



Facilitating social assistance provision: online management

Peer review on “Social Protection Information System”
Vilnius, 23 November 2017
Host Country Discussion Paper – Lithuania

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VISIONARY
ANALYTICS

Outline

- **Situation in the country**
- **Policy measure and its results**
- **Difficulties and constraints**
- **Future developments in the context of current constraints**
- **Transferability**

Social protection system in Lithuania

Types of support within the Lithuanian social protection system

Social Insurance

The State Social Insurance Fund

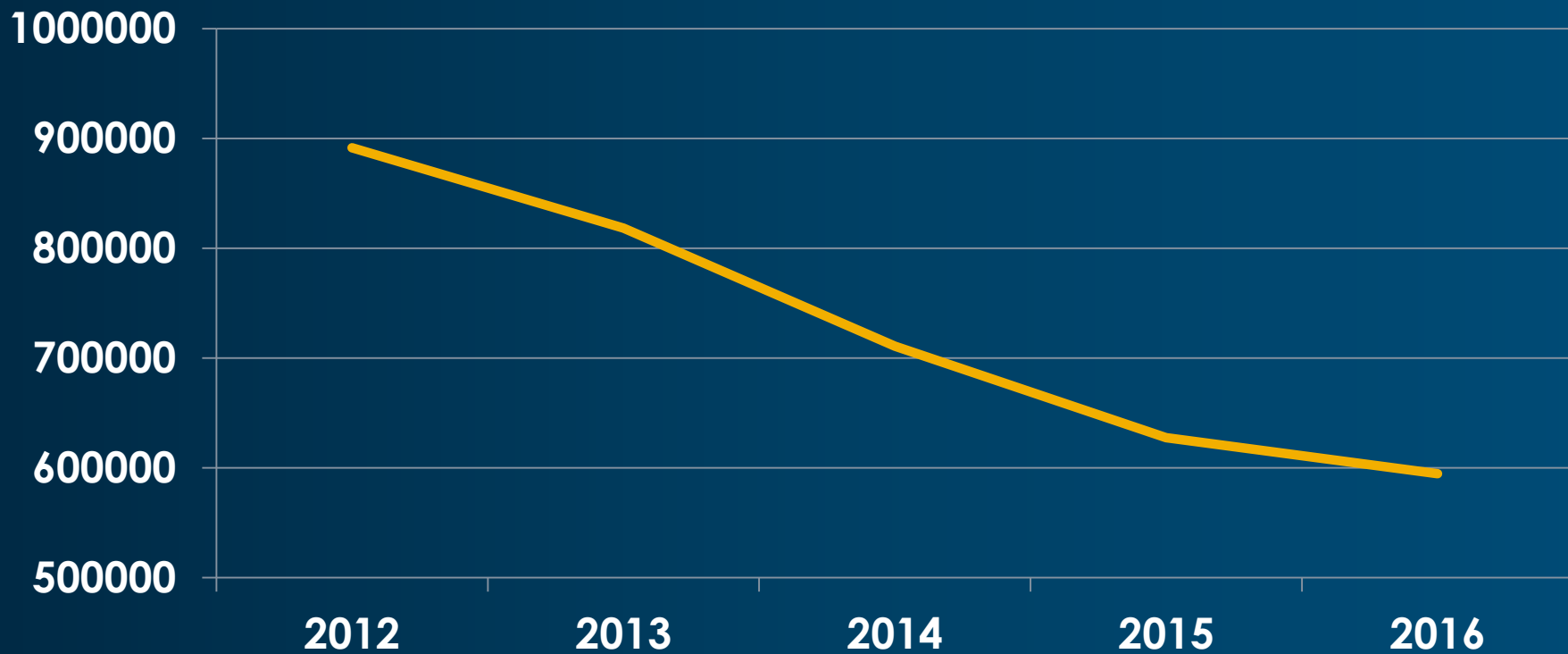
Social Support and Social Services

Municipalities or institutions that have the licence to do so (e.g. day care centres)

What kinds of services are provided?

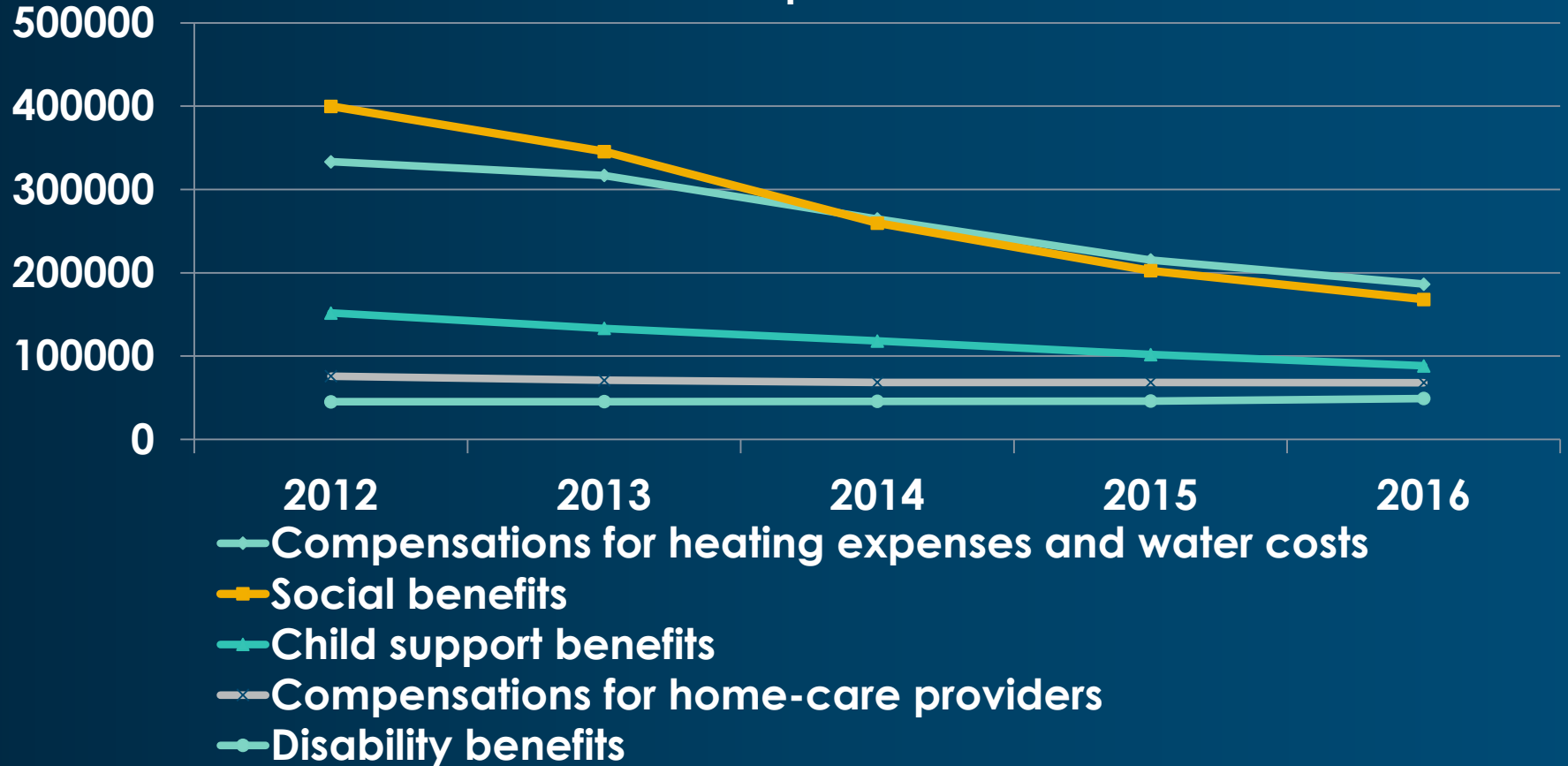
- Retirement pensions
- Temporary unemployment benefits
- Sickness and maternity insurance
- Health insurance
- Accidents at work and occupational disease insurance
- Child benefits and child support
- Social services
- Social support
- Assistance for persons with special needs or the disabled
- Other types of unspecified social assistance

Total number of social assistance recipients 2012-2016



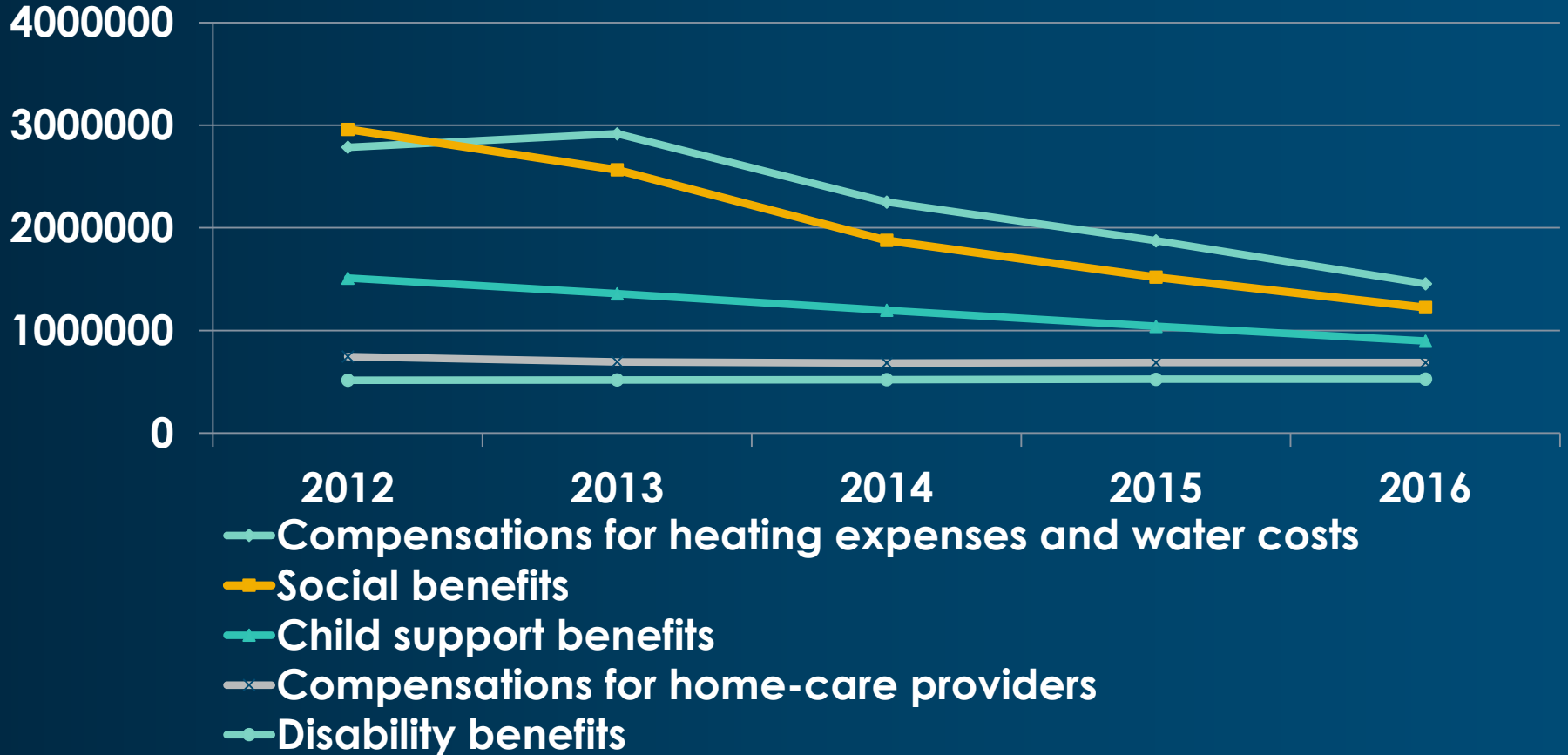
Source: SPIS

Most popular types of social assistance by number of recipients



Source: SPIS

Most popular types of social assistance by number of cases of assistance



Source: SPIS

Aims of the measure

**Data
collection**

**Increased
cooperation**

**Fraud
prevention**

**Simplified
procedures**

Unified data collection

**Compulsory
data**

+

Voluntary data

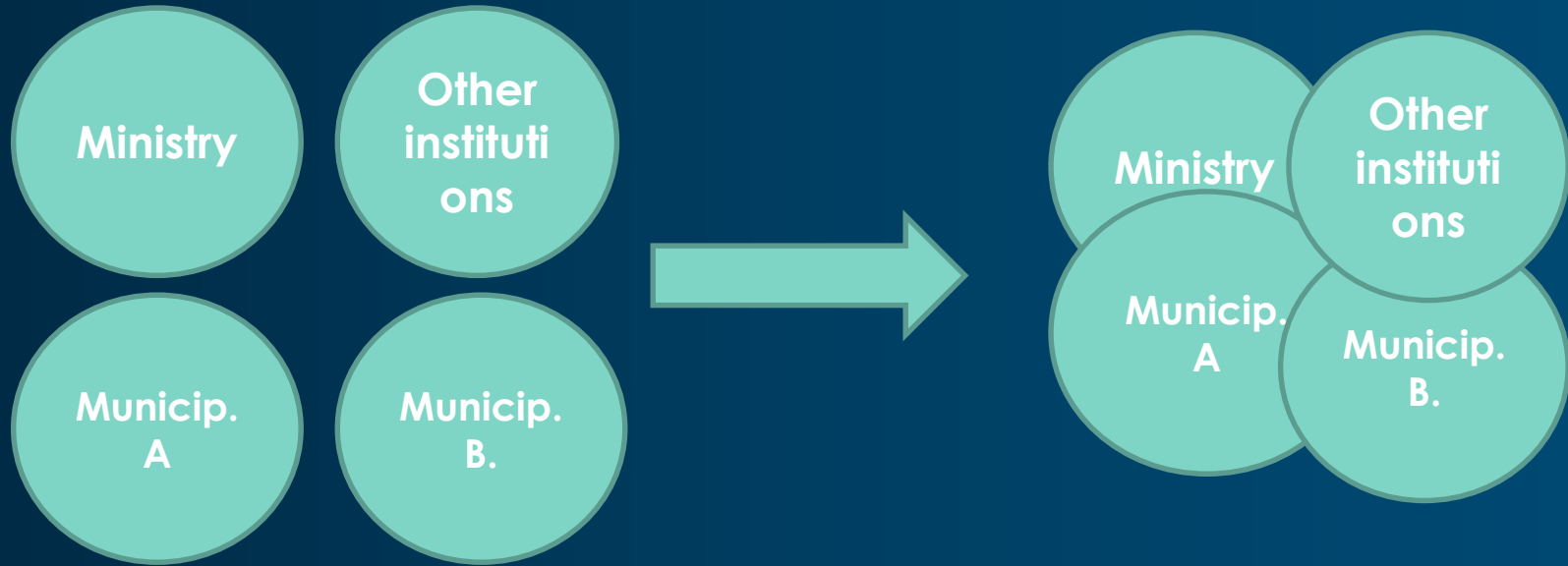


Use of data

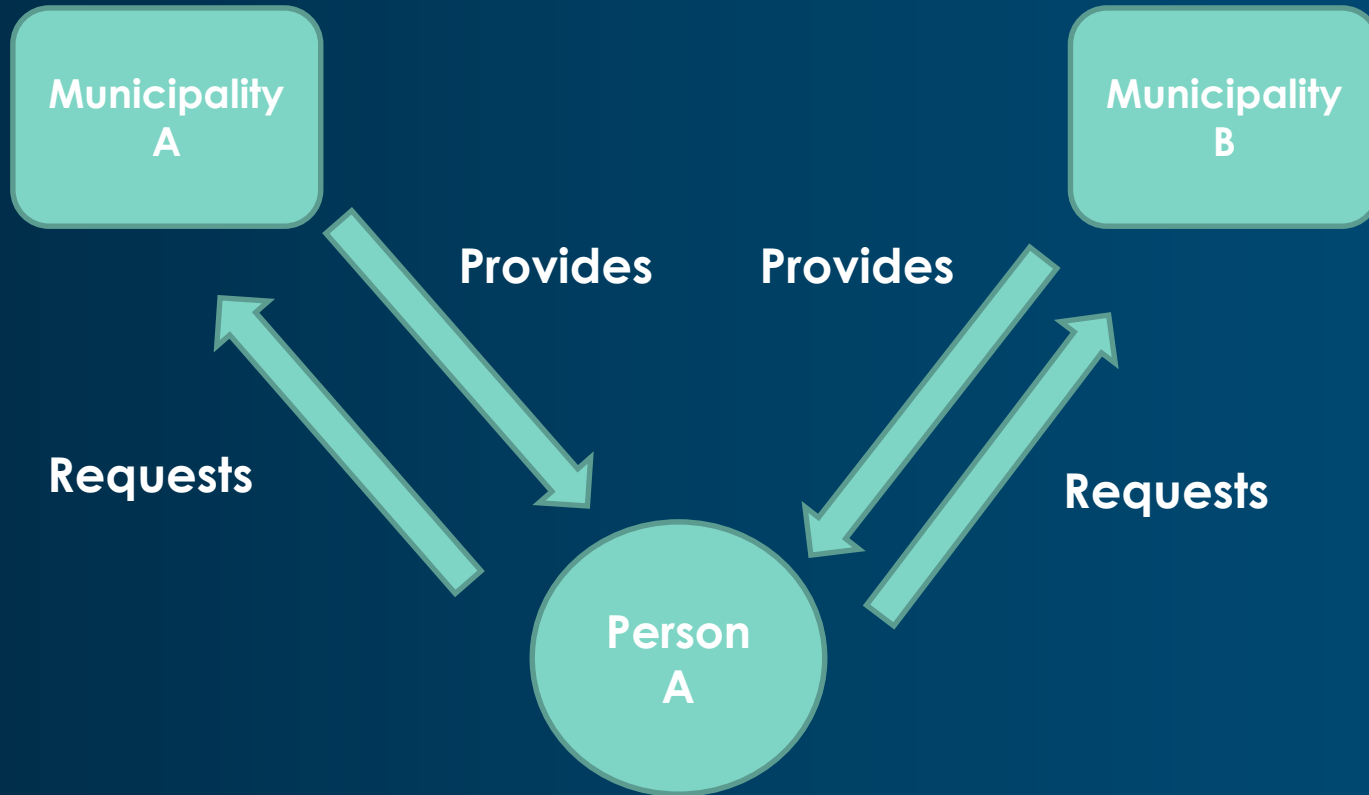
Ministry

Municipalities

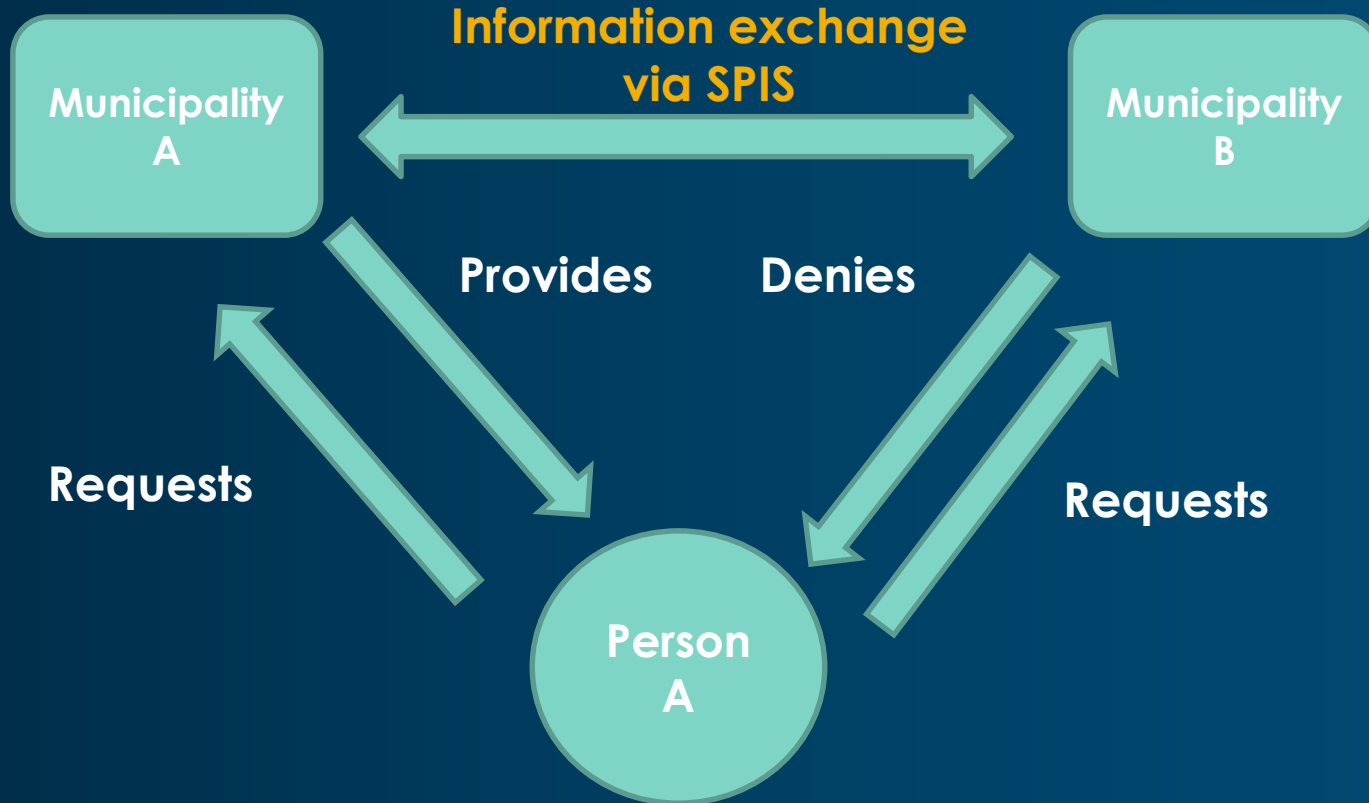
Increased cooperation: bringing institutions closer



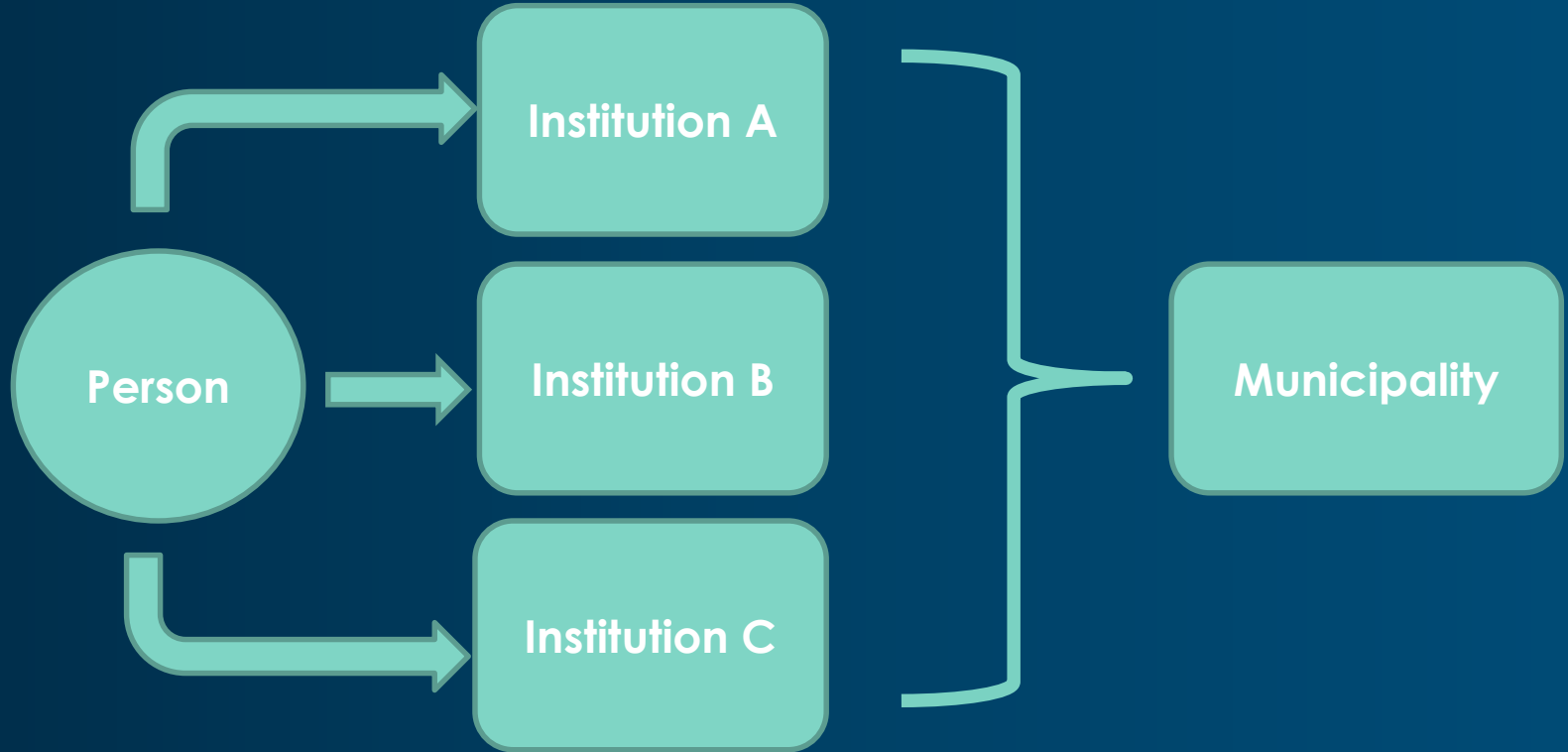
Fraud prevention



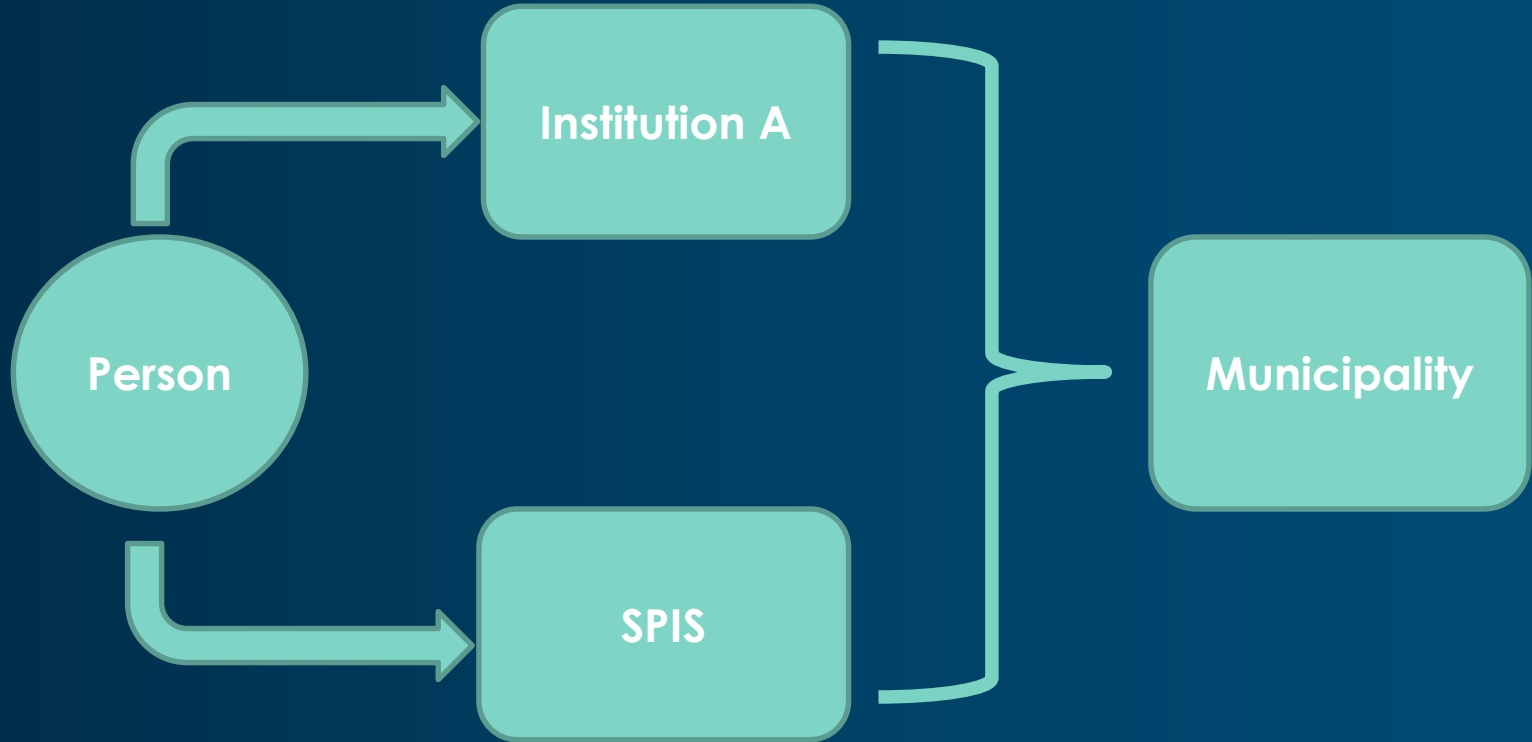
Fraud prevention



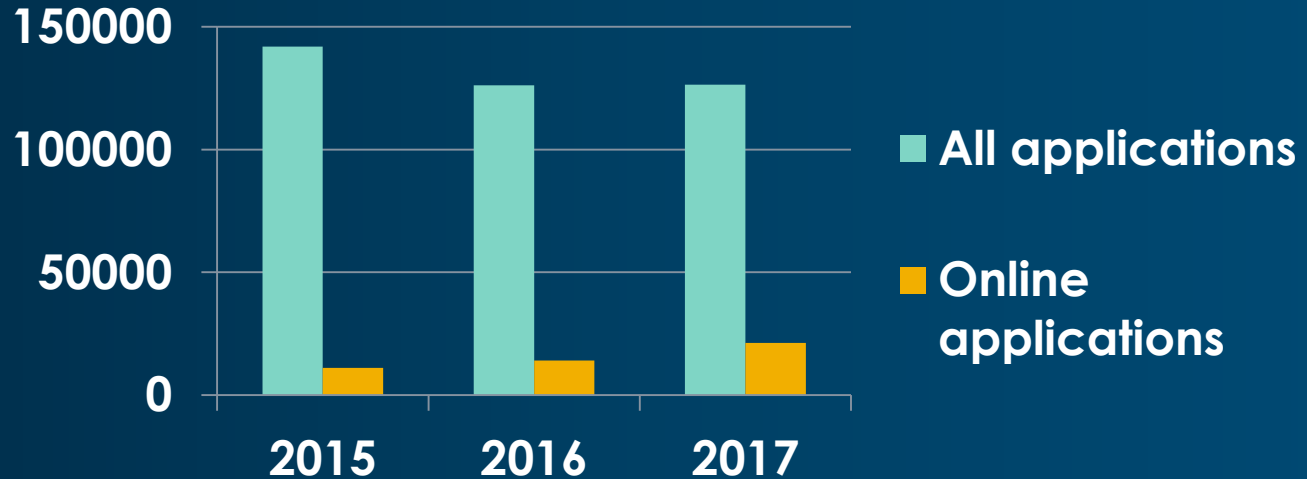
Simplified procedures: no SPIS



Simplified procedures: SPIS (3rd level of interactivity)



Simplified procedures: SPIS (4th level of interactivity)



Difficulties and constraints: recipients

Lack of digital skills

Need for better instructions

Higher level of interaction

Social assistance applications by level of interaction (2016)



■ 3rd level of interaction

■ 4th level of interaction

Source: SADM

Difficulties and constraints: municipalities

Insufficient internal capacities

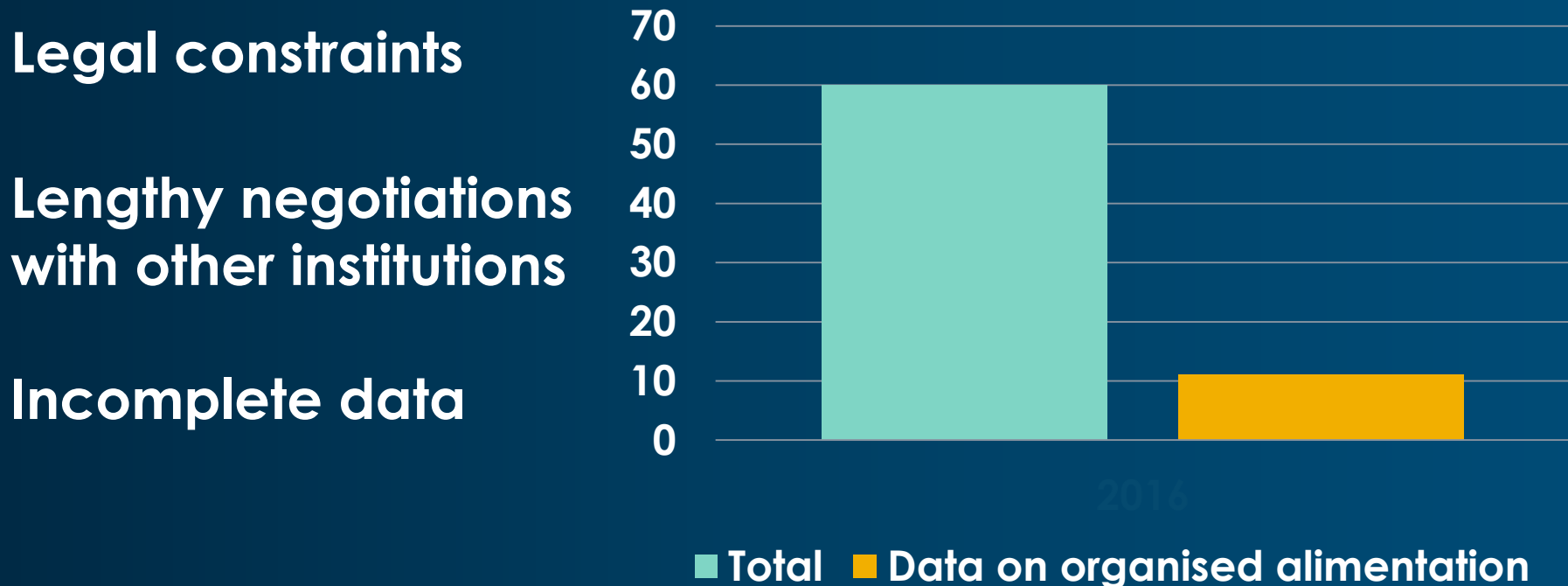
Lengthy rejection of applications

Inaccessible information



Difficulties and constraints: ministry

Municipalities providing data (2016)



Source: SPIS

Future developments

Lack of digital skills



Help in submitting applications

Higher level of interaction



Digitalised copies



All services provided at 4th level of interaction

Future developments

Incomplete
data
Inaccessible
information



Integration of
additional
databases

Resources-
consuming
processes



Creation of
electronic
personal files

Success factors

Consent among many actors

Lasting partnerships

Sense of ownership

Clear value added



Source: Association of Lithuanian Municipalities

Transferability

Lessons for managing large and complex systems

Reaching consensus among a variety of actors

Increasing social assistance provision via online management

Lessons transferable to other policy areas

VISIONARY ANALYTICS



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Thank you!