

## Virtual Social Security Forum for Americas

1–3 December 2021

### PROVISIONAL AGENDA

*Please adapt the timing of the sessions to your time zone. This agenda is indicating the timing in Geneva, Switzerland (UTC/GMT+1 or CET).*

*Indication of time zones (as per capital city)*

- *In Belize, Costa Rica, Guatemala, Mexico and Nicaragua (UTC-6)*
- *In Bahamas, Canada, Colombia, Cuba, Ecuador, Jamaica, Panama, Peru, Turks and Caicos Islands and United States of America (UTC-5)*
- *In Anguilla, Antigua and Barbuda, Aruba, Barbados, Bermuda, British Virgin Islands, Curaçao, Dominica, Dominican Republic, Grenada, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Sint Maarten, Trinidad and Tobago (UTC-4)*
- *In Argentina, Brazil, Chile, Paraguay and Uruguay (UTC-3)*

**Wednesday, 1 December 2021**

### **SOCIAL SECURITY IN THE AMERICAS: PROGRESS, CHALLENGES AND SOLUTIONS**

16:00–16:15      **Opening session**

During the opening session, the President of the International Social Security Association (ISSA) will welcome the participants, introduce the events platform and provide an overview of the programme and objectives of the Virtual Social Security Forum for the Americas.

16:15–17:30      **Social security in the Americas: Progress, challenges and solutions**

Social security has made important progress in adapting to key challenges including labour market changes, population ageing and evolving social protection needs. The COVID-19 pandemic has once again emphasized the key importance of social security but has also highlighted existing protection gaps.

Based on a new report by the ISSA, the session will discuss enabling factors and barriers for the development of social security, financing systems and social security branches in different parts of the Americas. Spotlighting the key priorities and prospects for further improving social security coverage, benefits and services, and analysing the short-term and long-term impact of COVID-19, the session will set the foundation for the subsequent topical exchanges during the Forum.

- 17:30–18:30      **Networking break**
- The virtual platform hosting the Forum will provide a range of networking functionalities for participants.
- 18:30–19:30      **Spotlight parallel sessions: Social security priorities in the Americas**
- Zooming in on challenges and solutions for specific social security branches and priority cross-cutting topics, two rounds of parallel sessions will provide unique opportunities for focussed exchanges and networking. These sessions will feature enhanced levels of audience participation.
- Parallel session 1**  
COVID-19 and protection of vulnerable groups
- Parallel session 2**  
COVID-19, social security institutions and national resilience
- Parallel Session 3**  
Leadership and innovation for crisis preparedness
- Parallel Session 4**  
COVID-19 and financial sustainability
- 19:30–20:00      **Networking break**
- 20:00–21:00      **Spotlight parallel sessions: Social security priorities in the Americas (continued)**
- Parallel session 5**  
Strengthening prevention, work injury compensation and rehabilitation
- Parallel session 6**  
Enhancing health coverage and services
- Parallel session 7**  
Addressing the challenges for pension systems
- Parallel session 8**  
Gender considerations in social security
- 21:00–21:30      **Networking break**
- 21:30–22:15      **Social security for an evolving life-course: Strategies and solutions**
- Social security has been designed to support people in facing a set of defined risks and transitions throughout their life course. As family structures and labour market careers are increasingly flexible and de-standardized, social security needs to evolve to respond to this diversity. In addition, increasingly frequent transitions and changes during people’s life courses create new risks and vulnerabilities for social security to address.

This session will discuss how social security strategies should be reshaped to adequately respond to these developments and highlight the need for complementing income protection with a focus on employability, empowerment and skills development.

**Thursday, 2 December 2021**

## **INNOVATION IN SOCIAL SECURITY ADMINISTRATION**

16:00–17:30      **The future of social security management in the Americas**

To respond to increasing public expectations while meeting the objectives for coverage, financial sustainability and quality service delivery, social security institutions in the Americas have adopted new strategies and innovative approaches. They are built on the use of modern technology, investment in human resources and increased collaboration with partner institutions.

Against this backdrop, the COVID-19 pandemic has led to unprecedented innovation in social security administration, and in particular accelerated the trend towards the digital transformation of social security institutions. The capacities of social security institutions have been key enabling factors for national responses to mitigate the impact of the pandemic, and have emerged as key pillars of national resilience.

Taking into account long-term trends and the lessons learnt during the pandemic, this plenary session will discuss the changing roles of leadership, technology, people and partnerships in a dynamic environment, and also point to strategies to strengthen the resilience of social security administrations in the region.

17:30–18:30      **Networking break**

18:30–19:30      **Good practice parallel sessions: Practical approaches to excellence in social security administration**

Featuring good practices from social security institutions across the Americas, two rounds of parallel sessions will provide unique opportunities to learn about effective solutions to key administrative and management challenges. Focussed on the practical aspects and lessons that can be learnt from each good practice, these sessions will also allow for enhanced interaction and link to international professional standards in social security administration (ISSA Guidelines).

### **Parallel session 1**

Innovations in health services management

### **Parallel session 2**

Increasing quality and efficiency in the collection and recovery of contributions

### **Parallel session 3**

Strengthening institutional technological capacities to improve service delivery

**Parallel session 4**

Protecting vulnerable population groups

19:30–20:00

**Networking break**

20:00–21:00

**Parallel sessions: Practical approaches to excellence in social security administration (continued)**

**Parallel session 5**

Communication and guides development in times of crisis

**Parallel session 6**

Chatbots: Artificial intelligence for customer service

**Parallel session 7**

Improving the protection of the unemployed

**Parallel session 8:**

Ensuring continuity of service delivery in times of crisis

21:00–21:30

**Networking break**

21:30–22:15

**Special session: Highlighting excellence and achievements in social security administration**

This special session will highlight the commitment to excellence of social security institutions in the Americas and celebrate their recent achievements. It will feature the detailed results of the ISSA Good Practice Award competition for the Americas 2020 as well as the announcement of the institutions that have successfully completed the ISSA Recognition Programme and obtained the ISSA Certificate of Excellence during the triennium.

**Friday, 3 December 2021**

**STRATEGIES FOR MEETING SOCIAL SECURITY NEEDS IN THE AMERICAS**

16:00–16:45

**Social security for better lives: A conversation with Angel Gurría, Former Secretary General of the Organisation for Economic Co-operation and Development (OECD)**

During this session, the ISSA Secretary General will interview a high-level expert in the field of social protection and social development to discuss risks and vulnerabilities of the population in the Americas, and strategies for meeting these needs through social security. Participants will be provided the opportunity to send their questions and concerns to be taken up in the conversation.

16:45–17:00

**Networking break**

**17:00–18:00 Meeting social security needs: Strategies of international organizations**

Social security needs in the Americas are diverse, and innovative responses are required to reach the objective of universal, sustainable and adequate coverage. Climate and demographic changes as well as socio-economic and technological transitions create new vulnerabilities and needs for social protection. Against the backdrop of these long-term challenges, the COVID-19 pandemic has been a watershed moment. It highlighted the key importance of social security and institutional implementation capacities for the population, economies and resilience. However, the pandemic and its long-term impact on social security coverage, institutional development and financial sustainability will also require reshaping existing social security strategies.

Through the voices of representatives of international and regional organizations, this session will discuss strategies and approaches to strengthen social security as a key investment in social development and resilience in the region.

**18:00–18:30 Networking break****18:30–19:30 High-level special session****Meeting social security needs of the population in the Americas – Political visions and strategies**

Reforming and adapting social security schemes to strengthen levels of protection, sustainability and coverage requires strong political commitment and a holistic strategy across different branches, types of schemes and financing mechanisms. The role of social security institutions in the implementation of new approaches as well as the long-term opportunities and challenges brought about by the COVID-19 pandemic will be questions to be answered as part of reshaped long-term social protection strategies.

This high-level special session will bring together policymakers from the Americas to outline their political visions and strategies for the development of social security in the region. It will be a highlight of the Virtual Forum and a call to social security institutions to strengthen their role in national strategies to meet the evolving social protection needs of the population in the Americas.

**19:30–20:00 Closing session**