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EXCELLENCE IN SOCIAL SECURITY

Social security post Covid-19: an accelerating transformation?

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29 September 2020

(1) Overview



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(2) Long-term challenges and social security transformations



Long-term social security challenges: before Covid-19

- **Labour market changes:** new forms of work, digital economy, non-standardization
- **Ageing of the population:** financing, sustainability, health/long-term care
- **The need for a more pro-active role of social security:** prevention, early intervention, supporting health, employability, empowerment
- **Persistent/rising inequalities:** income, gender, health, access to services
- **Evolution of public expectations:** tailored, online, e-services
- **Technological transformation:** emerging technologies, service delivery models

(3) Social security responses to an unprecedented crisis



Covid-19: Social security responses

- Unprecedented crisis – unprecedented measures
- Agility and flexibility of social security institutions facing steep demands from both governments and the public, in the context of social distancing
- Social security played a key role in national efforts to mitigate the health, social and economic impact

Focus of social security measures

- **Supporting employment:** short-term work, reducing employer obligations
- **A social security focus on the self-employed:** coverage, income support, contributions flexibility
- **Facilitating the public health response:** sickness benefits, investment in health sector
- **Supporting people affected directly/indirectly:** Covid-19 as occupational disease, focus on families, measures for low-income groups

Delivering social security responses

- **Service continuity and meeting new demands:** digital channels, flexibility, responsive service provision, communication, fraud and error
- **HR and process adaptation:** leadership, redeployment, telework, protecting staff, critical teams

(4) Early lessons for the future of
social security?



Early lessons for social security reform

- **A renewed recognition:** social security, social security institutions, health coverage, role of labour market actors
- **Coverage opportunities:** new benefits, self-employed workers, informal sector
- **Financing challenges:** increased expenditures / lower contribution income, public deficits, accelerating need for reform
- **A digital recovery:** self-employment / gig workers, skills development, coverage

Institutional transformation: a leap jump in delivery

- **Accelerating digital transformation:** digital solutions, increased use by clients, complementarity HR/digital tools
- **New opportunities and demand:** emerging technologies, tailored and proactive services, coordination among agencies

Towards a smart social security?

- Better understanding of clients allows for **tailoring benefits and services**
- **Overcoming access barriers** for health services, health monitoring, service delivery
- Potential for gains in **efficiency and effectiveness**, redeployment of personnel to value-added tasks, avoiding fraud and error, increase safety, tailoring benefits and services

(5) ISSA services for members



ISSA support to members: Covid-19

- Covid-19 monitor, knowledgesharing, recognized by Oxford University, G20, ILO
- More than 20 articles on branches, benefits, country responses
- Measures monitor, more than 1400 measures in 208 countries and territories
- 32 webinars, with more than 4,000 participants from member institutions
- Current focus: from emergency response to monitoring long-term impact, supporting lessons for social security business continuity and crisis response

ISSA support to members: relevant focus

- A focus on key topical priorities during the triennium:
 - The future of social security administration
 - Evolving social security needs of an ageing population
 - Social security coverage in new labour markets
 - Reducing inequalities, supporting social cohesion
- A key role for Technical Commissions and regional structures:
 - TC Health, TC Work Injury, Special Commission on Prevention and international sections, e.g. on agriculture
 - ISSA European Network (IEN): collaboration with ENASP in upcoming event on reducing inequalities in access to health services in rural areas?

(6) Conclusion



Conclusion

- Political-level conclusions
- Institutional-level conclusions
- International collaboration and sharing indispensable



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Thank you