

Innovations in the design of the Integrated System of Monitoring Social Programs

Introduction

As part of the National Council of Coordination of Social Policies (CNCPS), in the Ministry of Human Capital, the National Direction of the System of Information, Evaluation, and Monitoring of Social Policies (SIEMPRO) is responsible for monitoring and evaluating social programs in Argentina. This includes developing a common methodological frame for designing programs and producing evidence for data-driven decision-making. To do so, one of the strategic work lines is the Mapping of Social Programs, joint with the Integrated System of Monitoring social programs (SIM). At present, they are being reviewed to adopt new technologies and to make more agile processes of data collection, processing, and analysis. In recent years, new demands from authorities emerged to produce statistical synthetic information through dashboards. This promoted the development of an integrated platform to monitor social programs, especially the strategic ones. Main users are high level authorities, but it is also thought for citizens, as part of the transparency policy of the organism.

The SIM was created in 2008, intending to allocate historical quantitative monitoring data of strategic national programs. SIEMPRO developed a technological tool addressed to government counterparts to load data every three months, which was then supervised and published through periodic reports. This system presented challenges to data management, such as its allocation, data architecture, collection, and analysis.

In parallel, at the national level, there was a need to build a Mapping of Social Programs, as an effort to systematize this information with annual frequency, establish an agile exchange information process with programs' executors, and develop an interactive dashboard of social programs.

As a result, at present, SIEMPRO is working on the whole process of integrating the SIM with the Mapping of Social Programs.

New development of the Mapping of Social Programs

This is one of the key products, addressed not only for internal use but also for citizens, to inform them about the availability of social benefits for every stage of the life cycle, their administrative requirements, specially focused on vulnerable populations.

Facing this goal posed several challenges, such as:

- Redefine the "social program" concept, which has no formal rules that establish it,
- Design a new survey to collect qualitative and unstructured information,
- Contact many areas in a short period, maintaining a good quality of information,

- Publish it in a dashboard,
- Update information.

Even if SIEMPRO was already doing this as the Guide of Social Programs, the new demand to produce a dashboard allowed to systematize the whole process, and to rethink how to structure data to generate relevant policy analysis.

SIM as a data challenge

The next step is to redesign this monitoring system, which has also challenges, such as:

- Allocate historical information of each program;
- Make the process of validation of new information to load faster;
- Capture information of all programs.

Both developments are key tools for evidence-based decision making, and are focused to integrate monitoring data and to feed the evaluation process of social programs.