

ISSA Social Security Virtual Summit for the Americas

Towards a new normal: Challenges and opportunities

Thursday, 3 December 2020 / Virtual

PROGRAMME

Thursday, 3 December 2020, 16:00–21:00 (UTC/GMT+1 or CET)

- 09:00–14:00 in Belmopan, Guatemala City, Managua, Mexico City and San José (UTC -6)
- 10:00–15:00 in Bogota, Kingston, Panama City, Ottawa and Washington D.C. (UTC -5)
- 11:00–16:00 in Hamilton, Kingstown and Santo Domingo (UTC -4)
- 12:00–17:00 in Buenos Aires, Brasilia, Montevideo and Santiago (UTC -3)

Please adapt the timing of the sessions to your time zone. This agenda is indicating length of sessions.

00:00–00:15

Introductory session

During the opening session, the ISSA President will welcome all participants to the first ISSA Virtual Summit for the Americas. Based on the ISSA coronavirus monitor and ISSA's analytical work over the past months, the ISSA Secretary General will provide a technical framework for the main topics to be covered in the event.

00:15–01:15

Session 1

COVID-19: Temporary crisis or turning point for social security?

The COVID-19 has significantly changed the context for social security in the Americas region. Social security measures have been at the centre of strategies to mitigate the health, social and economic impact of the crisis, and were made possible by rapid and agile responses by social security institutions.

The lessons learnt bring opportunities to enhance social security coverage and service delivery in the future. However, addressing long-term challenges including changes in the world of work, inequalities and demographic ageing may become both more urgent and complex after the pandemic. Responding to the broad concern about the long-term impact of the crisis, the session will address the following key question:

What is the impact of the COVID-19 pandemic on our long-term objective to build comprehensive and well-administered social security systems in the region?

Moderator

Marcelo Abi-Ramia Caetano, Secretary General
International Social Security Association (ISSA)

Keynote speaker

Vinicius Pinheiro, Director
International Labour Organization Regional Office for Latin America and the Caribbean

Panellists

María Fernanda Raverta, Executive Director
National Social Security Administration
Argentina

Román Macaya Hayes, Executive President
Social Insurance Fund of Costa Rica
Costa Rica

Stewart Haynes, Director
National Insurance Services
Saint Vincent and Grenadines

Dr Margaret M. Kitt, Deputy Director
National Institute for Occupational Safety and Health
United States

01:15–01:30

Break

01:30–02:30

Session 2**Coverage extension: Building on crisis responses and seizing new opportunities**

The COVID-19 crisis has once again demonstrated the essential role of broad social security coverage for individuals, societies and economic resilience. As an emergency response, governments across the region rapidly extended current schemes and created new one-off or regular benefits to cover vulnerable population groups. The implementation of these measures often required the development of innovative administrative approaches to provide access and deliver benefits to these up till then uncovered households.

These experiences and innovations can now provide important opportunities to enhance longer-term efforts towards the goal of extending coverage to the informal sector and to vulnerable groups of the population. In this context, the session aims to look forward and answer the following question:

What are the lessons learnt from delivering crisis response measures that could support the region's efforts to extend coverage in the future?

Moderator

Mariano Brener, Regional Coordinator for the Americas
International Social Security Association (ISSA)

Keynote speaker

Katja Hujo, Research Coordinator
United Nations Research Institute for Social Development

Panellists

Leonardo José Rolim Guimarães, President
National Social Security Institute
Brazil

Carlos Torres Chacha, National Director of Membership and Coverage
Ecuadorian Social Security Institute
Ecuador

María del Carmen Armesto González-Rosón, Director General
National Social Security Institute
Spain

Niala Persad-Poliah, Executive Director
National Insurance Board
Trinidad and Tobago

02:30–02:45

Break

02:45–03:45

Session 3

Access, adequacy and the gender gap: Enhancing social security's role in addressing inequalities

Inequalities have been a long-term challenge in the Americas, and social security has greatly contributed to addressing this challenge. Despite many social security measures, the social and economic impact of COVID-19 has widened the gap, and brought to the forefront a broad range of inequalities and related vulnerabilities. As social security strategies to reduce inequalities have to be recalibrated in this context, they will also need to take into account new sources of inequalities related to labour market changes, new care needs and digital literacy.

The session will analyse the evolving patterns of inequalities in the region, with a specific focus on gender inequalities, and aims to answer the following question:

How can social security systems better contribute to addressing evolving inequalities, close the gender gap and ensure equal access to benefits and services?

Moderator

Monika Queisser, Chief, Social Policy Division
Department of Employment, Labor and Social Affairs
Organisation for Economic, Co-operation and Development

Keynote speaker

Shahrashoub Razavi, Director
Social Protection Department, International Labour Office

Panellists

Nancy Milroy-Swainson, Director General
Seniors and Pensions Policy Secretariat, Income Security and Social
Development Branch
Employment and Social Development Canada
Canada

Juan Miguel Villa, President
Colombian Pension Administrator (Colpensiones)
Colombia

Ana Marilyn Ortiz Ruiz de Juárez, General Manager
Social Security Institute of Guatemala
Guatemala

Zoé Alejandro Robledo Aburto, Director General
Mexican Social Security Institute
Mexico

03:45–04:00

Break

04:00–04:55

Session 4**COVID-19 and ICT: An accelerating paradigm shift in social security service delivery**

Digital social security services have played a crucial role in ensuring the continuity of social security services as well as to rapidly delivering emergency responses to COVID-19 in the context of lockdowns.

As a consequence of innovations by social security institutions during the crisis, rapidly developing technologies and greater demand for digital services by customers, the post-crisis delivery of social security will be significantly different from before.

Promising opportunities for increased service quality, greater efficiency and higher value-added roles for the staff of social security institutions, challenges related to new technologies must also be taken into account appropriately. In this dynamic context, the session aims to answer a key question:

What are the long-term opportunities for enhancing social security service delivery resulting from recent improvements, and how can related challenges be managed?

Moderator

Raúl Ruggia Frick, Head of Centre for Excellence Knowledge
International Social Security Association (ISSA)

Keynote speaker

Morten Meyerhoff Nielsen, EGOV Adviser
Operating Unit on Policy-Driven Electronic Governance (UNU-EGOV)
United Nations University

Panellists

Felipe Bunster, General Manager
Mutual for Safety CChC
Chile

Enrique Lau Cortés, Director General
Social Insurance Fund
Panama

Fiorella Giannina Molinelli Aristondo, Executive President
EsSalud - Social Health Insurance Institute
Peru

Hugo Odizzio, President
Social Insurance Bank
Uruguay

04:55–05:00

Closing remarks

The closing session will be the occasion to review the key messages of the Virtual Summit, which will guide the regional work of the ISSA in the Americas leading up to the Regional Social Security Forum on 1–3 December 2021.