

## Creating the Digital Social Assistance System in Turkey: Integrated Social Assistance Information System (ISAS)

Webinar held on 18 May 2022

*Audience Questions & Answers*

**From Dalia Mansour, WFP RBC TEC, 09:23 AM**

Is data in the ISAS system available to International Organisations through APIs?

**This question has been answered live.**

*Written answers:*

It is not possible to share and give access to international organizations in our system because of the rule of data protection.

**From Weilin Shi, UNICEF China, 09:23 AM**

Thank you for the presentation. I would like to clarify: 1. is it a social registry system? 2. how many indicators to identify the eligibles? 3. any ethical considerations? as not all registered in the system will be given benefits?

**This question has been answered live.**

*Written answers:*

Yes, it is social registry.

There are 260 risk factors to measure poverty and also vulnerabilities of applicants in ISAIS.

Even though 57,5 million people are registered in ISAIS, active beneficiaries are about 10 million; 2 million of them benefit from regular social assistance schemes, the rest benefits from irregular social assistance schemes (temporarily beneficiaries) in one year.

**From Jacob Nyamadzawo, UNICEF Namibia, 09:41 AM**

Are you not able to extract data from other data bases, instead of household visit- or what type of data is obtained from the HH visit that is not available in any of the databases??

**This question has been answered live.**

*Written answers:*

Household visits function as a case management tool. While we can get official data about applicants, social inquiry form covers information about social, physical status and conditions of applicant. We have two kinds of beneficiaries, beneficiary having regular social assistance and beneficiary having irregular assistance. We check all beneficiaries in regular social assistance schemes annually.

For the second one, when he/she applies to our local units, he/she declare his/her socio-economic conditions whether on paper-based form or online form. After that social inspector visit that household. Then we decide which schemes are applicable for the applicant. when he/she applies for another assistance next year, we have already had his/her socio-economic

conditions. We don't need to visit him/her again, but if there are big changes in his/her socio-economic conditions, we need to visit him/her again.

**From Muhammad Shahzad 09:43 AM**

Please can you guide me about finding of financial status of any applicant to select as eligible candidate???

*Written answers:*

There is a scoring formula in our system to determine eligibility of applicants. This formula includes 260 indicators. Having only 1/3 of minimum wage is one of the main criterion to be eligible beneficiaries. Besides this one, there are many vulnerability indicators to evaluate applicant's socio-economic situations.

**From Youssef Zaarour 09:46 AM**

Do you also assign a social security identification number to each citizen number?

*Written answers:*

Yes. Social security system has been established in 1946. That's why everyone, who was/are in employment, must have a social security number.

**From Mengisto Opoku Akowuah 09:56 AM**

1. Is the mode of application online or paper based?
2. Are there always funds to cater for new beneficiaries of the social assistance programme?
3. Has there been any instance of corruption or fraud or extortion among institutions that pay the beneficiaries? and what was the penalty (ies)?

**This question has been answered live.**

*Written answers:*

- 1- All process of application and delivery are on online. (But applicants may fill in registration (application) form on paper too).
- 2- Yes. Social assistance is a social right supported by legal codes. If eligible, everyone has right to get social assistance. Government is responsible to create additional fund if needed.
- 3 – Social assistance system is centralised in Turkey.

**From Weilin Shi, UNICEF China, 10:00 AM**

if beneficiaries no longer eligible, will their data be removed from the registry system?

**This question has been answered live.**

*Written answers:*

No, he/she is still in ISAIS.

**From Jacob Nyamadzawo, UNICEF, Namibia 10:05 AM**

At what cost was the system developed and deployed. Also kindly provide some insights on impacts- interms of savings made from elimination of duplications, if any?

**This question has been answered live.**

*Written answers:*

It is difficult to calculate system cost.

Duplication is not possible because everyone has unique national identity number. In ISAIS this number is used.

**From Syed Mustafa, GIZ PK, 10:20 AM**

thank you for a very insightful presentation and certainly much to explore and be inspired from. one question: is data collected from private companies?

**This question has been answered live.**

*Written answers:*

No, but there is one exception in Covid-19 pandemic. It is for electricity bill support for poor people.

**From Marco Schaefer 10:29 AM**

this is a highly relevant presentation! It would be interesting to get an indication of a) the investment costs to build up the system and b) its annual running costs (in US\$).

**This question has been answered live.**

*Written answers:*

It is difficult to calculate system cost and annual cost.

**From Muhammad Shahzad 10:32 AM**

If one applicant is selected for the current year for the financial assistance, then what will be the next year, Either their assistance continued based on previous data or your organization collected fresh data every year for finding financial status of applicant??

According to my opinion, every year data must be refreshed, because financial status of applicant could be changed during the year...

**This question has been answered live.**

*Written answers:*

We have two kinds of beneficiaries, beneficiary having regular social assistance and beneficiary having irregular assistance. We check all beneficiaries in regular social assistance schemes annually.

For the second one, when he/she applies to our local units, he/she declare his/her socio-economic conditions whether on paper-based form or online form. After that social inspector visit that household. Then we decide which schemes are applicable for the applicant. when he/she applies for another assistance next year, we have already had his/her socio-economic conditions. We don't need to visit him/her again, but if there are big changes in his/her socio-economic conditions, we need to visit him/her again.

**From Muhammad Shahzad 10:44 AM**

Either Your organization just only give assistance to the individuals, or you also provided some microfinancing schemes to grew up individual financial status so that next time he/she will not act as assistance receiver, but he/she act as assistance giver to needy peoples...

*Written answers:*

For microfinancing schemes, KOSGEB (Small and Medium Enterprises Development Organization) is main responsible institution in Turkey. However, there is a department in General Directorate of Social Assistance (Ministry of Family and Social Services) called Department of Project Evaluation. This unit provides grant to our local units (Social Assistance Foundations) for income generating and socially targeted projects. These projects should be targeted poor people. There is no microfinancing schemes in the Ministry.

**From Umut Kaya 10:52 AM (👍 1)**

What "%" of the whole process of social assistance scheme is carried out by the system you mentioned?

*Written answers:*

89% of total social assistance scheme is carried out by ISAIS, the rest by municipalities in Turkey.