

ISSA Good Practice Awards Americas 2009

COMPETITION RESULTS

ISSA Good Practice Awards: Americas 2009

INTRODUCTION

The identification and sharing of good practices helps social security organizations and institutions to improve their operational and administrative efficiency. To this end, the ISSA initiated a Good Practice Awards programme to recognize good practices in the administration of social security.

The ISSA Good Practice Awards are given on a regional basis over a three-year cycle at each ISSA Regional Social Security Forum. One Award is given at each Forum as well as certificates of merit as decided by the Jury. The Award winners from all regions will be featured at the World Social Security Forum, in Cape Town, South Africa, in 2010.

THE GOOD PRACTICE AWARD JURY

For the 2008-2010 triennium the Good Practice Award Jury is composed of the Chair of the Editorial Board of the *International Social Security Review*, a former ISSA President and a representative of the International Labour Office.

ISSA GOOD PRACTICE AWARDS PRIORITY AREAS 2008-2010

- Governance of social security.
- Risk management and change management.
- Information and communication technology (ICT) as a strategic management tool.
- Compliance and contribution collection.
- Extension of social security coverage.
- Responding to demographic changes.

RESULTS OF THE ISSA GOOD PRACTICE AWARDS - AMERICAS COMPETITION 2009

There were 29 entries to the competition, which was held from December 2008 to March 2009. 26 of these entries met the competition criteria. The Jury decided to give the Award *ex aequo* to two organizations as it considered both submissions to be Award winners but in different priority areas. The Jury gave 24 certificates of merit, seven of which received a special mention.

GOOD PRACTICES ON THE ISSA WEB PORTAL

A full description of the winning entries of the ISSA Good Practice Awards for the Americas, and access to a database of social security good practices from around the world, are available on the ISSA Web portal:

www.issa.int/aiss/Observatory/Good-Practices

WINNING ENTRIES

BRAZIL: NATIONAL INSTITUTE OF SOCIAL SECURITY International Agreements System - SIACI

Priority area: ICT as a strategic management tool

Summary: Until September 2008, the period for granting social welfare benefits between the MERCOSUR countries was very long, as the documents were sent using conventional mail. There was no automated control of the documentation sent or received, which prejudiced efficiency and compromised security, principally as regards the control and monitoring of the exchange of information, causing harm to those covered and generating high costs for the management of the process.

To overcome this problem, an information and communication technology system called SIACI (International Agreement System in Social Security) was developed and implemented that enabled the exchange of information between all the member countries by electronic means, with digital certification.

The system maintains the control of the protocol data related to the documents sent and received, to allow consultations and auditing of the transactions carried out whenever necessary, progressively reducing the utilization of paper documents as well as the periods for granting the benefits, improving the quality of the service supplied, without prejudice to the security and the confidentiality of the information, with the use of digital certification.

Jury's comment: Putting this transnational data exchange system in place was no doubt complex, challenging and demanding with regard to the standardization of information, but it is crucial in times of increased mobility. It has a high potential for replication for other regions.

MEXICO: MEXICAN SOCIAL SECURITY INSTITUTE Model for the Evaluation and Strengthening of Executive Skills for Competitiveness (MEFHADIC)

Priority area: Governance of social security

Summary: In view of the new challenges confronting the Mexican Social Security Institute (IMSS), executives are developing nine competence areas, which will provide the basis for the development of an organizational culture oriented towards competitiveness.

The Model for the Evaluation and Strengthening of Executive Skills for Competitiveness (MEFHADIC) allows the evaluation of the level of competences possessed by each executive, and the level of competence of each Delegation. Four strategies will be formulated to strengthen and develop executive competences.

Once executive competences have been strengthened and evaluated, an *in situ* evaluation will be carried out of executive management. Everything will be automated in the Executive Information Management System (SIGEDI) so that the Institute's strategic authorities can identify the situation in the governing institutions of the Delegations, as well as having access to information on replacement managerial staff.

Jury's comment: This is a sound and comprehensive methodological approach that is geared at improving skills and competencies of executives to achieve a culture of competitiveness. It no doubt provides a model for performance management and gives a good signal.

CERTIFICATES OF MERIT WITH SPECIAL MENTION FROM THE JURY

ANGUILLA: ANGUILLA SOCIAL SECURITY BOARD

Transparency and Accountability: Good governance at the Anguilla Social Security Board

Priority area: Governance of social security

Summary: Among the Anguilla Social Security Board's (ASSB) strategies to demonstrate transparency and accountability are good governance and providing information to customers. Annual one-hour "Public Accountability" sessions, and the extensive use of mass media to communicate with the widest possible audience, contribute to having better informed stakeholders, helping them to better understand their roles and help the ASSB to achieve its targets.

Special mention from the Jury: This practice reflects efforts to ensure transparency and to exemplify core values to stakeholders.

COSTA RICA: SOCIAL INSURANCE FUND OF COSTA RICA

Strategic alliances for change management

Priority area: Risk management and change management; Governance of social security

Summary: Based on the strategy of the creation of "Strategic alliances for change management" which combines the forces of public and private organizations in the pursuit of the fight against dengue fever, the Organizational Communication Department of the Social Insurance Fund of Costa Rica designed a strategic framework that has proved long-lasting and flexible enough for sustained growth, thus becoming a working platform for the management of change in knowledge, attitudes and practices on the part of the population.

Special mention from the Jury: This campaign represents a comprehensive and proactive approach based on strategic partnerships with key private and public sector stakeholders to achieve broad-based and lasting results.

ECUADOR: ECUADORIAN SOCIAL SECURITY INSTITUTE

Governance and leadership in health-care provision

Priority areas: Governance of social security

Summary: In view of implementing the regulations prescribed during the process of institutional reform in the year 2000, the Manuel Ygnacio Monteros Hospital took up the challenge to develop an organizational structure by developing units to increase coverage and improve the quality of services. The success required a strong institutional commitment by all actors concerned.

Special mention from the Jury: This is a noteworthy initiative to bring different stakeholders together in a complex environment. While it is too early to assess tangible outcomes, it promises to be an appropriate model for replication.

GUATEMALA: SOCIAL SECURITY INSTITUTE OF GUATEMALA

Financial modernization of social security

Priority area: Compliance and contribution collection; ICT as a strategic management tool

Summary: The financial modernization of the Social Security Institute of Guatemala includes innovation and automation of processes with regard to more efficient and cost-effective collection methods, and an effective control of the registry of contributors and employers as generators of income (contributions) and generators of expenditures (investment in the supply of medical and financial services).

Special mention from the Jury: The Jury congratulates the Social Security Institute of Guatemala for this state-of-the-art approach and encourages it to continue with it. It will be most interesting to see the results achieved when this project is further developed.

MEXICO: STATE EMPLOYEES' SOCIAL SECURITY AND SOCIAL SERVICES INSTITUTE

Global health care for senior citizens

Priority area: Responding to demographic changes

Summary: The strategy for the provision of global health care for elderly patients is designed to bring hospital services closer to patients and to encourage families to participate in their treatment with the help of ongoing medical support based on house calls.

Special mention from the Jury: This may prove to be a promising model to ensure good health care of elderly people. The Jury commends the State Employees' Social Security and Social Services Institute for investing in providing personalized care to elderly patients outside of the hospital setting.

SAINT KITTS AND NEVIS: SOCIAL SECURITY BOARD

A broad-based strategy for the management of the Social Security Board

Priority area: Governance of social security

Summary: The Social Security Fund has introduced a range of strategies, including performance management systems. An important element of this approach lies in its capacity to build a broad-based ownership outlook in which all parties share in the success and rewards of the enterprise. The Social Security Board intends to implement other innovative mechanisms to optimize its performance.

Special mention from the Jury: This is a balanced and broad-based initiative to enhance stakeholders' ownership and to increase compliance.

USA: SOCIAL SECURITY ADMINISTRATION

Accessibility Best Practices Portal

Priority area: ICT as a strategic management tool

Summary: The Accessibility Best Practices Portal equips and enables application development teams to access the latest guidance on applying accessibility standards to development efforts. This approach demystifies the complex world of accessibility regulations by providing proven solutions, methods, and testing approaches that span the entire development life cycle, assuring consistent accessible outcomes.

Special mention from the Jury: The Portal is a meaningful tool to stimulate and enhance the integration of accessibility standards in the IT life-cycle.

CERTIFICATES OF MERIT

ARGENTINA: SUPERINTENDENCY OF OCCUPATIONAL RISKS

Front Office Claims Service

Priority area: ICT as a strategic management tool

BRAZIL: NATIONAL INSTITUTE OF SOCIAL SECURITY

Client Service Programme at the National Institute of Social Security

Priority area: Governance of social security

COLOMBIA: FAMILY ALLOWANCES FUND "COMPENSAR"

PRISMA University

Priority area: Governance of social security

COLOMBIA: FAMILY ALLOWANCES FUND "COMPENSAR"

An integrated scorecard performance measurement system, the organization's focus on strategy

Priority area: Governance of social security

COLOMBIA: FAMILY ALLOWANCES FUND "COMPENSAR"

System for client information in a social protection body

Priority area: Risk management and change management; Governance of social security

COLOMBIA: COLOMBIAN FAMILY ALLOWANCES FUND "COLSUBSIDIO"

Job training for re-integrated members of illegal armed groups

Priority area: Extension of coverage

GUATEMALA: SOCIAL SECURITY INSTITUTE OF GUATEMALA

Design and implementation of the Integral Information System of the Social Security Institute of Guatemala

Priority area: ICT as a strategic management tool

MEXICO: MEXICAN SOCIAL SECURITY INSTITUTE

Information system on weekly contributions

Priority area: ICT as a strategic management tool

MEXICO: MEXICAN SOCIAL SECURITY INSTITUTE

Pensioner Survival Verification Module

Priority area: ICT as a strategic management tool

MEXICO: MEXICAN SOCIAL SECURITY INSTITUTE

Reduction of occupational accidents in enterprises implementing programmes of prevention

Priority area: Extension of coverage

MEXICO: MEXICAN SOCIAL SECURITY INSTITUTE
e-Learning Distance Learning Methodology System

Priority area: ICT as a strategic management tool

MEXICO: MEXICAN SOCIAL SECURITY INSTITUTE
Integral Care of Adolescents in rural areas by the IMSS opportunities programme (IMSS-Oportunidades)

Priority area: Extension of coverage

PERU: THE SOCIAL HEALTH INSURANCE INSTITUTE "ESSALUD"
Basic Primary Care Units (UBAPs)

Priority area: Extension of coverage

SAINT VINCENT AND THE GRENADINES: NATIONAL INSURANCE SERVICES
National Insurance Services on wheels

Priority area: Extension of coverage

USA: SOCIAL SECURITY ADMINISTRATION
Ready Retirement /iClaim and Retirement Estimator (RE)

Priority area: Responding to demographic changes

USA: SOCIAL SECURITY ADMINISTRATION
Medical Evidence Gathering and Analysis through Health Information Technology (MEGAHIT)

Priority area: ICT as a strategic management tool, Governance of social security

USA: SOCIAL SECURITY ADMINISTRATION
The Quick Disability Determination (QDD) and Compassionate Allowances (CAL) Initiatives

Priority area: Responding to demographic changes, ICT as a strategic management tool