

# Concept and methodology for designing and implementing the Single Window Service



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# Structure of the presentation



- The challenges
- The proposed response



Today many countries lack a coordinated approach to social protection. The line ministries conduct their own programs, they don't exchange information, they don't try to find synergies leading to inefficiencies.

In order to implement the national social protection strategy we would need a mechanism to coordinate between all line ministries.

This mechanism could be established at policy level but also at implementation level.

**>> Need for coordination**

Today we don't know how many persons are covered, who receives what... the policy makers are playing blind man's buff



We would need a **unified database** to be able to monitor the extension of social security and assess the impact on poverty

**>> Need for unified D.B. & monitoring**

**Among the beneficiaries the needs can be different**



**It is important to adapt the services to the needs of the beneficiaries**

**>> Need for case management**

There are many barriers to the access to social services:

- Lack of information
- Living in remote areas
- Don't have an ID card...



**>> Need to facilitate access  
and increase outreach  
(mobile teams, communication, adapted services)**

In order to successfully fight against the multiple dimensions of poverty, we need to provide a combination of social and employment services to vulnerable families



>> Need for combined benefit packages

Need to involve the subnational level (local administration) in the implementation of the national social protection strategy

Increasing coordination between the subnational and the central level by establishing a reporting mechanism



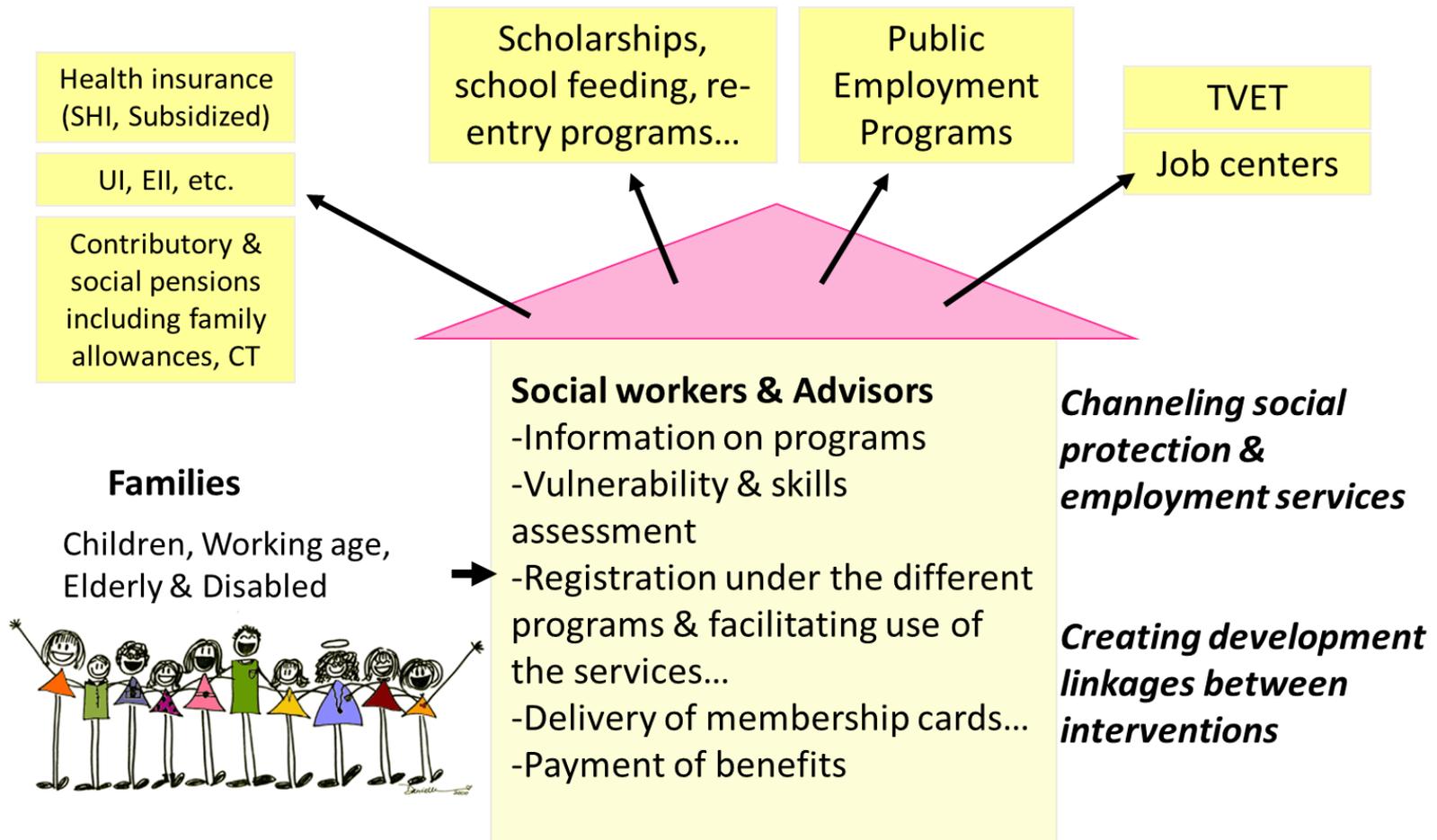
**>> Need to empower local administration**

# Structure of the presentation



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# The SWS: a single entry to SP and Employment services



**Single Entry Point**  
to facilitate access  
to social protection  
and employment  
services

Case management  
with social workers  
who would answer  
to the needs of  
people

Combining packages  
... to increase impact  
of the interventions  
and graduation out of  
poverty

# Expected outcome of the combined benefit packages

## WORKERS IN THE INFORMAL ECONOMY, THE WORKING POOR:

- Progressive inclusion in the labor market
- Higher social protection

Higher Levels of S Protection

Higher levels of income

Access to Sustainable employment (Micro-Enterprise or Formal jobs)

Increase employability: human capital (health, education) + work experience & training

Employment Services

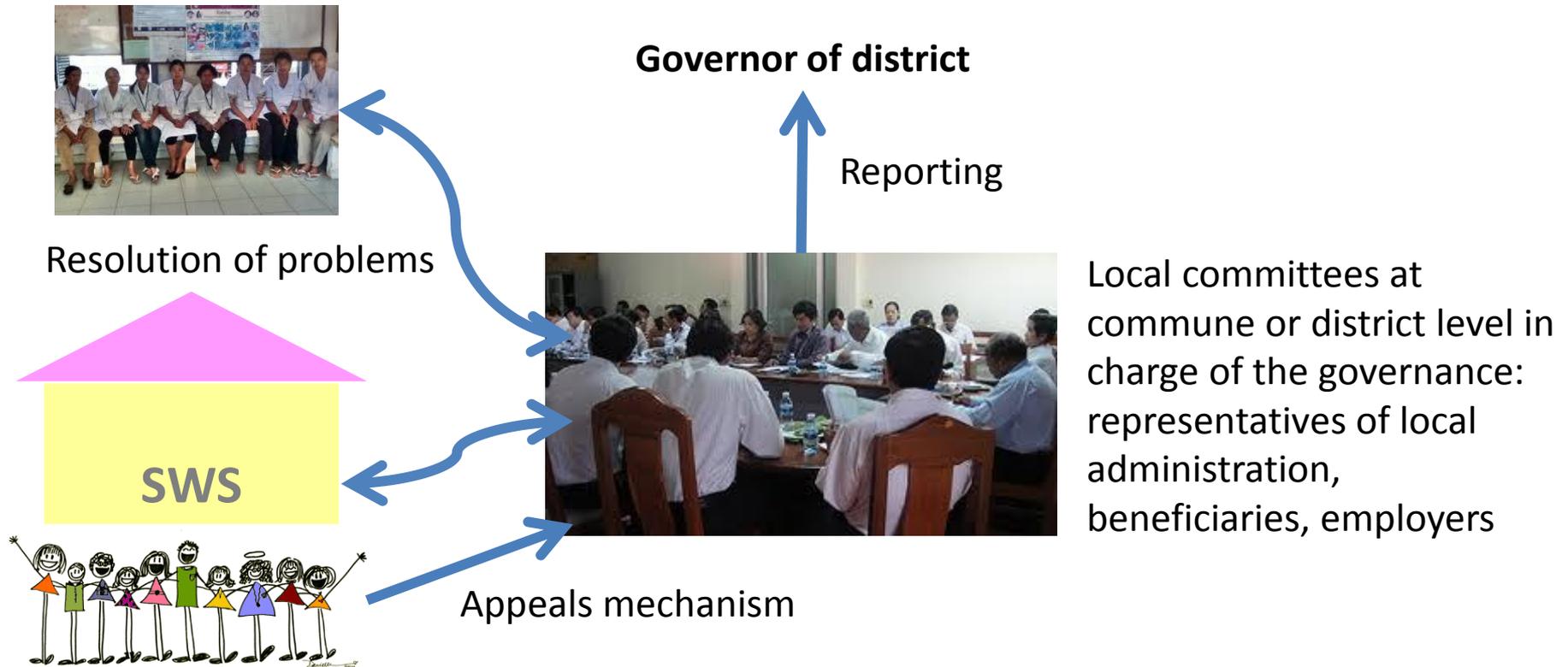


Basic social protection

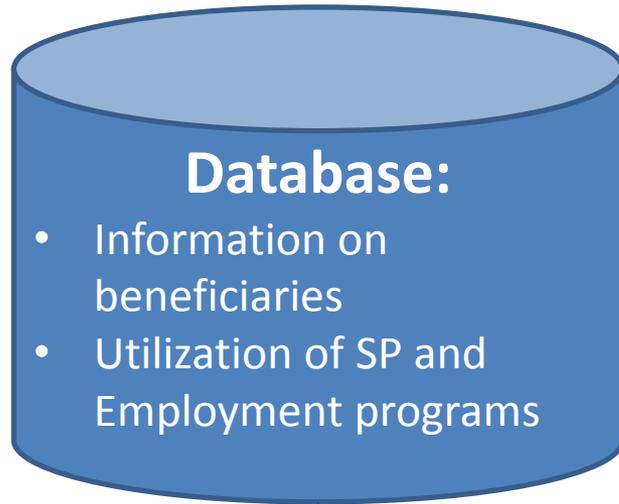
- Skills assessment & training ...
- Access to PWPs ; Job placement
- Business Development Services

- Access to health, education, food security
- Income security

# The local committees responsible for the oversight of the SWS as well as effectiveness of social protection and employment services



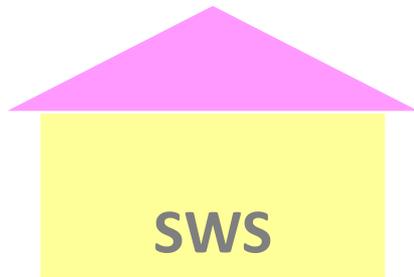
# Integrated database



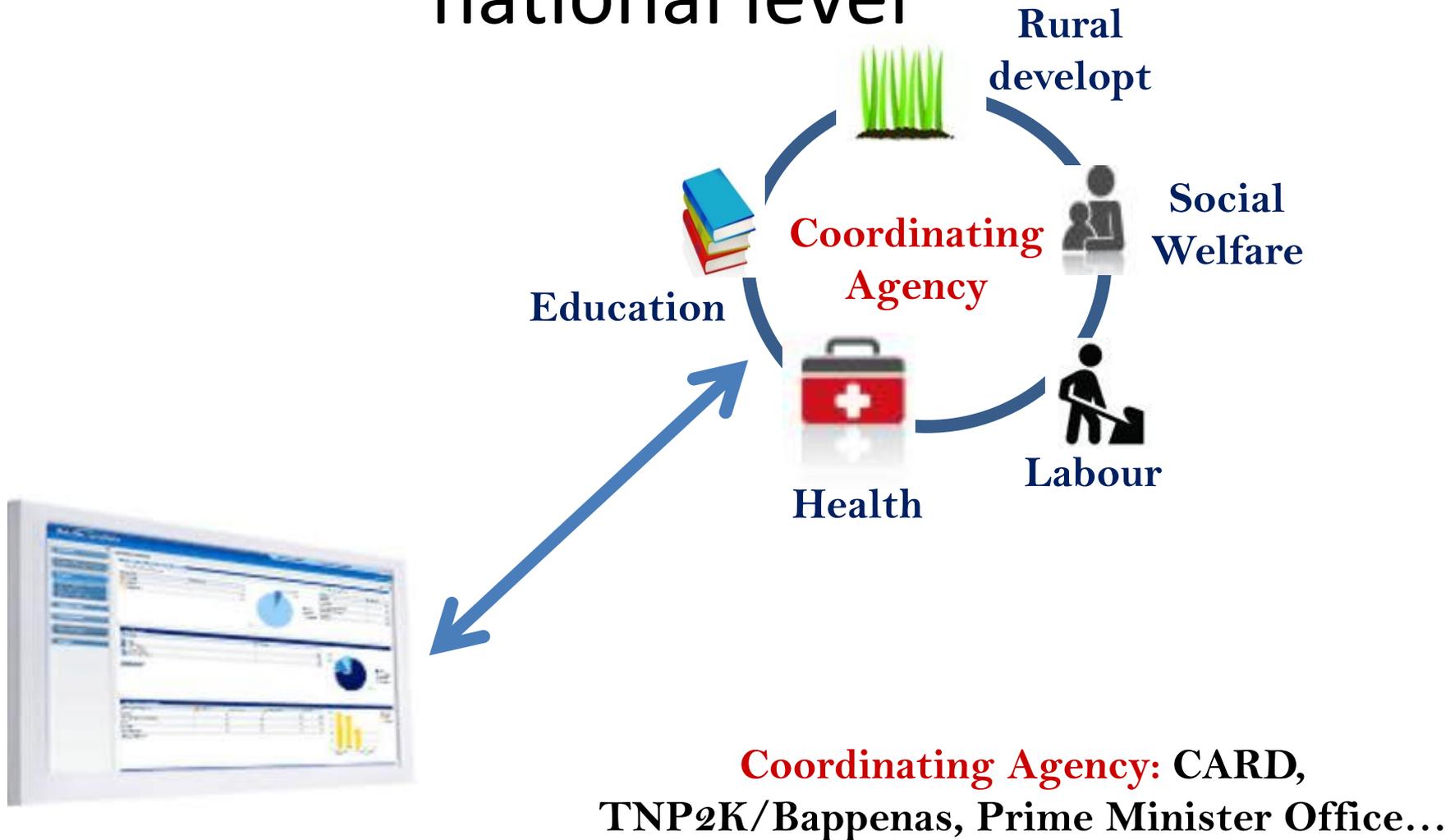
Monitoring of the expansion of social protection, impact analysis & adjustments of policies and implementation



Consultation and update



# Evidence based coordination at national level



# Process...

Assessment of SP and employment needs and services at national and decentralized levels; selection of pilot districts

Design of the SWS based on consultations and tacking stock of international experience

Pilot testing, evaluation, lessons to be learned and roll-out strategy