SYNERGY
INTERNATIONAL SYSTEMS

Delivering Social Assistance in Response to the Pandemic Crisis and Beyond

Overview

Governments are under enormous pressure to protect vulnerable segments of society from socioeconomic distress caused by the pandemic. They must act quickly to strengthen or expand social protection programs and to provide social assistance to those in need.

Technology can play a pivotal role here. Synergy's Social Protection Information System (SPIS) is a software purposely designed to help governments manage social protection programs effectively.

Governments around the world use Synergy SPIS to administer different types of social protection programs (cash or in-kind transfers, unemployment benefits, fee waivers, public works) and manage all aspects of a program, from identifying beneficiaries to delivering assistance.

In response to the current crisis, the Ministry of Social Services & Urban Development of the Bahamas partnered with Synergy to set up an online system that enables people who lost their jobs in the tourism industry to apply for an emergency COVID-19 food voucher.

Key Features

■ Online Beneficiary Application & Registration

Individuals or households can register and apply online for pandemic assistance programs. The government can verify the identity of applicants based on national or social IDs.

■ Eligibility Determination & Targeting

The government can swiftly and efficiently target eligible beneficiaries because SPIS automates the screening of applications based on a program's eligibility criteria. Qualified beneficiaries are then automatically enrolled.

■ Distribution of Social Assistance

The government can quickly distribute assistance (cash or in-kind) to qualified beneficiaries, and it can do so in a contactless way by emailing coupons or vouchers to beneficiaries.

■ Citizen Feedback

The government can solicit feedback from beneficiaries about the quality of social assistance services, and beneficiaries can submit complaints or questions.

■ Decision-making Informed by Data

The government can monitor in real time the implementation of programs and evaluate results. In addition, government officials have interactive analytical and visualization tools at their disposal to make data-informed decisions about social protection programming and policies.