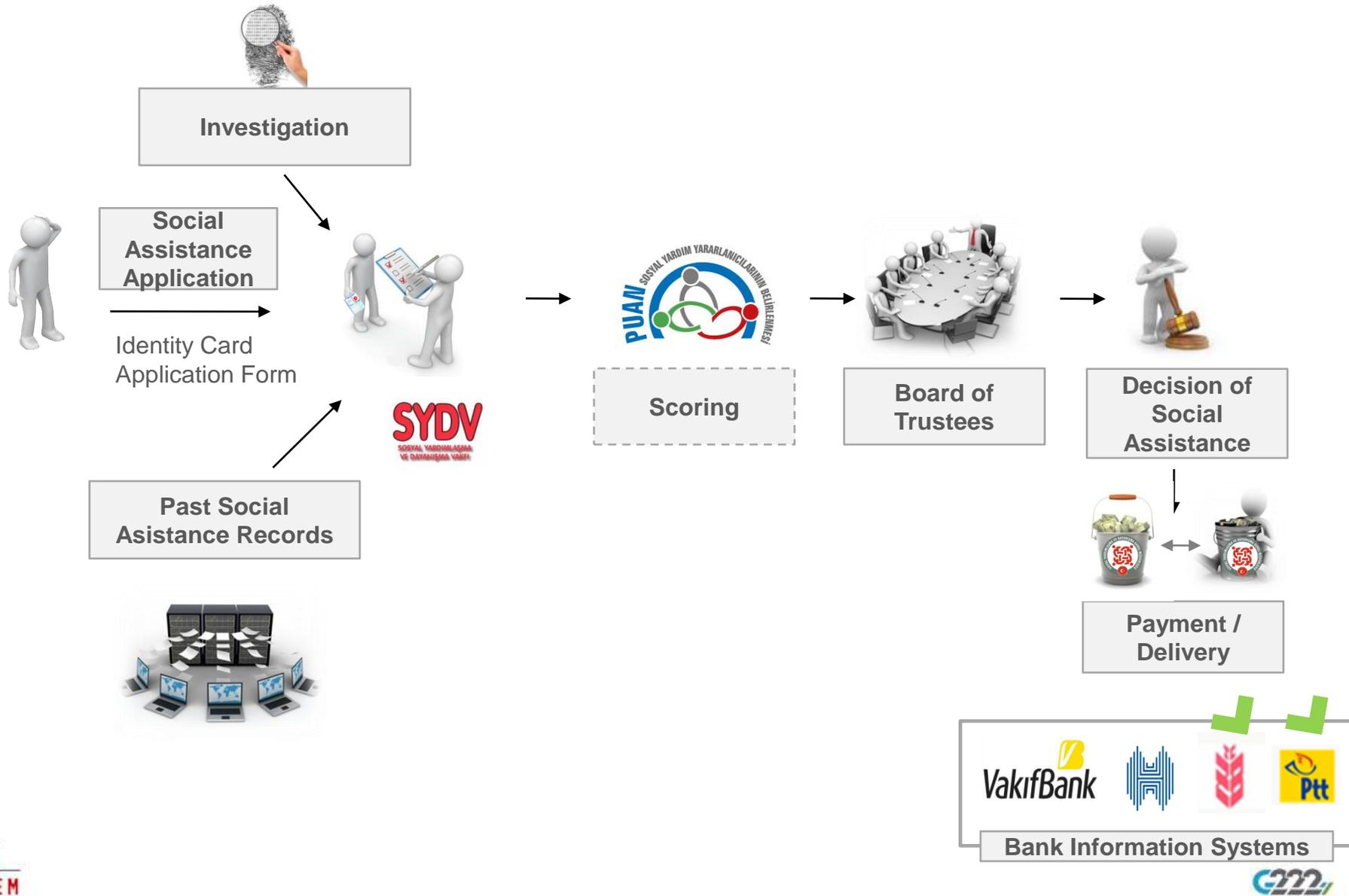❖ To develop a smart information system that helps providing a fair resource distribution.

❖ To establish the "household approach" in social assistance by integrating all necessary information.

❖ To increase the effectiveness of the social assistance decisions by the help of the management of social assistance information as a whole.

Investigation

Social Assistance Application

Identity Card Application Form

SYDV
SOSYAL YARDIMLAŞMA VE DAYANIŞMA VAKFI

Past Social Asistance Records

PUANI SOSYAL YARDIM YARARLANICILARININ BELİRLENMESİ

Scoring

Board of Trustees

Decision of Social Assistance

Payment / Delivery

VakıfBank　　Ptt

Bank Information Systems

BİLGEM

Social Welfare Information
YeşilKart
İŞKUR Türkiye İş Kurumu

Population and Social Security Information
MERNİS SGK SOSYAL GÜVENLİK KURUMU

School and Health Information
MEB e-okul AH BS

Wealth Information
T.C. MB MALİYE BAKANLIĞI TARIM VE KÖYİŞLERİ BAKANLIĞI ANKARA İL MÜDÜRLÜĞÜ TAKBİS

GELİR İDARESİ BAŞKANLIĞI

Provide the Investigation Information Automatically

VakıfBank

Ptt

Bank Information Systems

PUAN SOSYAL YARDIM YARARLANICILARININ BELİRLENMESİ

| **Application** | **Evaluation** | **Scoring** |

Payment Information

Education, Health, Disabled, Fuel, Food, Sheltering Aids, Project Supports

Inquiry of Past Aid Records

BÜTÜNLEŞİK SOSYAL YARDIM HİZMETLERİ PROJESİ

Online Applications
Social Asistance Information for Citizens
Statistical Information
Supervision and Monitoring
Procurements
...
Social Assistance Portal

Central Social Assistance Database

Poverty Map
Scoring and Desicion Support Software
Monitoring and Evaluation Software

SYGM Information System

Beneficiary Information
Past Social Assistance Information
Social Investigation Reports

SYDV SOSYAL YARDIMLAŞMA VE DAYANIŞMA VAKFI **Municipalities** T.C. SAĞLIK BAKANLIĞI THE MINISTRY OF HEALTH OF TURKEY T.C. BAŞBAKANLIK SOSYAL HİZMETLER VE ÇOCUK ESİRGEME KURUMU T.C. MB MALİYE BAKANLIĞI TÜİK SGK **Non-Governmental Organizations**
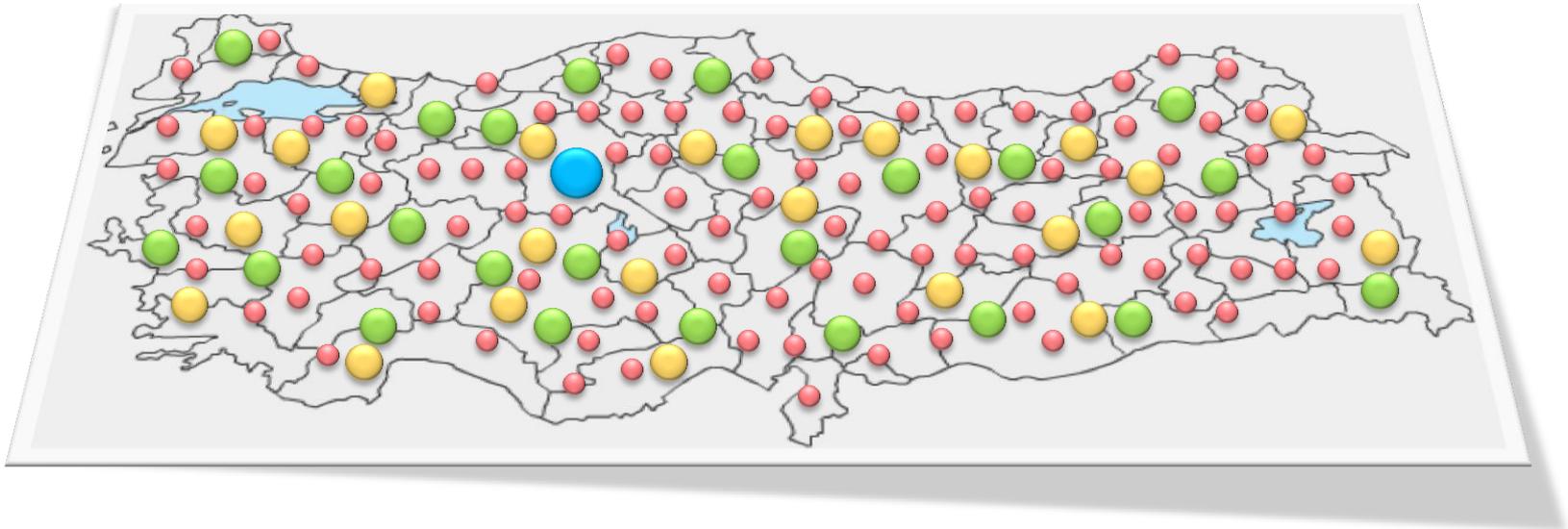
Impact of the Project
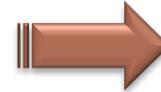
🟢 **5000 personnel in 1000 different locations.**

🔴 **~15 Million people that are below the poverty line.**

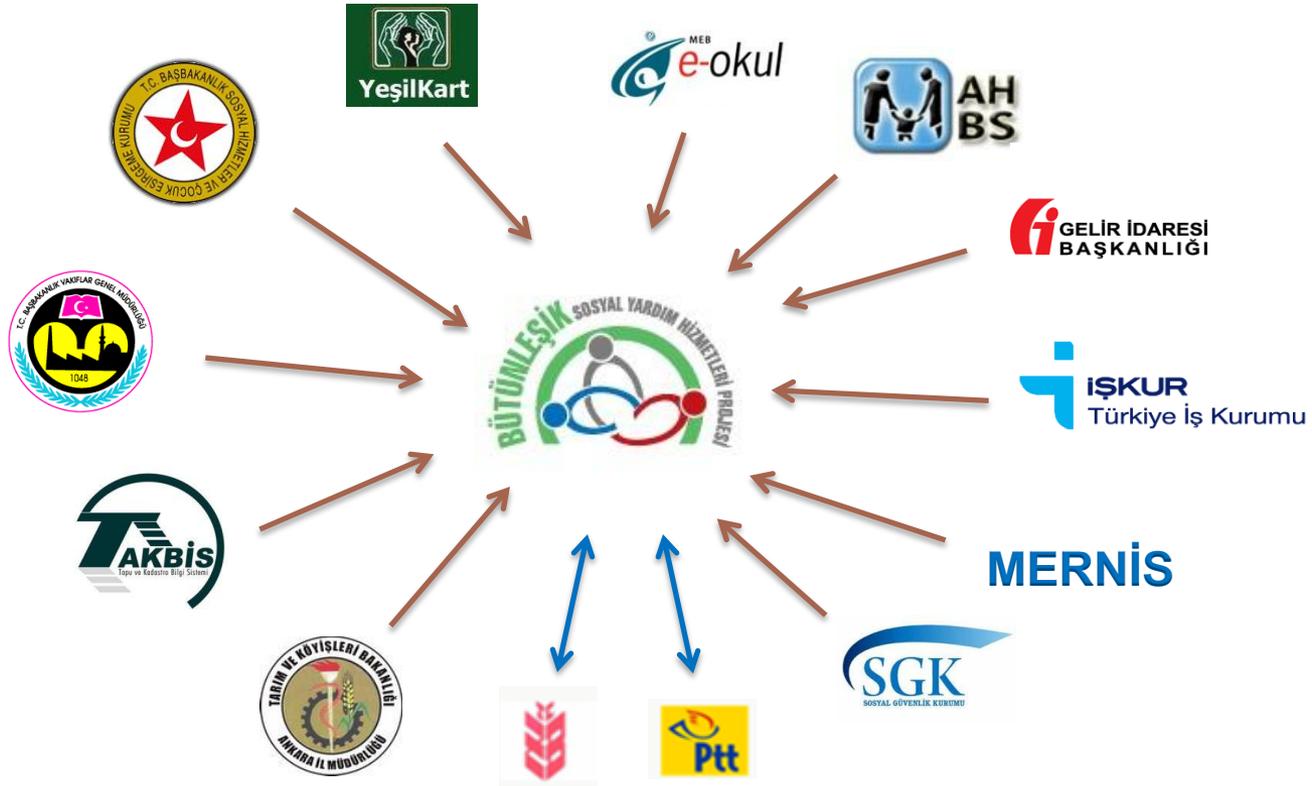🟡 **Other public organizations, municipalities, and NGOs**

Before

Existing Operation

Typical Documents Sought During Application

Application form, Residence Address, The Copies of the ID Cards of Applicant, wife and children, Education Certification, Guardianship Certificate (if needed), Social Insurance Institution, BAĞKUR, Pension Fund printouts for mother, **Social Insurance Institution, BAĞKUR, Pension Fund printouts for father, Divorce Decree,** **Extra Certifications Wanted by Foundation**

MERNİS

Ministry of Education(E-school), Ministry of Health (Family Medicine Information System),Presidency of Revenue Management, Turkey Business Organization, Central Population Management Project, Social Security Institution, PTT (Postal Services), Ziraat Bank, Ministry of Agriculture and Rural Affairs, General Directorate of Land Registry and Cadaster, General Directorate of Foundations, Social services and Child Protection Agency, Green Card

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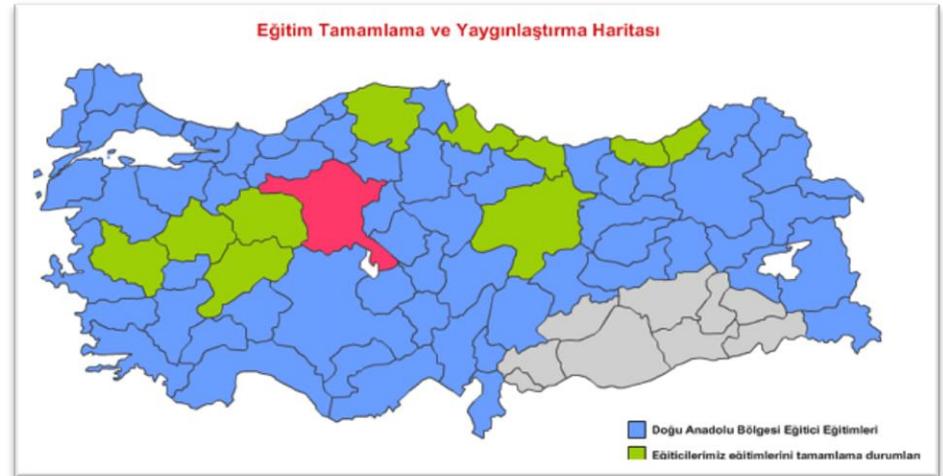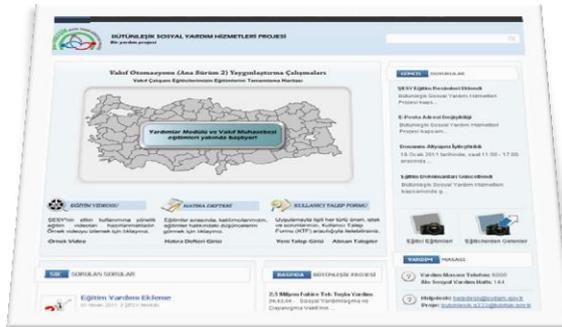
Training Activities

Foundations General Directorate

1000 Foundations

175 x ~1-2 kişi

~300-350 Foundation Personnel

~50 person

GD Personnel

Pilot Application: 30 Foundations / 100 users (in 2 months)

All Turkey   : 1000 Foundations / 5000 users (in 6 months)

◆ **Contemporary Approach**

    ❖ Train trainers selected from users

        ◆ Establish strong communication channels with these trainers

        ◆ Let the trainers provide training using the same training processes

    ❖ Continious Training
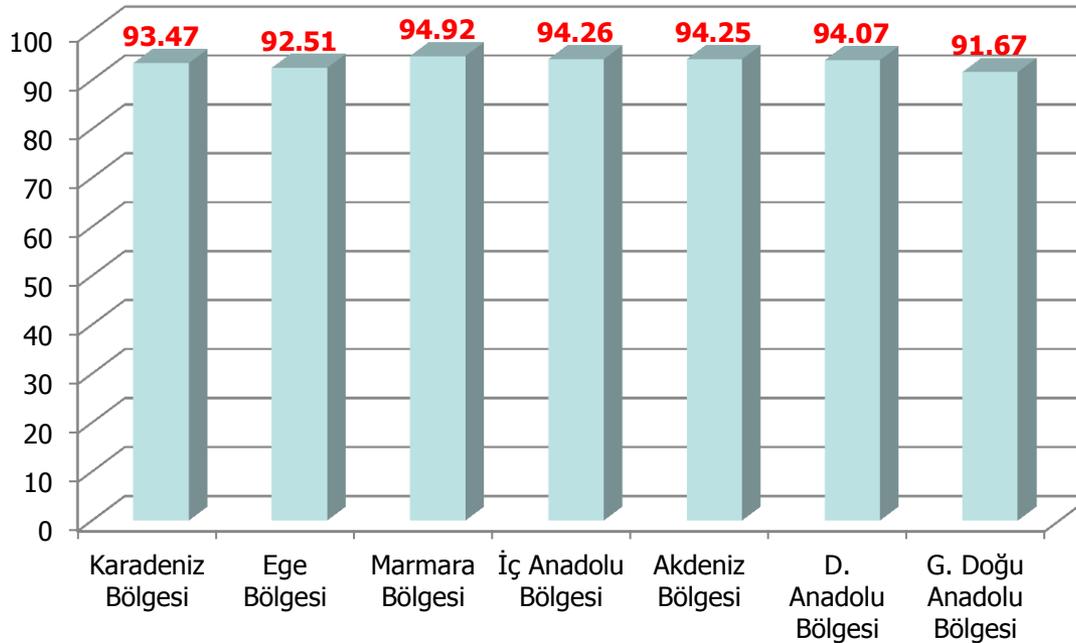
    ❖ Daily Monitoring of Trainers' Performance

Based on 05 May 2010 training data

◆ **Post Training Evaluation**

- ◆ Subject Matter Tests
  - ❖ Success rate: **% 81,53**
- ◆ Training Satisfaction
  - ❖ **% 93,59**

Region	Value
Karadeniz Bölgesi	93.47
Ege Bölgesi	92.51
Marmara Bölgesi	94.92
İç Anadolu Bölgesi	94.26
Akdeniz Bölgesi	94.25
D. Anadolu Bölgesi	94.07
G. Doğu Anadolu Bölgesi	91.67

Training Activities

Afyonkarahisar

İstanbul

Sivas

Diyarbakır

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The Approach of "Pool Account"

◆ Direct transfers to citizen accounts

→ Eliminates the intermediate steps

◆ Fund transfers to local foundations depends on the operations they make using the system

→ Makes the use of the system by foundations mandatory

Workforce Recoveries

❖ Fast and Effective Working

❖ Quick Access to Information

❖ More time for other personalized services

The Traceability of the Assistance Process

❖ The Control of the functioning of the Foundations

❖ To Inhibit the Misuse

Contributions / Results

Main Contributions

- ❖ Objective elibility criteria and evaluation process
- ❖ Fast access to beneficiaries' assistance history
- ❖ Automatic fraud detection
- ❖ Periodic updating of investigation data from 13 governmental database systems
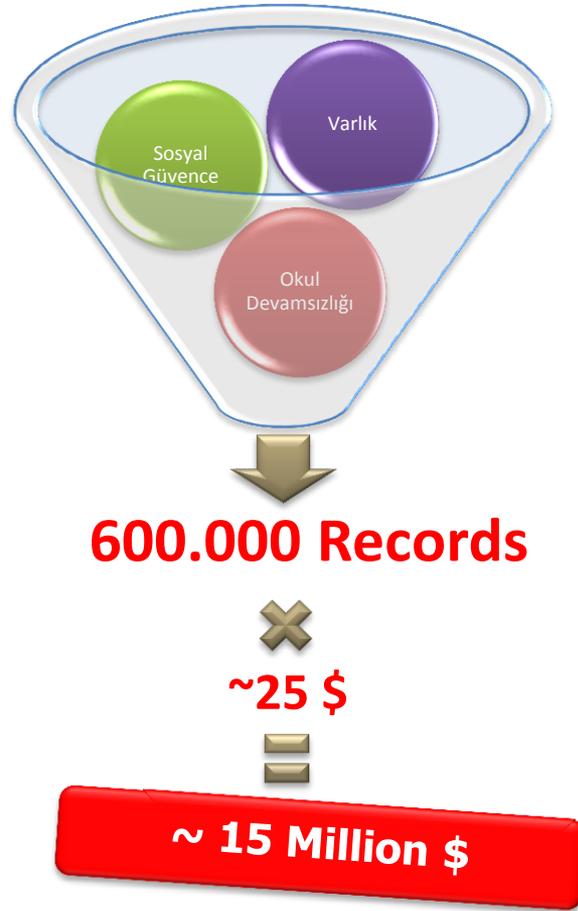 - ❖ Continious monitoring of beneficiaries

Data Security

- ❖ Communication of data over VPN links between specific poiints
- ❖ Central Authorization & Authentication
- ❖ Encrpyted storage of the sensitive personal data

Return on Investment

Savings in 12/2010 Payment Term : **15 M $**
    Conditional Cash Transfers (Health and Education)

600.000 Records

×

~25 $

=

~ 15 Million $

SSK, Bağkur, Emekli Sandığı, 2022, SHÇEK, Yeşil Kart, **Vakıflar Genel Müdürlüğü, İş-Kur, Araç, Gayrimenkul, Tarım Arazisi, E-Okul Devamsızlığı, AHBS Muayenesi**

THANKS …