



Overview of the CORE-MIS modules and functionalities

Funded by



Implemented by



Bhela
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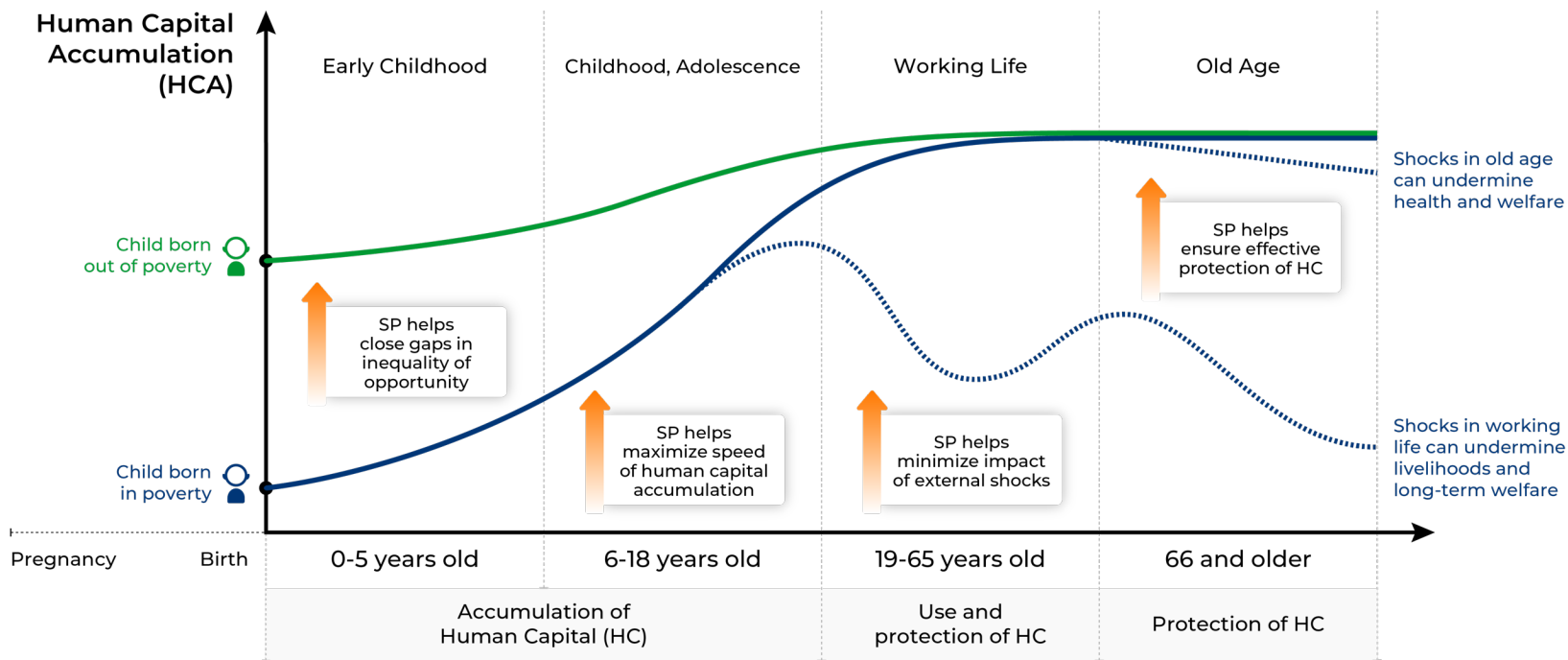
Social protection

- Social protection is concerned with **preventing, managing, and overcoming situations that adversely affect people's well-being.**
- Social protection consists of **policies and programs designed to reduce poverty and vulnerability by promoting efficient labor markets, diminishing people's exposure to risks, and enhancing their capacity to manage economic and social risks**, such as unemployment, exclusion, sickness, disability, and old age.
- It is one of the targets of the United Nations Sustainable Development Goal 10 aimed at promoting greater equality



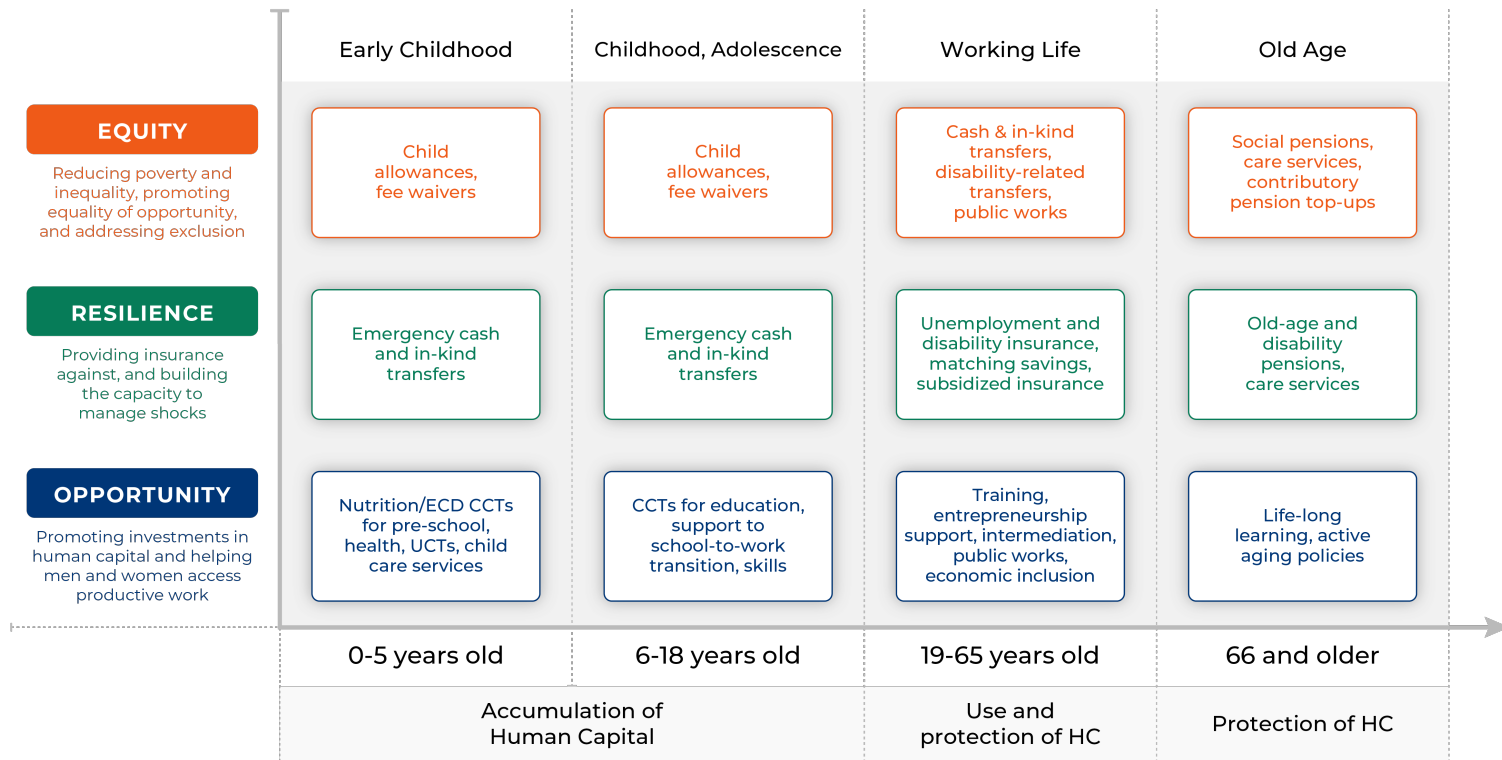


Social protection is critical for achieving human capital accumulation, ensuring its productive use, and its effective protection





There are three key goals for an effective Social Protection system provided through the lifecycle



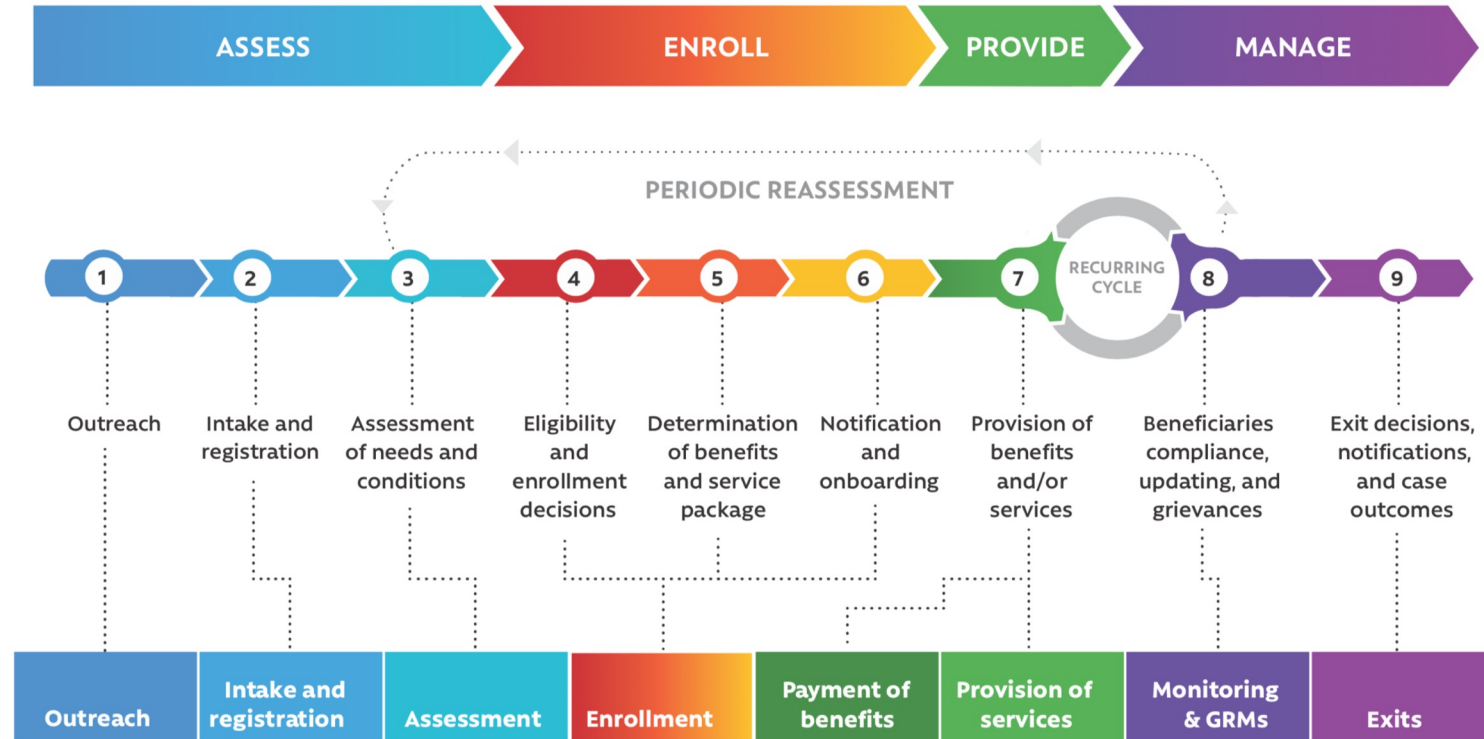


Social Protection projects focus on specific interventions, based on the design and needs

- A project might have different components focusing on one or more aspects
- Each intervention will focus on a specific target population
- Support provided can include (a combination of):
 - Cash transfer
 - Services (Training, Savings group, ...)
 - Goods
- The benefits can be target at the whole group (household) or at specific individuals
- There can be conditionalities associated with benefit



CORE-MIS provide several modules and functionalities to cover the entire SP delivery chain





Outreach

Intake and registration

Assessment of needs and conditions

Eligibility and enrollment decisions

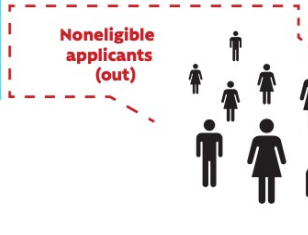
Determination of benefits and service package

Notification and onboarding

Provision of benefits and/or services

Beneficiaries compliance, updating, and grievances

Exit decisions, notifications, and case outcomes



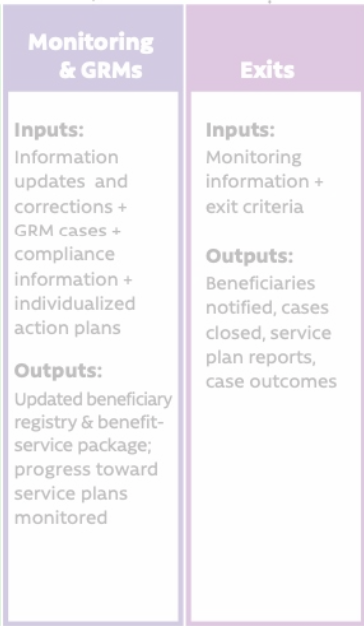
... program; willing to engage, apply, provide information

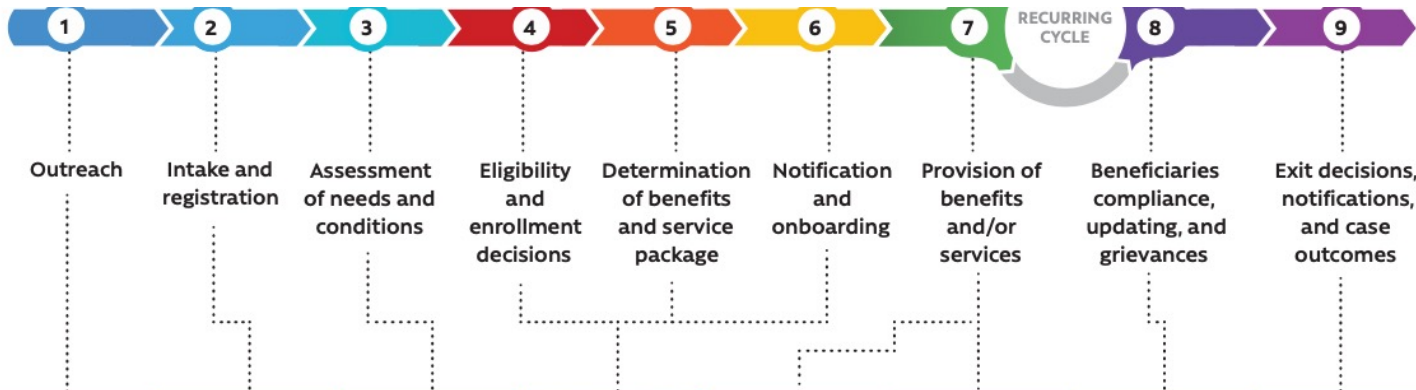
Outputs: Complete, validated, and verified information on the registrants

registrants

and services assigned or referred; individualized action plans established; beneficiaries onboarded

amounts, receive payments

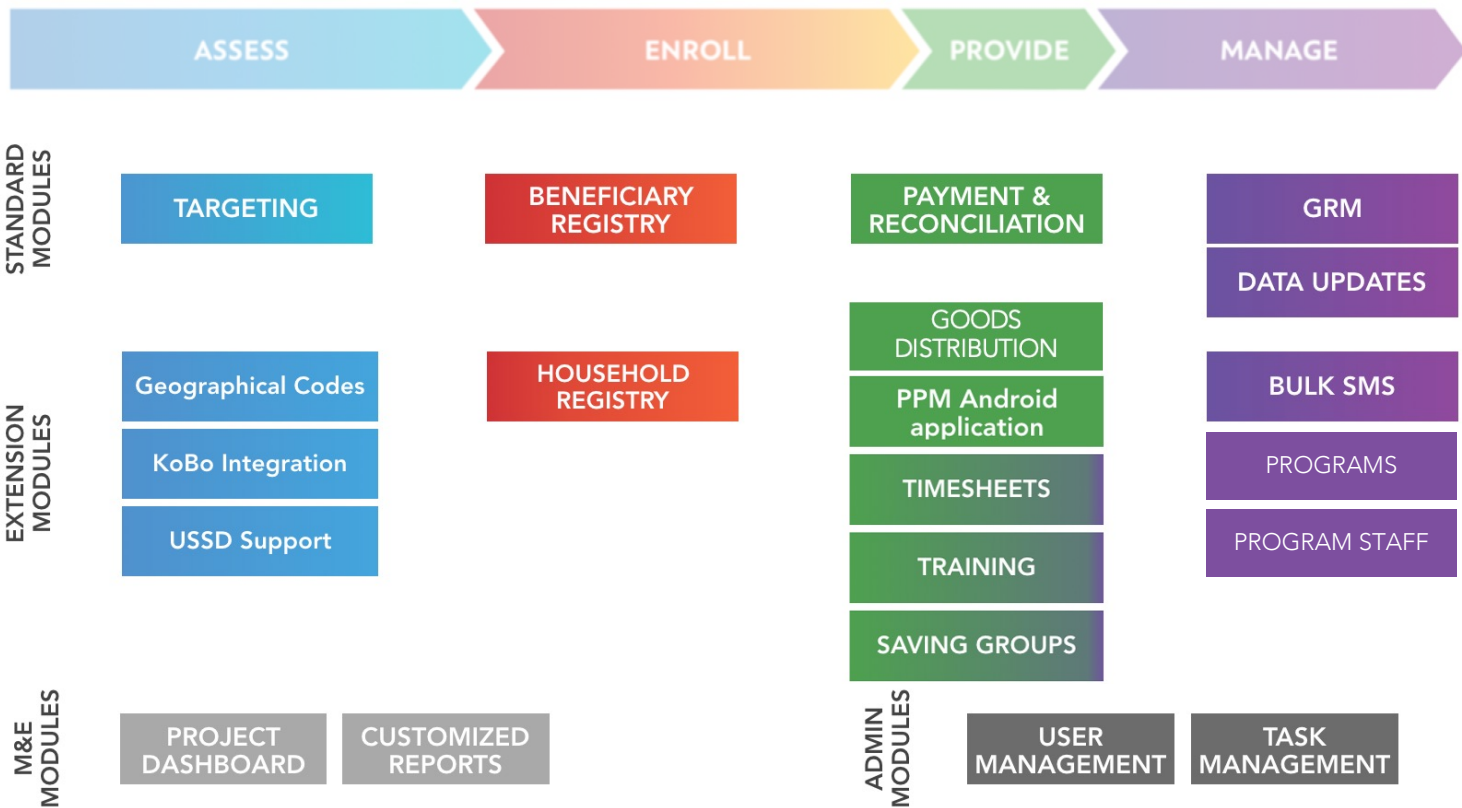




| Outreach | Intake and registration | Assessment | Enrollment | Payment of benefits | Provision of services | Monitoring & GRMs | Exits |
|--|---|---|---|--|---|---|---|
| <p>Inputs: Messages, communication, tools, active search</p> <p>Outputs: Intended population groups and vulnerable groups informed and understand program; willing to engage, apply, provide information</p> | <p>Inputs: People apply/register and provide information (including intended population and vulnerable groups); data pulled from other systems</p> <p>Outputs: Complete, validated, and verified information on the registrants</p> | <p>Inputs: Complete, validated, and verified information + profiling caseworker assessment tools</p> <p>Outputs: Profiles of assessed registrants</p> | <p>Inputs: Registrant profiles + eligibility criteria + program budget</p> <p>Outputs: Applicants enrolled, wait-listed, or notified as ineligible; benefit levels approved and services assigned or referred; individualized action plans established; beneficiaries onboarded</p> | <p>Inputs: Payroll updated/ established with information on accounts and provision points (for each cycle)</p> <p>Outputs: Beneficiaries informed of amounts, receive payments</p> | <p>Inputs: Individualized action plans + service referrals + provider agreements</p> <p>Outputs: Beneficiaries receive services, provision verified</p> | <p>Inputs: Information updates and corrections + GRM cases + compliance information + individualized action plans</p> <p>Outputs: Updated beneficiary registry & benefit-service package; progress toward service plans monitored</p> | <p>Inputs: Monitoring information + exit criteria</p> <p>Outputs: Beneficiaries notified, cases closed, service plan reports, case outcomes</p> |



Modules can be selected and combined to fit each program implementation needs





Main features: Assessment of potential beneficiaries

TARGETING

- Customizable workflow for different implementation approaches (e.g., listing → enumeration → PMT assessment → community validation)
- Configurable PMT formula or categorical targeting using a combination of filters
- Supports import from different data sources

Geographical Codes

- Management of administrative codes to standardize reporting

KoBo Integration

- Possibility of pulling data from external data collection tools, e.g. KoBo or ODK
- Data cleaning tool to correct information (*)

USSD Support

- Application via USSD messaging supported



Main features: Enrollment

BENEFICIARY REGISTRY

- Beneficiary detailed view including dwelling information
- Multiple statuses (Potential, Active, Suspended, Graduated)
- Support for ID photo
- Details of payments and grievance submissions (*)
- Possibility of migrating existing databases

HOUSEHOLD REGISTRY

- View of household members
- Possibility of having alternate representative chosen among the household roster
- Visualization of additional information (if available)

* Depending on user profile and privileges



Main features: Services and Payment

PAYMENT & RECONCILIATION

- Fully configurable payment generation
- Multiple approval levels
- Flagging of potential duplicates
- Management of payment points
- Support for integration with e-payment providers
- Automatic reconciliation via API, including optional photo evidence

GOODS DISTRIBUTION

- Track distribution of goods (items) to beneficiaries

PPM Android application

- App to track delivery of offline payments, including GPS and photo evidence

TIMESHEETS

- Tracking attendance of beneficiaries (e.g., public work programs)
- Calculation of benefit based on the number of periods worked

TRAINING

- Track and monitor training events and activities

SAVING GROUPS

- Record activities and milestones of saving groups



Main features: Management and M&E

GRM

- Record grievance and manage redressing

DATA UPDATES

- Update information of beneficiary and household participating in the program
- Support to bulk updates via csv file, with multiple approval levels

BULK SMS

- Possibility to send customized messages to selected group of beneficiaries (*)

PROGRAMS

- List the different Social Protection programs available

STAFF

- Registry of staff working on the project (can be used to track activities, calculate salaries, etc.)

PROJECT DASHBOARD

- Customizable dashboard for overview of the project activities
- Dedicated view based on geographical restrictions of user profiles

CUSTOMIZED REPORTS

- Reports can be created directly from the front end
- Charts are dynamic, enabling online analysis and checks

* Requires integration with MNO or online service



Main features: Admin

USER MANAGEMENT

- Customizable profile creation, with different privileges
- Optional geographical restrictions at user level
- Audit trail of user activities
- Maker-and-checker logic for all main operations
- Multi-level approval processes
- Two-factor authentication supported

TASK MANAGEMENT

- Configurable automatic notifications based on events

LANGUAGES

- User interface can be translated in different languages (currently: EN, FR, PT)