INTERNATIONAL SOCIAL SECURITY ASSOCIATION

ISSA Good Practice Awards Americas 2016

COMPETITION RESULTS

www.issa.int/goodpractices

ISSA Good Practice Awards: Americas 2016

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 out on a regional basis over a three-year cycle at each ISSA Regional Social Security Forum. The Award is given at each Forum as well as Certificates of Merit as decided by an international Jury.

THE GOOD PRACTICE AWARD JURY

For the 2014-2016 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 2014-2016

- Actuarial valuations
- Communication by social security administrations
- Contribution collection and compliance
- Extension of coverage to difficult-to-cover groups
- Good governance
- Information and Communication Technology
- Investment of social security funds
- Prevention of occupational risks
- Return to work and reintegration
- Service quality
- Workplace health promotion

RESULTS OF THE ISSA GOOD PRACTICE AWARDS – AMERICAS 2016

There were 53 entries from 17 organizations in 9 countries. The Jury decided to give the Award to the Federal Administration of Public Resources, Argentina, for *Special social security registry for domestic workers*. The Jury also gave 39 Certificates of Merit, eight 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 Award 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/goodpractices

ARGENTINA: FEDERAL ADMINISTRATION OF PUBLIC RESOURCES

Special social security registry for domestic workers

Priority areas: Extension of social security coverage, Information and Communication Technology, Service quality

Summary: This good practice documents the administrative implementation of legislation extending the same social security rights to domestic workers as to other employees. A single platform provides a channel of communication with the various government agencies involved and allows employers to register and pay contributions quickly and easily for their domestic employees by means of the tax identification number. The payslip for the domestic worker is generated automatically through the website, providing the employee with proof of income. Coverage for health care is thereby extended to the worker's immediate family unit and access is opened to formal credit opportunities – which can be as important for some as the employment rights themselves. Transparency has increased, and the rights and obligations of the parties to the employment contract have been highlighted, particularly the entitlement to paid holiday, maternity and sick leave of these employees.

The ease of use of the new online registry is evidenced by the number of registrations of domestic workers: more than half a million in the two years up to August 2015. Employers' contribution compliance also reached around 90 per cent in the same period.

Jury's comment: The extension of social security rights to this vulnerable group of workers is commendable and the simplicity of the means of delivery of the policy is exemplary. It is essential that compliance with the law is as easy as possible to achieve for employers as well as employees in order to meet the policy objectives. The organization has clearly found the right route and is well on the way to delivering the outcome expected.

In awarding the prize to this good practice we also recognize the comprehensive efforts made by the various institutions in Argentina to improve social security and its delivery in many different areas.

CERTIFICATES OF MERIT WITH SPECIAL MENTION FROM THE JURY

ARGENTINA: FEDERAL ADMINISTRATION OF PUBLIC RESOURCES
Digital labour and social security documents - One-stop shop for data (digital payroll)
Priority areas: Communication by social security administrations, Contribution collection and compliance, Good governance, Information and Communication Technology, Service quality

Summary: This project makes excellent use of new technology to streamline procedures related to the submission by employers of work and social security related documents. This resulted in not only a gain in time for employers as well as for the various State bodies who require this information but also reduces the chances of erroneous or falsified documents being issued. Standardization of work history documents through this one-stop digital shop makes it easier for employees to provide proof in labour courts if necessary, increasing the protection of rights for workers.

Special mention from the Jury: This is a win-win solution for all concerned: employers save time in submitting documents, the authorities improve the administrative processes and eliminate duplication of effort, and employees can access and check their work history online, while data security is also assured. An example of good digital governance.

ARGENTINA: NATIONAL SOCIAL SECURITY ADMINISTRATION
Universal Child Allowance for Social Protection
Priority areas: Extension of social security coverage, Investment of social security funds

Summary: This programme provides a monthly non-contributory allowance for each child up to a maximum of five children for families who do not receive any other benefit, are unemployed or which contain a worker who is a single tax payer or works in the informal sector or in domestic service, and who earns less than the minimum wage. Entitlement to the child allowance is dependent on each eligible child having a national identity card, thereby promoting the correct registration of births – one of the programme's major objectives along with the reduction in unregistered workers. The mass implementation of this programme utilizing information already held in ANSES' and other agencies' databases and simple procedures which eliminate discretionary choice have resulted in over 3.6 million children receiving the benefit by March 2015.

Special mention from the Jury: The programme's worthy objectives are to improve the education and health of vulnerable children and adolescents as well as their living standards. The simple but effective procedures also ensure crucial formalities regarding the registration of births and of all workers are completed – which is vital to the correct functioning of the State and the social security system.

ARGENTINA: SECRETARIAT FOR SOCIAL SECURITY
Inter-Harvest Programme
Priority area: Extension of social security coverage

Summary: This programme is aimed at encouraging the registration of seasonal workers and reducing their financial difficulties during the down periods in their employment. The monthly financial assistance provided to support the family income during periods between crops is contingent on the worker registering during the periods when they are actually working. By 2013, nearly 71,000 seasonal workers in 14 provinces where agriculture is an important economic engine registered and accessed the financial assistance provided by the programme.

Special mention from the Jury: Tackling the non-registration of temporary agricultural workers is crucial to improving their employment and social security rights. Linking registration to providing financial and other assistance to improve these vulnerable workers' lives should go some way towards helping eradicate rural poverty.

CANADA: EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA
The redesign of the Canadian Retirement Income Calculator
Priority areas: Communication by social security administrations, Information and Communication Technology, Service quality

Summary: The Canadian Retirement Income Calculator originally went live in 2002. It was redesigned in 2014 to bring it up-to-date technologically and to incorporate recent reforms to public pension programmes. Accessible on the web and on mobile devices, the calculator allows individuals to assess their future retirement income from the pension system and thereby better plan for retirement.

Special mention from the Jury: This is an essential tool to ensure individuals have as much pension information at their fingertips as possible, and to enable them to take wise decisions regarding retirement. The project makes good use of technological advances to provide an easy-to-use and accessible service through mobile applications.

MEXICO: MEXICAN SOCIAL SECURITY INSTITUTE
Campaign "Check, Measure and Move"
Priority areas: Communication by social security administrations, Service quality

Summary: This good practice concerns an outreach campaign to prevent and control one of Mexico's major health problems – obesity. The prevention strategy includes inviting people to the organization's health centres for an annual check-up, and providing education and information on nutrition, prevention and the timely detection of diseases. By using a variety of communication media, it was possible to reach more than 80 per cent of the target population age 13 to 65 in socio-economic levels from D to C+ (almost 50 million people) and obtain more than 119,250,000 views of the YouTube campaign messages.

Special mention from the Jury: Given that Mexico has the highest rate of child obesity in the world according to the WHO, a successful and well-targeted prevention strategy and awareness campaign such as this is a fundamental first step towards achieving a major positive impact on the future health of the country's population.

MEXICO: STATE EMPLOYEES' SOCIAL SECURITY AND SOCIAL SERVICES INSTITUTE
Eliminating on-site validation of rights for pensioners
Priority areas: Information and Communication Technology, Service quality

Summary: Procedures to periodically verify individuals' entitlement to pensions were updated and the service provided to over 1 million pensioners was streamlined. Previously pensioners had to physically attend one of ISSSTE's 365 offices to prove their identity and that they were still alive. This caused inconvenience and incurred costs for both pensioners as well as the organization which had to divert staff from regular duties to verifying pension entitlement. Now the organization cross-matches its database to the RENAPO database register of population. When a death certificate is registered an immediate alert is sent to ISSSTE's database and the pension is automatically blocked.

Special mention from the Jury: This good practice demonstrates how one of the most fundamental processes for a pension organization – confirming continuing entitlement to the pension payment – can be undertaken in an efficient and effective way for both the organization and the pensioner. It is an example that other organizations should follow.

PERU: ESSALUD - SOCIAL HEALTH INSURANCE INSTITUTE
Trust-building Plan: More surgeries, less waiting. A model for managing surgical patients
Priority area: Service quality

Summary: This good practice addresses the significant problem of waiting time to undergo a surgical procedure: in 2012 it was 432 days, a situation which was untenable and lead to a 50 per cent dissatisfaction rate. Managers from every level in the Social Health Insurance Institute were brought together to design a new management model, which was then institutionalized in a legal framework. An action plan was created targeting patients who had not had their surgery scheduled between 2010 and 2012. As a consequence, by April 2015 the waiting time for surgery had been reduced to 91 days. The number of operating rooms also increased from 232 in 2013 to 254 in 2015.

Special mention from the Jury: A well-presented good practice providing tangible evidence of the results of the development and introduction of a new management model and procedures to improve a particular area of health-care services and enhance patient satisfaction.

URUGUAY: SOCIAL INSURANCE BANK

Support programme for teenage and young mothers

Priority area: Extension of social security coverage

Summary: The programme was developed to mitigate the demographic phenomenon of teen pregnancies which has become a social concern in the country in recent years. It provides various economic, social and educational benefits aimed at helping these vulnerable young women continue or resume their education. The results of the programme were measured against a control group. Participation in the programme increased the likelihood that teenage mothers finished their education and succeeded in getting formal and better paid jobs: 88 per cent of participants were in employment of some kind and 80 per cent had a formal job. Furthermore, all of the children of the programme's participants are in school, holding out hope for a better future for them as well as for their mothers.

Special mention from the Jury: This is an interesting programme targeted at a highly-vulnerable group where early and appropriate interventions can make a huge difference to the future life paths of the participants and their children. The methodology of using a control group to evaluate the results of the programme is commendable.

CERTIFICATES OF MERIT

ARGENTINA: FEDERAL ADMINISTRATION OF PUBLIC RESOURCES
Digital Certificate of Earned Income
Priority areas: Information and Communication Technology, Service quality

ARGENTINA: FEDERAL ADMINISTRATION OF PUBLIC RESOURCES
Minimum worker indicators for auditing - New instrument to create a perception of risk
Priority areas: Contribution collection and compliance, Extension of social security coverage, Good governance

ARGENTINA: FEDERAL ADMINISTRATION OF PUBLIC RESOURCES
Online Work Registration System - Electronic auditing
Priority areas: Contribution collection and compliance, Good governance, Information and Communication Technology

ARGENTINA: FEDERAL ADMINISTRATION OF PUBLIC RESOURCES
Social security information service for workers
Priority areas: Contribution collection and compliance, Good governance, Information and Communication Technology, Service quality

ARGENTINA: FEDERAL ADMINISTRATION OF PUBLIC RESOURCES
System of Rulings and Certified Agreements used in Labour Court Proceedings
Priority areas: Contribution collection and compliance, Communication by social security administrations, Good governance, Information and Communication Technology, Service quality

ARGENTINA: FEDERAL ADMINISTRATION OF PUBLIC RESOURCES
System of Social Security Obligations Calculation – Inspection Certificate Module
Priority areas: Contribution collection and compliance, Good governance, Information and Communication Technology

ARGENTINA: MUTUAL ASSOCIATION FOR THE PROTECTION OF THE FAMILY
Transparency and accountability strategy: Development of the Social Report
Priority area: Good governance

ARGENTINA: NATIONAL SOCIAL SECURITY ADMINISTRATION
My Mobile ANSES
Priority area: Information and Communication Technology

ARGENTINA: NATIONAL SOCIAL SECURITY ADMINISTRATION
Second stage of the Pension Regularization Programme
Priority area: Extension of social security coverage

ARGENTINA: SECRETARIAT FOR SOCIAL SECURITY
Pension Regularization Programme
Priority areas: Extension of social security coverage, Return to work and reintegration

ARGENTINA: SECRETARIAT FOR SOCIAL SECURITY

Productive Recovery Programme

Priority area: Extension of social security coverage

ARGENTINA: SUPERINTENDENCY OF OCCUPATIONAL RISKS

National Healthy Workers Programme

Priority area: Workplace health promotion

CANADA: OFFICE OF THE CHIEF ACTUARY - OFFICE OF THE SUPERINTENDENT OF FINANCIAL INSTITUTIONS

Actuarial assumptions development – deepening the expertise and enhancing the independence of the Chief Actuary

Priority area: Actuarial valuations

COLOMBIA: COMPENSAR - FAMILY ALLOWANCES FUND

Customer Experience Centre

Priority area: Service quality

COLOMBIA: COMPENSAR - FAMILY ALLOWANCES FUND

Social Development and Housing Model: Opening doors to building communities

Priority area: Extension of social security coverage

MEXICO: MEXICAN SOCIAL SECURITY INSTITUTE

IMSS Digital

Priority areas: Information and Communication Technology, Service quality

MEXICO: MEXICAN SOCIAL SECURITY INSTITUTE

Model to perform the actuarial valuation of disability and life insurance

Priority area: Actuarial valuations

MEXICO: MEXICAN SOCIAL SECURITY INSTITUTE

Model to perform the actuarial valuation of the medical expenses coverage for pensioners

Priority area: Actuarial valuations

MEXICO: MEXICAN SOCIAL SECURITY INSTITUTE

National Strategy for Reinforcing Good Personal Treatment

Priority area: Service quality

MEXICO: STATE EMPLOYEES' SOCIAL SECURITY AND SOCIAL SERVICES INSTITUTE

Adult Overweight and Obesity Preventive and Curative Programme

Priority areas: Information and Communication Technology, Service quality

MEXICO: STATE EMPLOYEES' SOCIAL SECURITY AND SOCIAL SERVICES INSTITUTE

Electronic Personal Payment Form

Priority areas: Information and Communication Technology, Service quality

MEXICO: STATE EMPLOYEES' SOCIAL SECURITY AND SOCIAL SERVICES INSTITUTE

Personal Loans Call Centre

Priority areas: Information and Communication Technology, Service quality

MEXICO: STATE EMPLOYEES' SOCIAL SECURITY AND SOCIAL SERVICES INSTITUTE

Repeatable Medical Prescriptions Programme

Priority areas: Information and Communication Technology, Service quality

MEXICO: STATE EMPLOYEES' SOCIAL SECURITY AND SOCIAL SERVICES INSTITUTE

Support training course for non-professional carers of the elderly

Priority areas: Extension of social security coverage, Service quality

MEXICO: STATE EMPLOYEES' SOCIAL SECURITY AND SOCIAL SERVICES INSTITUTE

Telephone and on-line medical consultation

Priority areas: Information and Communication Technology, Service quality

PERU: ESSALUD - SOCIAL HEALTH INSURANCE INSTITUTE

Automatized payment for breastfeeding grant

Priority area: Service quality

PERU: ESSALUD - SOCIAL HEALTH INSURANCE INSTITUTE

Improvement of the system information management for staff selection

Priority area: Good governance

PERU: ESSALUD - SOCIAL HEALTH INSURANCE INSTITUTE

Improving the quality of nursing care by implementing a standardized registry in cardiac intensive care units

Priority area: Service quality

URUGUAY: CATHOLIC WORKERS' CIRCLE OF THE URUGUAY MUTUAL FUND

Health and Social Security Commission as a tool to prevent professional risks

Priority areas: Prevention of occupational risks, Return to work and reintegration, Workplace health promotion

URUGUAY: SOCIAL INSURANCE BANK

Breastfeeding-friendly spaces in the workplace

Priority area: Workplace health promotion

URUGUAY: SOCIAL INSURANCE BANK

Integrated solution for the selection of cases to audit social security contributions with a predictive model

Priority areas: Contribution collection and compliance, Extension of social security coverage

Promoting excellence in social security
Promouvoir l'excellence dans la sécurité sociale
Promoviendo la excelencia en la seguridad social
Förderung von Exzellenz in der sozialen Sicherheit
За повышение стандартов в социальном обеспечении
促进卓越的社会保障
دعم التميّز في الضمان الاجتماعي

The International Social Security Association (ISSA) is the world's leading international organization for social security institutions, government departments and agencies. The ISSA promotes excellence in social security administration through professional guidelines, expert knowledge, services and support to enable its members to develop dynamic social security systems and policy throughout the world. Founded in 1927 under the auspices of the International Labour Organization, the ISSA counts more than 320 member organizations in over 150 countries.

SGS