

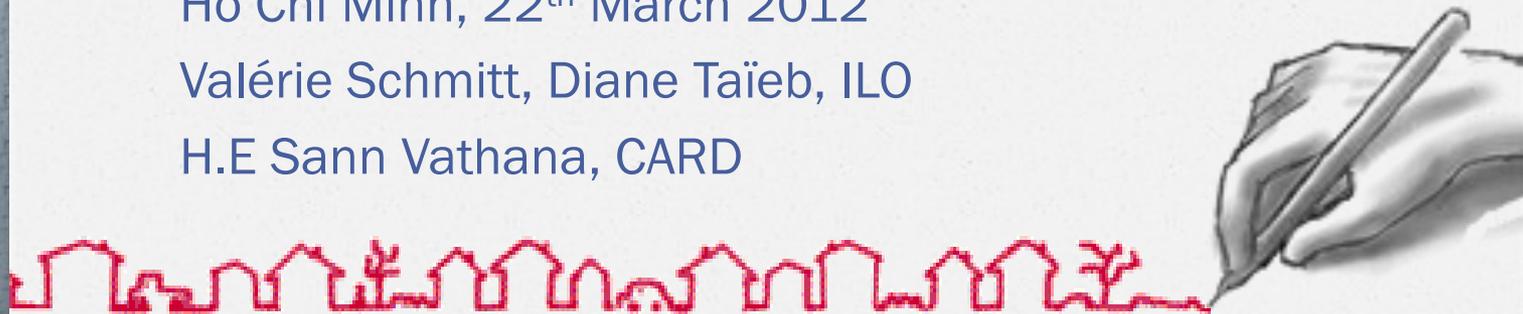
Piloting experience of the PEOPLE Service in Cambodia



Ho Chi Minh, 22th March 2012

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ASEAN SEMINAR ON UNEMPLOYMENT INSURANCE, INCOME SECURITY
MEASURES AND ACTIVE LABOUR MARKET POLICIES



Outline of the presentation

General context in Cambodia

Relevancy of the PEOPLE Service in Cambodia

Past steps and next activities

Preliminary scenarios for the PEOPLE Service



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What is the *social protection situation* in Cambodia?



Despite Government efforts at reducing vulnerability, alleviating poverty, and improving livelihoods with a range of new initiatives and programs in the last years, challenges remain :

- o **Scattered interventions, ad hoc and geographically limited** : to date only a minority of the population benefits from basic, fragmented and often inadequate coverage,
- o Often **under-funded** and reliant on non-sustainable **donor funding**,
- o **Poor coordination** among implementing actors : different line-ministries (MoSVY, MOH, MoLVT, and MoEYS) and development partners with own stand-alone administrative structures,
- o Activities that are sometimes **overlapping** or implemented in an uncoordinated manner in the same areas,

Level of coverage

Health Equity funds
(50% of the poor)
Ministry of Health, NGOs

School feeding programs, scholarships
Ministry of Education, WFP, NGOs



Community-based Health Insurance
(123 000 persons)
Ministry of Health, NGOs

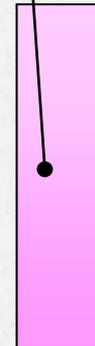
Public Work Programs
Ministry of Rural Development, WFP, ILO, ADB, NGOs



National Social Security Fund
Work injury
(500,000 workers)
Ministry of Labour and Vocational Training



National Social Security Fund for Civil Servants
Maternity, Death, Old Age, Survivor, Invalidation, Work Injury
(180,000 CS + dependents = 675,000 persons)
Ministry of Social Affairs, Veterans and Youth



Poor

Informal economy

Private sector

Civil servants



Operationalizing the National Social Protection Strategy



Priority area

Demand in emergency and crises

Human capital development

Food security and employment

Social health protection

Special vulnerable group

Objectives of NSPS

The poor and vulnerable receive support to meet their basic needs in times of **emergency and crisis**.

Poor and vulnerable **children and mothers** benefit from social safety nets to reduce poverty and enhance the development of human capital

The **working-age poor and vulnerable** benefit from work opportunities to secure income while contributing to the asset creation

The poor and vulnerable have effective access to **affordable quality health care** and financial protection in case of illness.

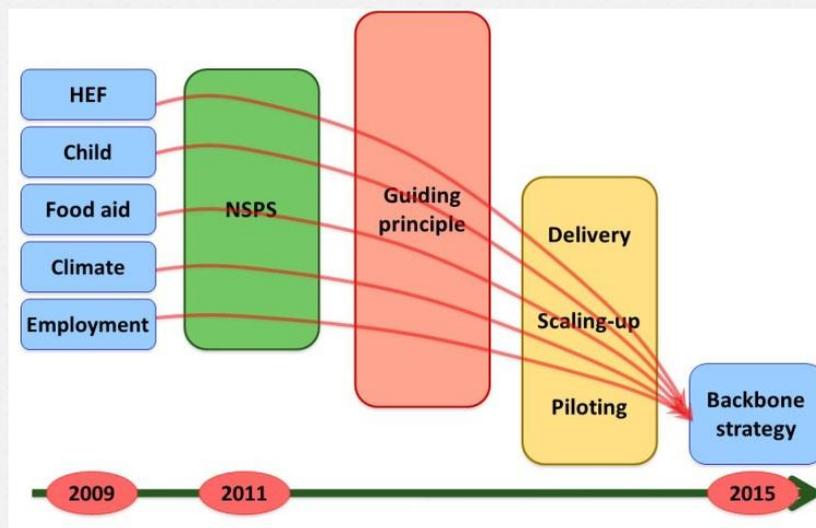
Special vulnerable groups receive income, in-kind and psychosocial support and adequate social care.

- o The adoption of the NSPS, prepared under the leadership of CARD, intends to :
 - (i) **coordinate** all actors (line departments and development partners),
 - (ii) define **priority areas** of intervention,
 - (iii) streamline **implementation arrangements** on a national level,
 - (iv) create a more **coherent and coordinated approach** in the field of social protection the future.

Operationalizing the National Social Protection Strategy



- o 2011-2015 is a pilot-testing phase:
 - o **Expand existing social protection programs** (health, scholarship, school meals, PWP, vocational training programs etc.), especially in rural areas
 - o **Support the development of new programs** and pilots (for example, cash transfers for vulnerable households)
 - o Establish a **coordination mechanism** between national level and the decentralized level (provinces, districts, communes)

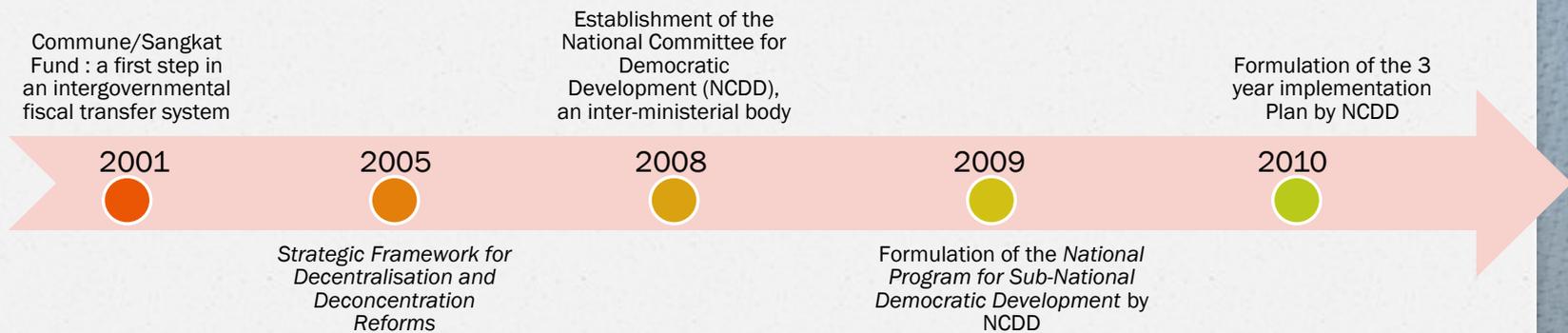


- o The **backbone strategy** (implementation plan) will be conceived based on the experience gained during the pilot testing phase.

Supporting the *deconcentration and decentralization reform*



o Cambodian **sub-national democratic development** (decentralization) steps:



o Some of the **guiding principles** of the strategic framework :

Effectiveness: Bring **providers of services closer to the users** and allow users to participate in the planning and monitoring of public services delivery in order to make availability of public services **responsive to local needs and priorities.**

Efficiency: Improve the **administrative system, coordination, and management capacity** of the sub-national governance system to improve quality and access to public services at all levels.

Poverty Focus: Enhance the capacity of integrated territorial authorities at all levels to **better target public expenditures to eradicate poverty** by focusing on vulnerable groups and to achieve Cambodia's Millennium Development Goals.

o Commitment of RGC to **decentralize public service delivery** and **empower local administrations**



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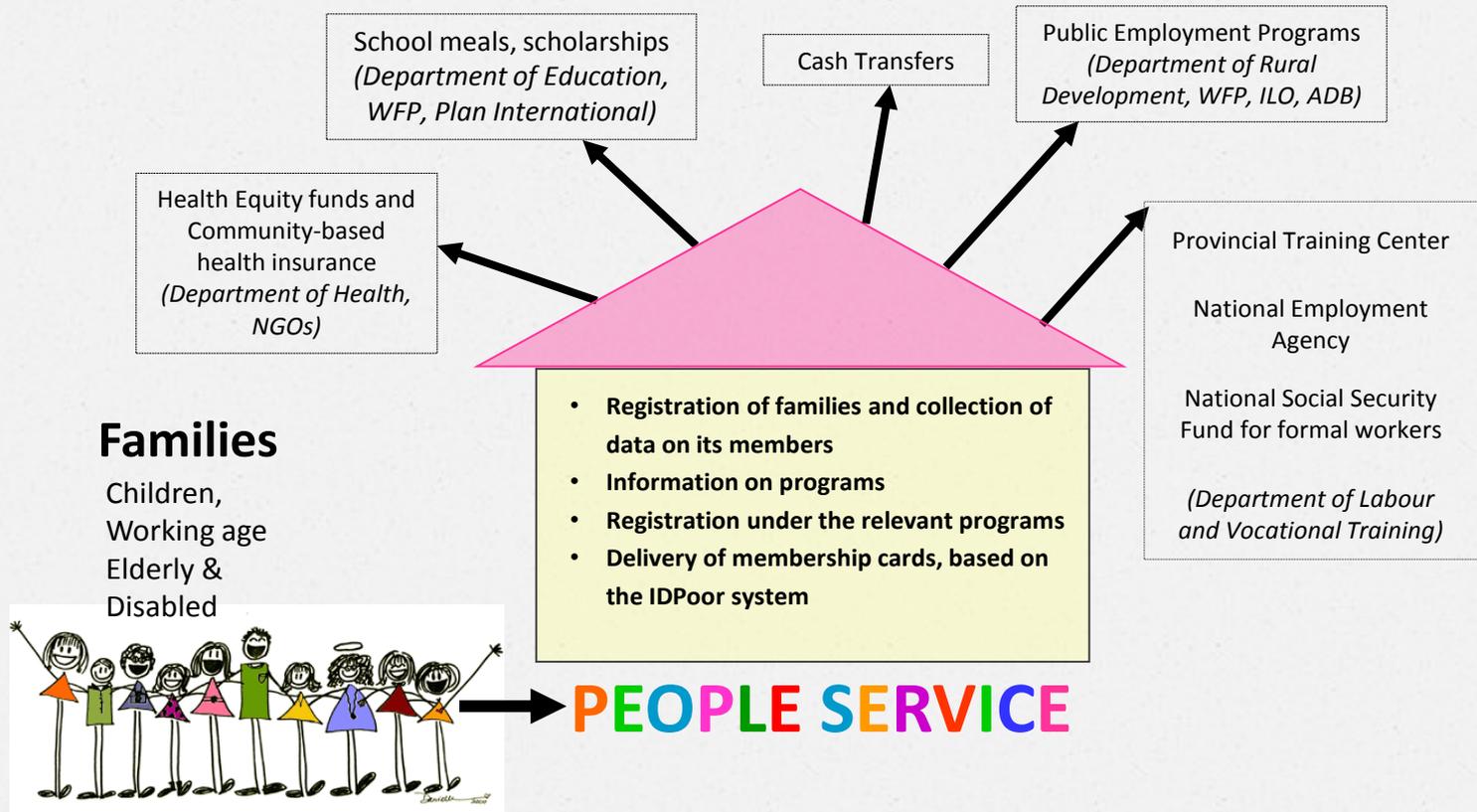
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Reminder: PEOPLE Service concept



Relevancy of the PEOPLE Service in Cambodia



- ☑ Support the **coordination, harmonization and rationalization** of the programs,
 - ☑ Develop **synergies between the components of the NSPS**: reduce costs (share administrative tasks), rationalize processes, and increase impact of the interventions while proposing adequate packages to beneficiaries,
 - ☑ **Increase outreach** of programs by facilitating access to information and simplifying procedures for beneficiaries.

- ☑ Provide a **coherent institutional framework** for the **implementation of NSPS**, and develop an information management system that enables to facilitate the flow of information between the stakeholders, and between subnational and national levels,

- ☑ Support the **decentralization reforms** and empower the subnational institutions : include them in the conception, administration and monitoring of the NSPS and building their capacities,



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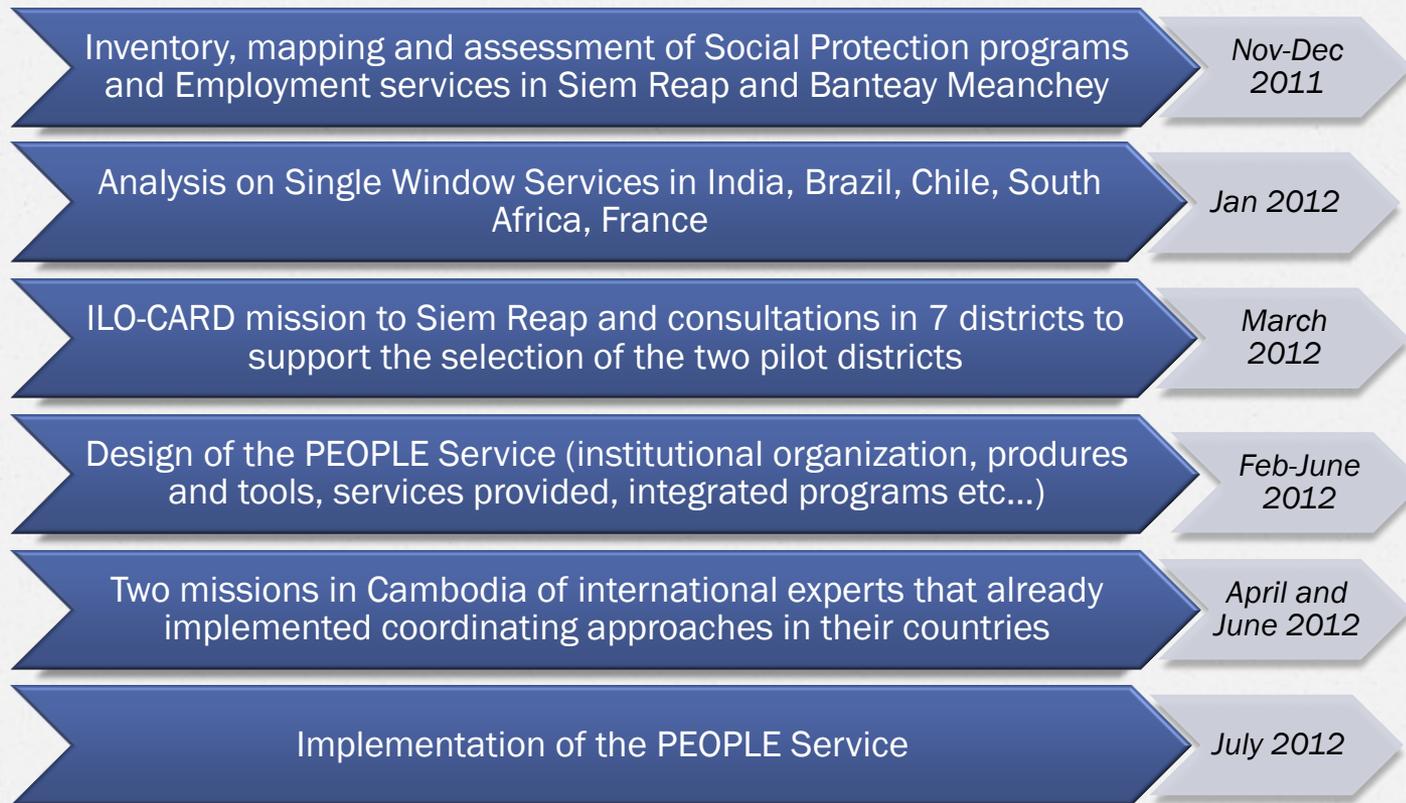
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Past activities and *next steps*





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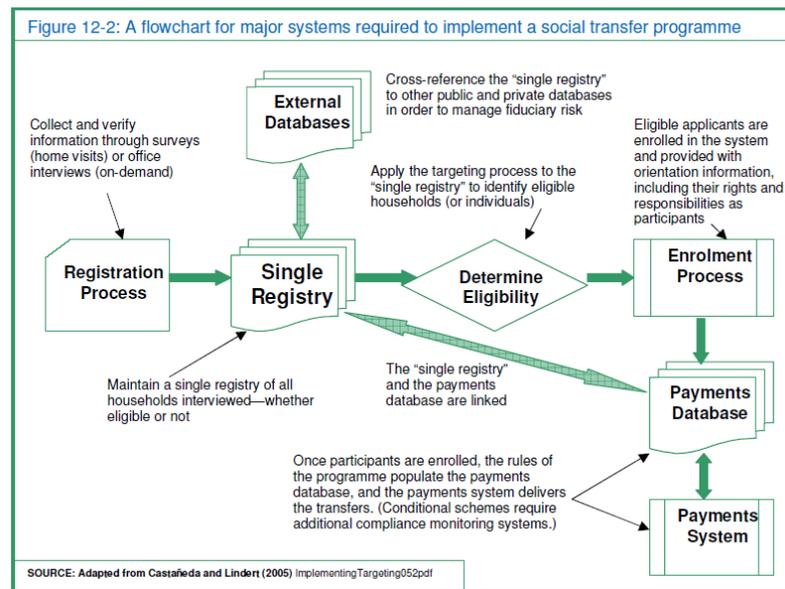
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General considerations about delivery mechanisms

Figure 12-2: A flowchart for major systems required to implement a social transfer programme



1. **A registration process** captures relevant **information** concerning the targeted groups and consolidates it into **a single registry**: a national database
2. **Identification** of eligible individuals or households, based on the established criteria.
3. **Enrollment** of participants in the programme: notifies the beneficiaries of their rights and responsibilities.
4. **Delivery** of the in-cash or in-kind transfers to the participants.
5. **Subsequent steps** include monitoring, evaluation and impact assessment,

In addition, **systems of accountability** run parallel with these operational components. For example, an **appeals process** serves as a check on the system that determines eligibility

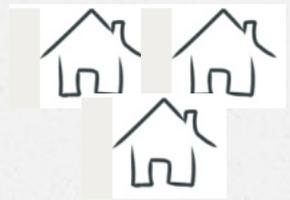
PEOPLE Service: *registration, identification and enrollment*



Communes



- SINGLE QUESTIONNAIRE**
- 1) IDPoor questions
 - 2) Additional information on family composition that is needed by selected service providers :
 - Age of children (for scholarships)
 - Presence of pregnant women (for nutrition programs and cash transfers)
 - Employment situation
 - Other information as requested by service providers



Districts



Enter information offline
Send to the database manager

Process the information and applications under the existing programs



Recommendations on registration, identification and enrollment



- o Extend the **IDPoor questionnaire** so that it includes information necessary to other service providers in order to rationalize the processes and avoid duplication of household surveys,
- o Further **rationalize targeting mechanisms** of service providers. They should have very clear targeting mechanisms that enable outsourcing the registration process.
- o **Create a management of information system** that organizes the flow of information from the communes to the national level,
- o **Build/strengthen the capacities** at all level for the entry, check and processing of data,
- o **Identify which institution** could be responsible for managing the database (CARD, a bank etc.)

PEOPLE Service: *delivery* of the services and update of information



PEOPLE SERVICE



Delivery of social protection cards
Information on the social protection and employment programs
Proposition of other services
Update of the information on the family

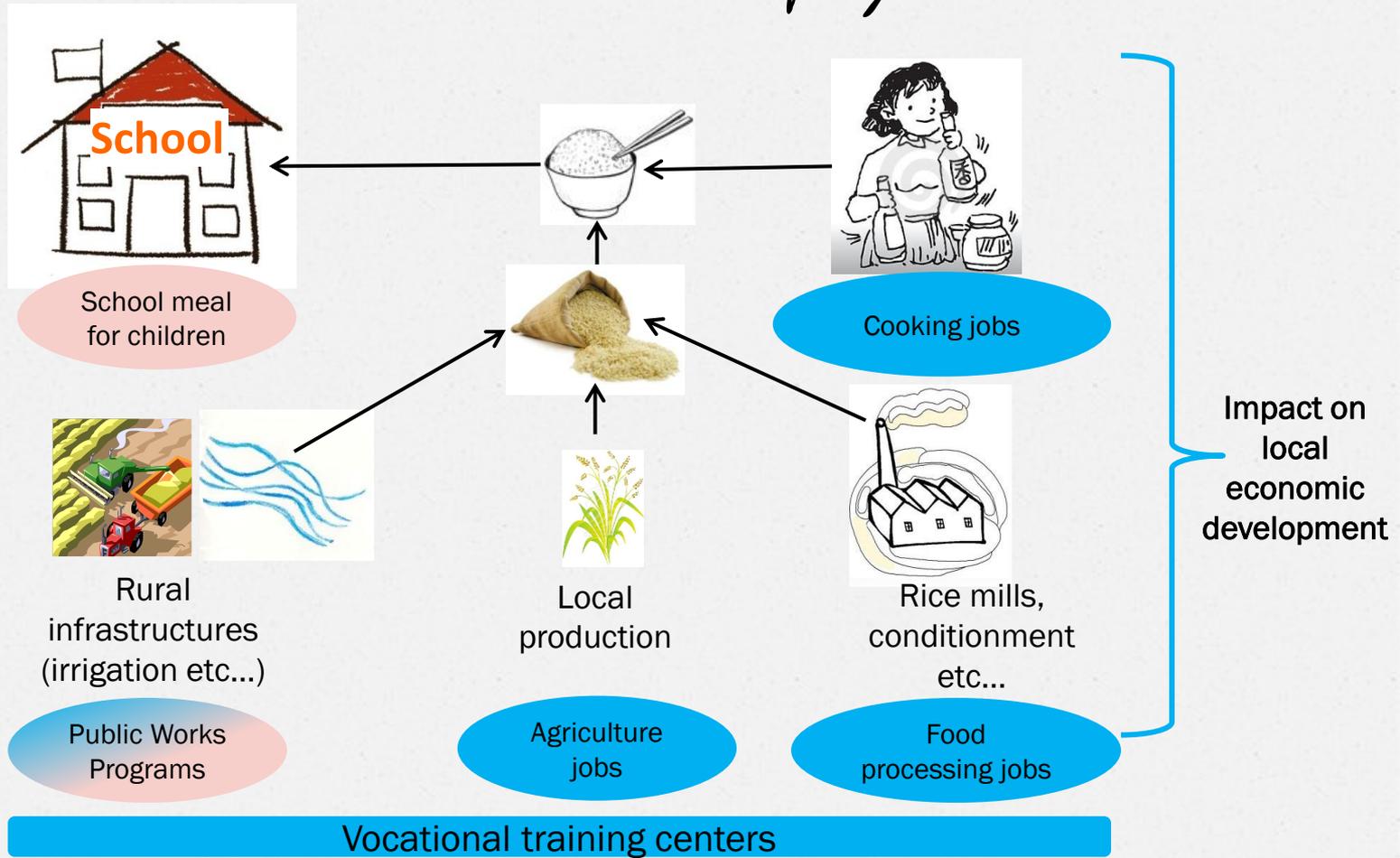
- o All the families get a **social protection card** at the PEOPLE Service. At the same time, they get **information on the services** they are enrolled into, depending on their profile.
- o When the households want to register to on-demand programs (PWP, VT, CBHI), they go to the PEOPLE Service instead of going to other departments. The PEOPLE Service employees are responsible for **forwarding the application to the relevant stakeholders** at district/provincial/national level.
- o Each time a family comes to the PEOPLE Service, their **information is cross-checked with the database**. Any discrepancy or lack of data is processed to the database manager / Ministry of planning. Verification and corrective measures are implemented to **authenticate the information**. The PEOPLE Service can update by itself some minor information (name etc.).

Recommendations on delivery of services and update of information



- o **Expand the functions of the current IDPoor card** so that it becomes a unique social protection card for all households (not only poor households):
 - o linked to IDPoor programs : HEF, scholarships, VT etc.
 - o linked to other programs for the non-poor informal economy : CBHI, PWP etc.
 - o linked to programs for the formal sector : NSSF, NSSF-C, NSSF-V
- o **Identify a software company** that can rework on it and make it **a smart card** (biometric?). Identify a bank, so that the smart card would be association with a **bank account** to support the provision of cash benefits (cash transfers currently being designed, pensions for civil servants etc.)
- o **Build/ strengthen the capacities** at local level for **cross-checking and authenticating the information** on the beneficiaries on location (in the PEOPLE Service, in the health centers..)
- o **Deliver the cards in the PEOPLE Service office** in order to give the beneficiaries the habit to come and in order to inform them on the various programs that exist while they get their cards.

Example of *integrated approach* between Social Protection and Employment services



Social protection programs

Employment programs

Any question ?

Thank you

