Talking Interoperability
A dialogue series for advancing interoperability in the social protection sector

Chile's Social Information Registry

This brief summarizes key learnings from the dialogue on interoperability of the Chilean social protection system held on the 23 June 2022.

*The keynote was presented by **Verónica Achá Alvarez,** Department Lead on Analysis of Social Information, Ministry of Social Development and Family, Chile. The session was moderated by **Ernesto Brodersohn**, Senior Officer in Social Security, Coordinator of the Technical Commission on Information and Communication Technology, ISSA. The discussants were **Luz Stella Rodriguez,** Social Protection Specialist, World Bank, and **Rodolfo Beazley,** Senior Social Protection Expert.*

Please click here **to access the recording and presentation slides.**

Overview

The **Social Information Registry** (Ministry of Social Development and Family) was launched in 2011 and since then it has evolved and expanded, currently containing 8.7 million households (approximately 98% of the population). The registry is instrumental to inform an ambitious social protection system that includes 114 programmes implemented by 10 ministries. The Social Information Registry is an integrated social protection information system which consolidates data from several databases, including the Social Registry of Households (SRH) and the Integrated Beneficiary Registry, both owned by the Ministry of Social Development and Family, and databases from other entities like for example the National Disability Register, the Register of Vehicles, the Income Tax Payment Register, Civil Registration, among others (see Table 1). The registry also includes information from the Social Emergency Information System, which is in charge of conducting rapid damage assessments during emergencies; this allows providing social protection and other relevant sectors with information to respond to shocks.

Table 1: Databases that feed the Social Information Registry

| Information system	Responsible institution	Percentage of population covered (if applicable)
Common Identification System	Civil Registry and Identification Service	98,2
SRH	Ministry of Social Development and Family	86,5
Common payment platform	Social Welfare Institute	14,4
Integrated Beneficiary Register	Ministry of Social Development and Family	88,1
Civil registration system	Civil Registry and Identification Service	98,2
Income Tax Payment Form (F22)	Internal Revenue Service	3,445,538 people (2021)

National Health Fund (public health insurance)	National Health Fund	15 million (77%)
National Disability Register	Accreditation by the Commission of Preventive Medicine and Invalidity and registration by the Civil Registry and Identification Service.	396,201 out of 2,836,818 (13.9%)
Registration of Motor Vehicles	Civil Registry and Identification Service	10,238,224 vehicles
Indigenous Quality Registration	National Indigenous Development Corporation	1,174,247 people

At the beginning the SRH was populated with active data collection strategies, like for example census sweeps. However, since 2016, a new approach is undertaken: the registry relies extensively on the use of existing administrative data and on the information provided by the citizens at local level. To rely on administrative records from different entities, the capacity to interoperate was developed, not only in terms of the IT capacity, but more widely including legal instruments like for example agreements between the Ministry and the 345 municipalities in the country.

How does the Social Information Registry facilitate data exchange?

The interoperability of the system is designed as an exchange in two directions: from the Ministry to partner institutions and from the institutions to the Ministry (see the diagram below). The former consists extensively of sharing with the partner institutions data about household composition, the socio-economic qualification of the SRH, and the home address. The flow of information to the Ministry consists mostly of data to verify the identity of people (e.g., data from the Civil Registry). The information of the SRH -which is the richest source of socio-economic information - is updated with the administrative records received from other entities but it is also updated with self-reported information that people submit to the registry, through requests to update, rectify or supplement data, according to established protocols, which are analysed on monthly basis. After the data is exchanged, it is processed and stored in the Social Information Registry, and then it is analysed and used.

General ecosystem of interactions associated with RIS
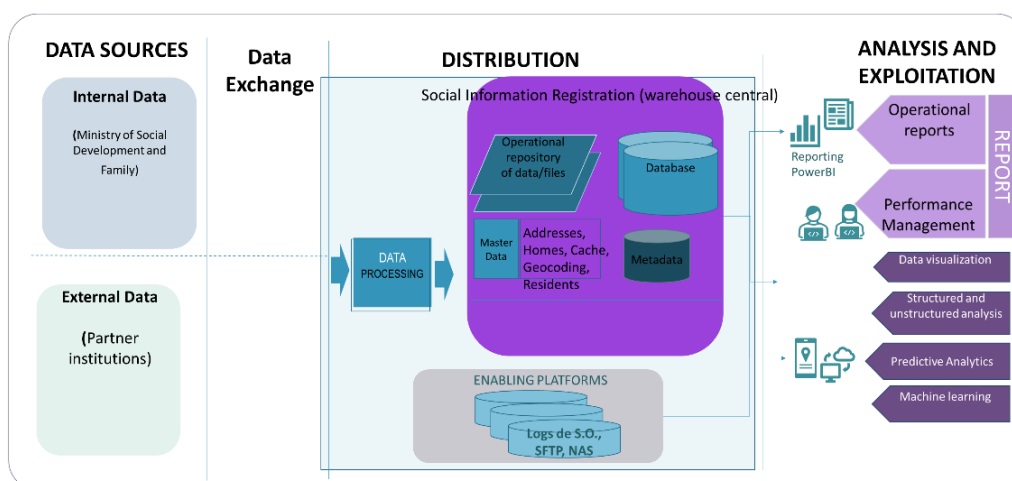
The Social Information Registry establishes who can access what data, based on the agreements signed between the Ministry and the institutional partners. For example, each municipality can only access information related to its own; institutions managing social programmes can only access data related to such programmes. The Ministry assigns a responsible manager who manages and authorises access to web services.

While the Privacy Act does not require consent from individuals to process their data when a law permits it, which is the case for the Ministry and the institutions with which it interoperates, there is a practice of obtaining informed consent when individuals register in the SRH and other social information systems. In the request for informed consent, people are informed that the data may be transferred to other institutions and/or that they will be checked against administrative data.

Some of the main milestones achieved through the interoperability of the Social Information Registry are:

- **Early verification of compliance with minimum eligibility requirements** when applying for benefits, which avoids generating expectations in people who do not meet them.
- **Reduction in the amount of information** requested from individuals.
- Faster **enrolment/application processes** due to the online availability of required data.
- **Savings in analysts' time** preparing data for social benefit claims.

Critical success factors and lessons learned

- The most notable success factor is the existence of **a near-universal ID number** and Birth Registration, promoting interoperability and allowing linking the member of the family. Approximately 98% of people in the country have access to such ID and birth certificates.
- The improvement of **data quality** in recent years, throughout government entities. For example, documentation, dictionaries and metadata were standardised using data governance criteria (DAMA) and specific communication needs of the different stakeholders were addressed.
- The **political leadership and the consensus** around the importance of the system led to the Ministry signing agreements with all municipalities and many other ministries or national level entities to establish the legal basis of data sharing.

It is expected that the forthcoming Digital Transformation Act will enforce increased interoperability across the board, with the objective of avoiding citizens having to hand over information already held by the state.

These success factors can be translated into a key lesson: developing an interoperable system that informs many social protection programmes is a long-term endeavour that requires strong political leadership, broad consensus across government entities, and the technical and non-technical capacity to collect, manage, share, protect and use good quality data throughout government entities and levels.

Prepared by Rodolfo Beazley based on inputs and presentation by Verónica Achá Alvarez, and with contributions from Anita Mittal