

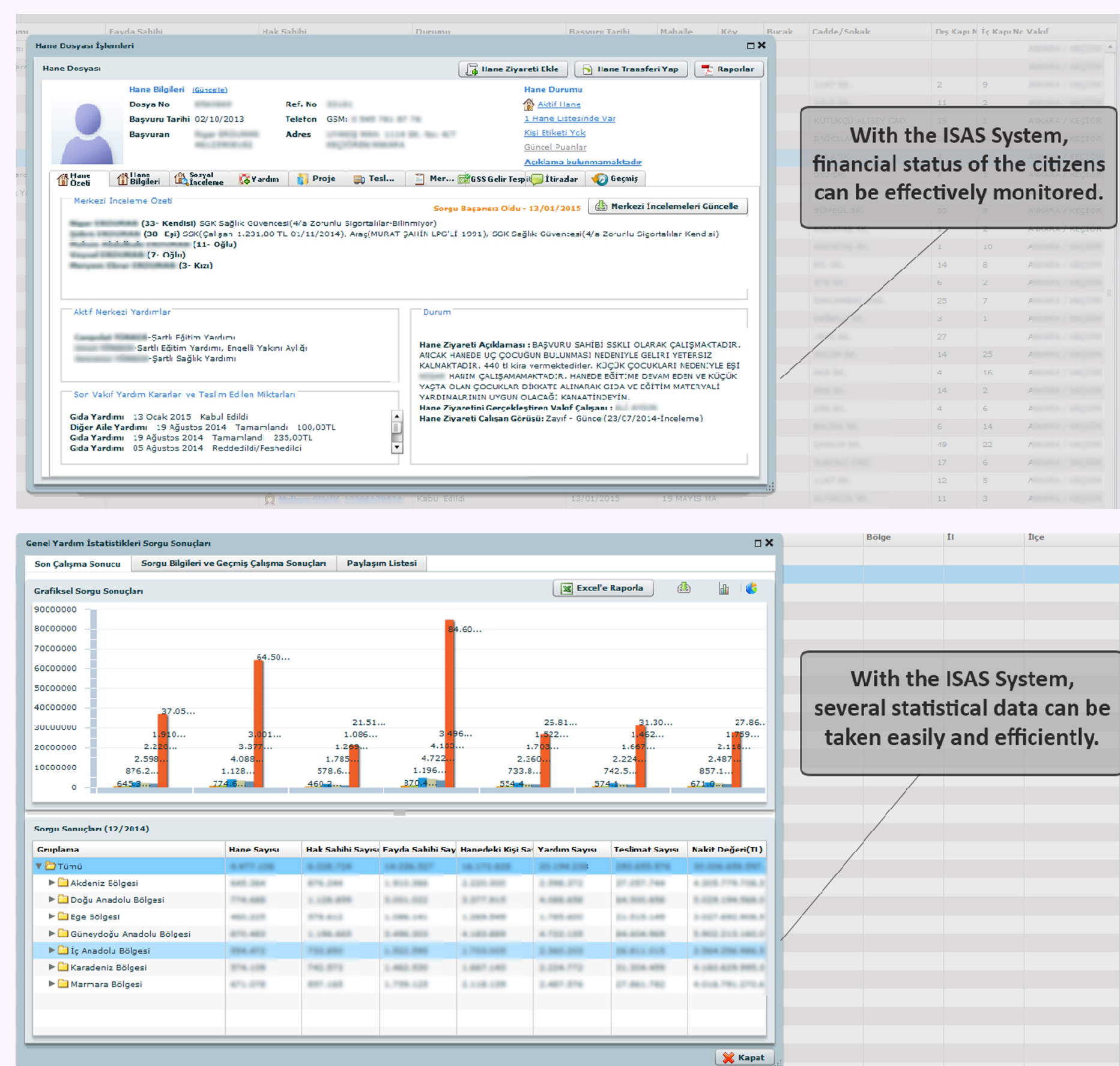


Turkey's Integrated Social Assistance Services System: recent effort, impressive virtual integration



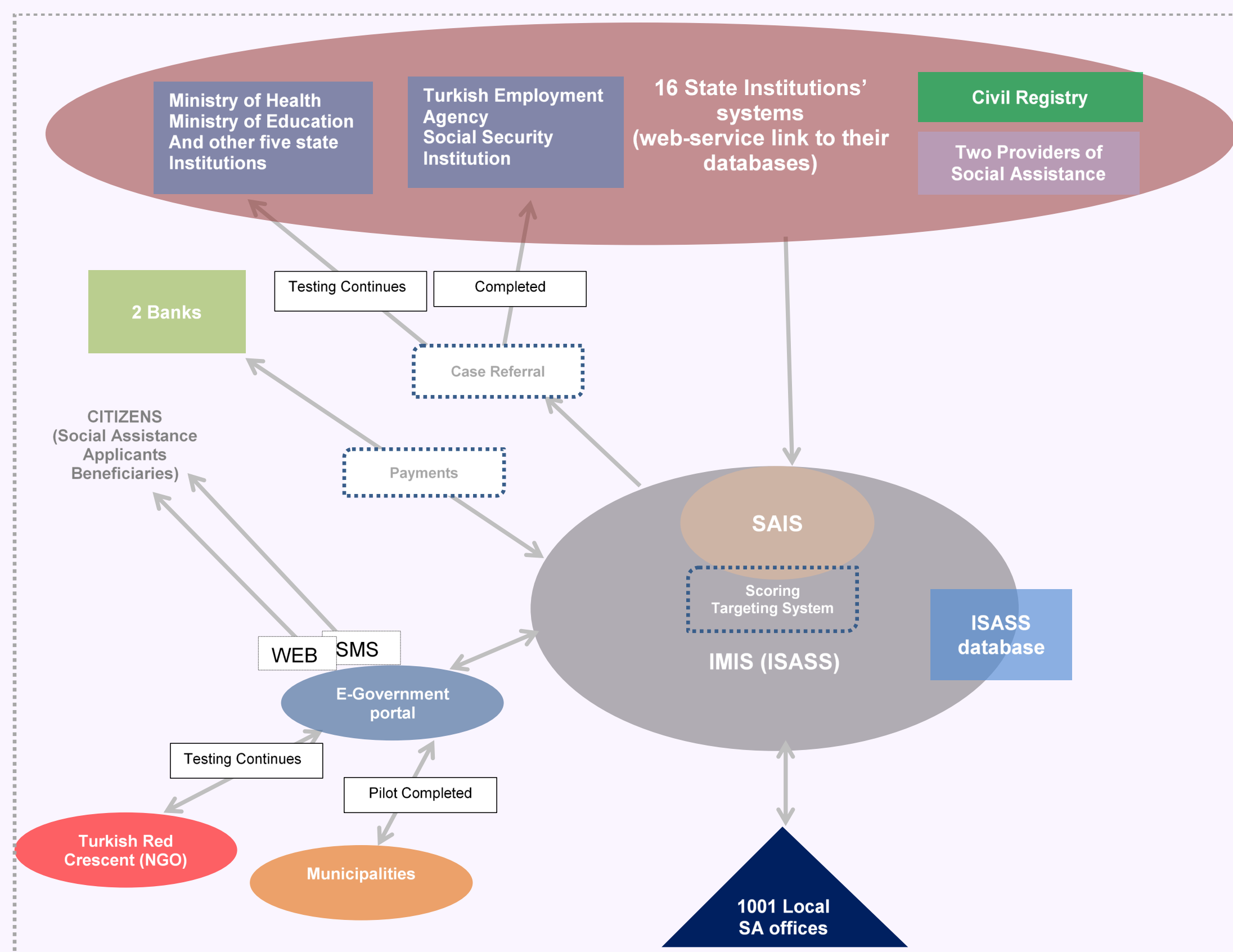
BACKGROUND and OVERVIEW

- **ISASS**—launched in 2009 and now in its final phases of development—is an integrated MIS that enables all social assistance processes (application, decision making, payments, etc) to be carried out in an electronic platform. This includes active management, monitoring and control of 11 different social assistance ‘services’ (CTs, health insurance, etc)
- It is integrated with **16 public institutions** via **web service** and incorporates information from **1001 local social assistance offices**
- It thus serves as a **poverty inventory**, with socio-economic data of **31 million citizens** (social assistance and income test applicants)
- It is also integrated to an **e-government portal** that allows for exchange of data directly with citizens (web and SMS), Municipalities (pilot) and the Turkish Red Crescent (testing)
- The system serves an average **4500 concurrent users** with instant access, ensuring transparency and active management (e.g. instant statistics and updated information for fair distribution of resources)
- ISASS is also linked to the Payment Systems of two different banks (enabling **full automation of payments**) and is testing linkages with the Employment Agency and other institutions for a **case referral system**.



Screenshots from the system

Overall data structure



Key components of the integrated data system

The **virtual integration** achieved through ISASS (and its sub-structure SAIS) allows for the generation of an instantly updated ‘poverty inventory’. Specifically, data sources include:

- **Ministry of Interior, Directorate of Civil Registration and Nationality (Civil Registry):** Addresses, copies of Civil-family registration
- **Ministry of Labor and Social Security, Social Security Institution:** Employment Status, short-time working allowance and job loss compensation
- **Ministry of Labor and Social Security, Public Employment Services:** Unemployment insurance
- **Ministry of Finance, Turkish Revenue Administration:** Registration to tax system and running a business, owning a motor vehicle
- **Ministry of Family and Social Policies, Social Services and Child Protection Agency; Directorate General of Foundations:** Receipt of other social services
- **Ministry of Education, E-school:** Student and attendance information
- **Institution of Scholarship and Dormitories:** Scholarships
- **Ministry of Health, Family Medicine Information System:** Examination tracking, benefit from health services
- **Ministry of Defense & Ministry of Interior:** information on soldiers and village guards
- **Ministry of Environmental and Urban Planning:** Land Registry and Cadaster informatio (owning property)
- **Ministry of Agriculture and Rural Affairs:** Ownership information about plantations
- **PTT Bank, Ziraat Bank:** Payment information and payment synchronization for **delivery of payments**

In addition to two-way sharing of information with the above, the system has also been testing and piloting:

- Sharing of social assistance information with authorized users, including **citizens**, the **Turkish Red Cross** and **Municipalities** across the country using an **E-Government portal**
- A **case referral mechanism**, managed in coordination with several state agencies (see picture)

Challenges and limitations

- Setting up **institutional arrangements for data sharing** with other government institutions
- **Harmonizing different sub-structures** of IT systems from different sources
- Updating system after complicated **Law Changes**

