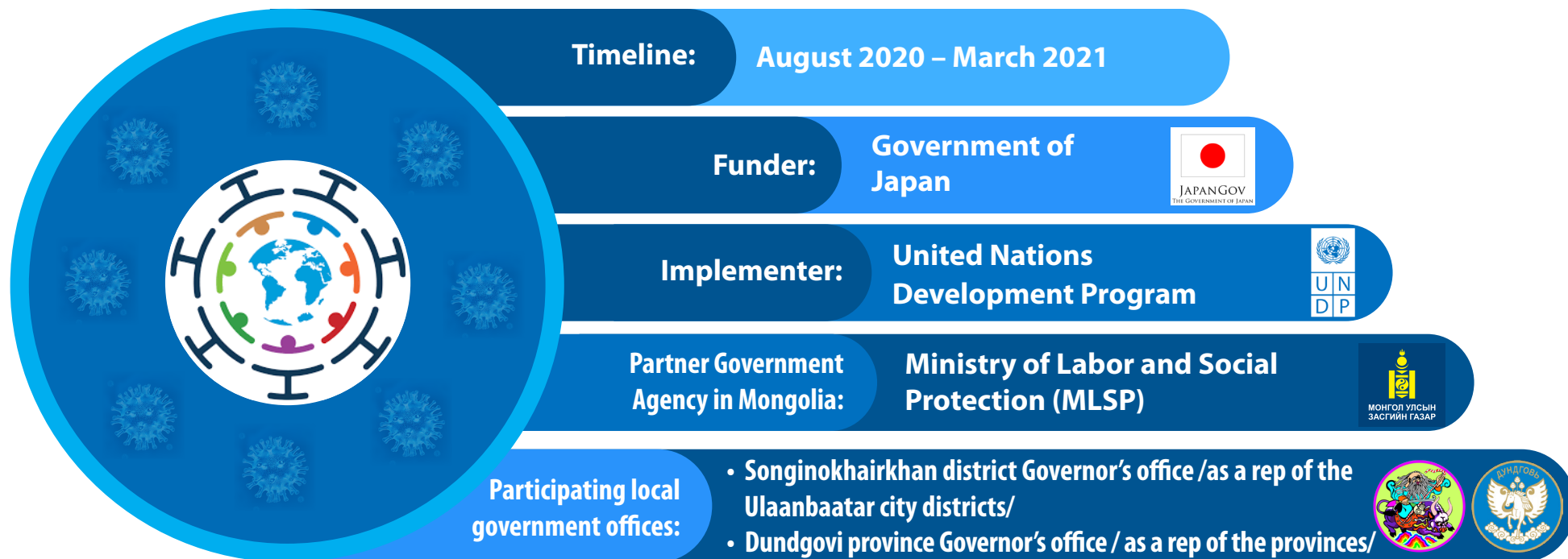SUPPORTING AN INCLUSIVE AND MULTI – SECTORAL RESPONSE TO COVID-19 AND ADDRESSING ITS SOCIO – ECONOMIC IMPACT IN

MONGOLIA

JapanGov
The Government of Japan

UNDP

FACTS

Supporting an Inclusive and Multi – Sectoral Response and Addressing its Socio – Economic Impact in Mongolia

UNDP

Timeline: August 2020 – March 2021

Funder: Government of Japan

Implementer: United Nations Development Program

Partner Government Agency in Mongolia: Ministry of Labor and Social Protection (MLSP)

Participating local government offices:
- Songinokhairkhan district Governor's office /as a rep of the Ulaanbaatar city districts/
- Dundgovi province Governor's office / as a rep of the provinces/

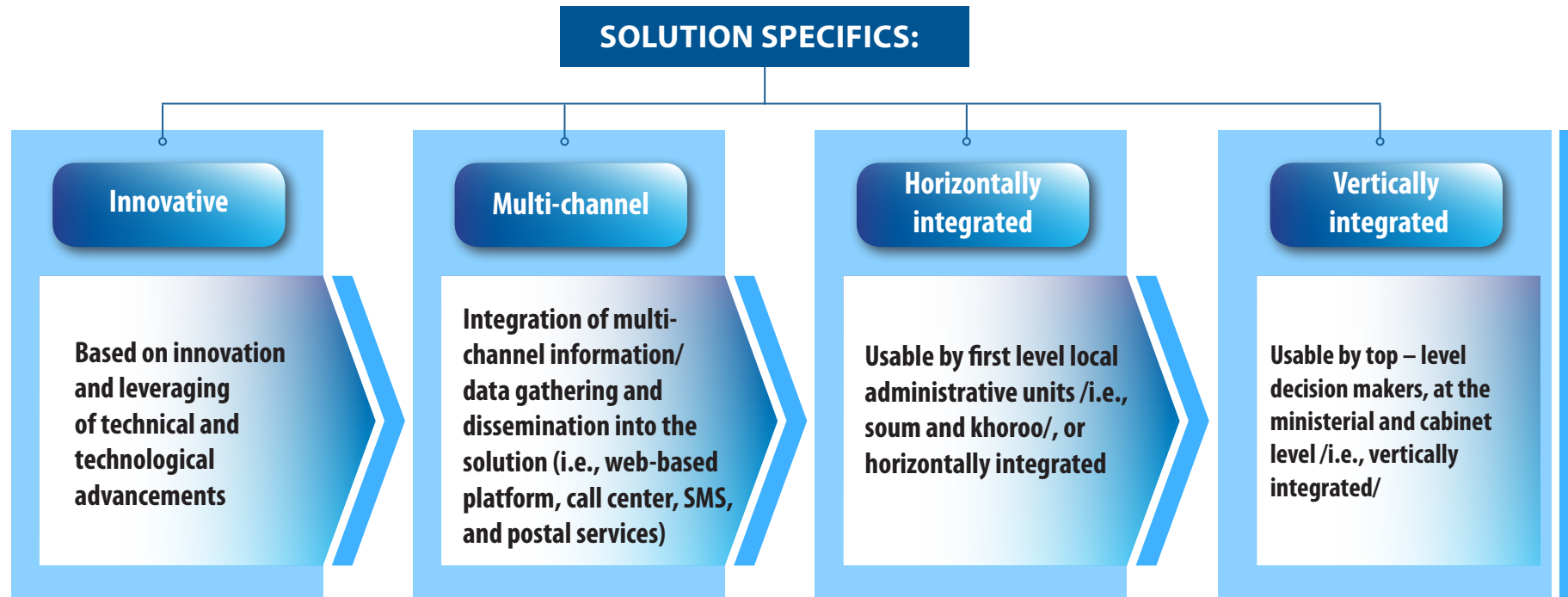Based on the "leaving no one behind" concept

OBJECTIVE

Develop a solution that enables social services intersectoral and rapid response, targeted at vulnerable groups, even during crisis like COVID-19
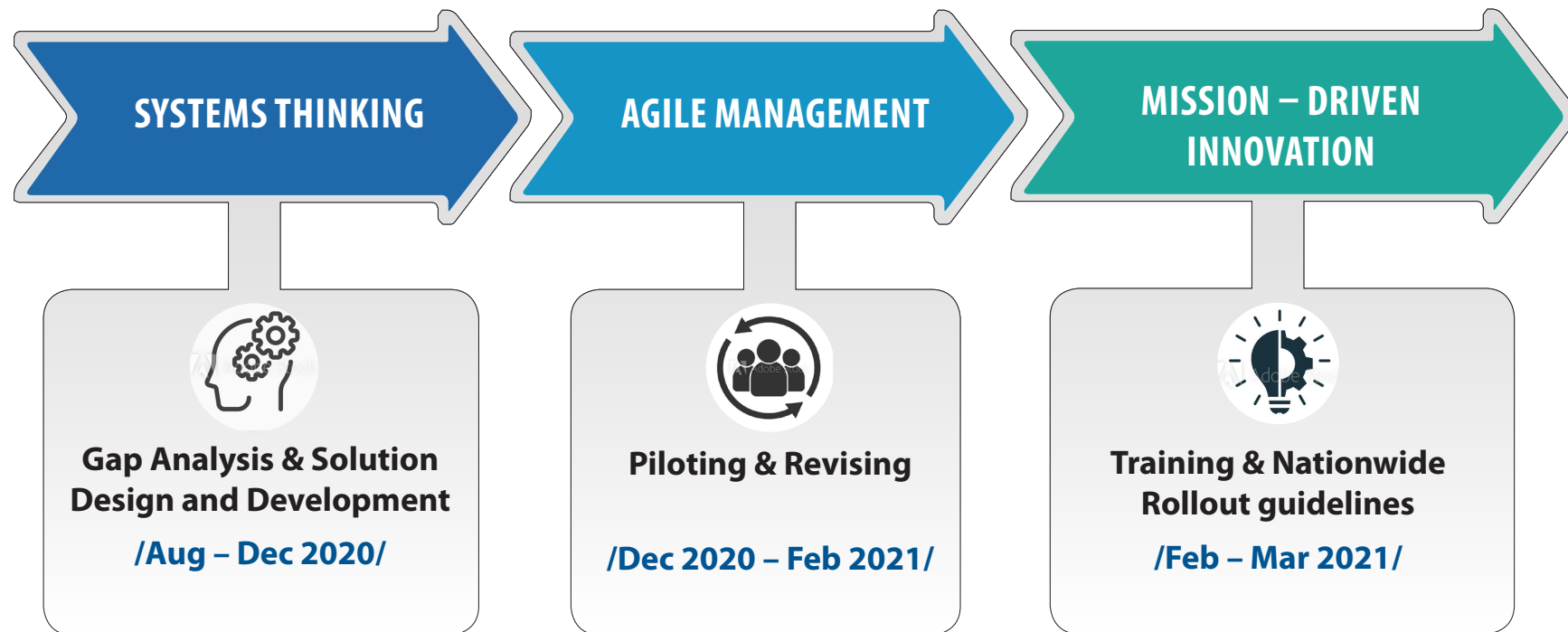
SOLUTION SPECIFICS:

Innovative

Based on innovation and leveraging of technical and technological advancements

Multi-channel

Integration of multi-channel information/ data gathering and dissemination into the solution (i.e., web-based platform, call center, SMS, and postal services)

Horizontally integrated

Usable by first level local administrative units /i.e., soum and khoroo/, or horizontally integrated

Vertically integrated

Usable by top – level decision makers, at the ministerial and cabinet level /i.e., vertically integrated/

Based on the "leaving no one behind" concept

APPROACH & STAGES

SYSTEMS THINKING → **AGILE MANAGEMENT** → **MISSION – DRIVEN INNOVATION**

Gap Analysis & Solution Design and Development

/Aug – Dec 2020/

Piloting & Revising

/Dec 2020 – Feb 2021/

Training & Nationwide Rollout guidelines

/Feb – Mar 2021/

Based on the "leaving no one behind" concept

TARGET DELIVERABLES

Tablets, with the necessary software to be developed during the project and installed, for social workers to be developed as "case managers"

A Virtual Assistant Space, with necessary system in place, for the use of the General Authority for Labor and Social Protection, MLSP (in discussion; TBC)

Guidelines, for further integration of social services and nation-wide rollout, for submission to the MLSP

Suggested revisions to applicable regulations /e.g., social services normative, social welfare service prerequisites/

Based on the "leaving no one behind" concept

DIGITAL SOLUTION – DIGITAL TRANSFORMATION

"Only 1 in 5 digital transformation projects have succeeded."

Based on the "leaving no one behind" concept

THE TARGET GROUP

According to the Social Welfare Law, social **"TARGET GROUP MEMBER"** includes:

- Elders;
- Disabled persons;
- Children living under adverse conditions;
- Victims of violence, former convicts;
- Drug and/or alcohol addicts;
- Persons with critical, chronic health conditions;
- Homeless persons, households;
- Migrants, needy of social welfare support;
- Single headed households with multiple children.

Based on the "leaving no one behind" concept

DIGITAL SOLUTION – DIGITAL TRANSFORMATION

CUSTOMER EXPERIENCE

OPERATIONAL EFFICIENCY

BUSINESS REMODELLING

Based on the "leaving no one behind" concept

SOLUTION ARCHITECTURE

Inclusivity requires diversity.

Based on the "leaving no one behind" concept

SOLUTION ARCHITECTURE

MULTI – CHANNEL SOCIAL SERVICES DELIVERY

TRADITIONAL

Advantage: Customized guidance provided to citizens

Disadvantage: Time –consuming (usually), requires substantial resources

DIGITAL

Advantage: Time – saving (usually), Cost – saving

Disadvantage: Requires digital literacy, technical and internet availability

Face – to – face:
- In – person visit to state organizations
- Public servants' visit to citizens' homes etc

Semi – automatic:
- Kiosk machines /in limited numbers & capacity/
- Call centers /in limited numbers & capacity/
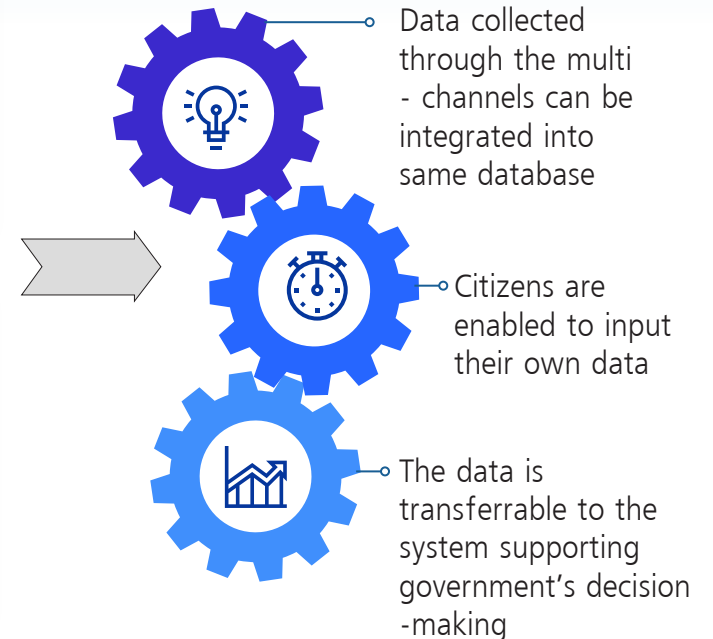- SMS alerts
- Self – service stations etc

Web – based services:
- Newly introduced integrated platforms (ehalamj.,mn, e-mongolia.mn) etc

Data collected through the multi - channels can be integrated into same database

Citizens are enabled to input their own data

The data is transferrable to the system supporting government's decision -making

Based on the "leaving no one behind" concept

SOLUTION ARCHITECTURE

Macro level approach (collecting the target group citizens' data from the existing national database like the National Population Database, Household information system etc)

Micro – level approach (digitizing and integrating the target group citizens' database that are currently on paper or on MS office format)
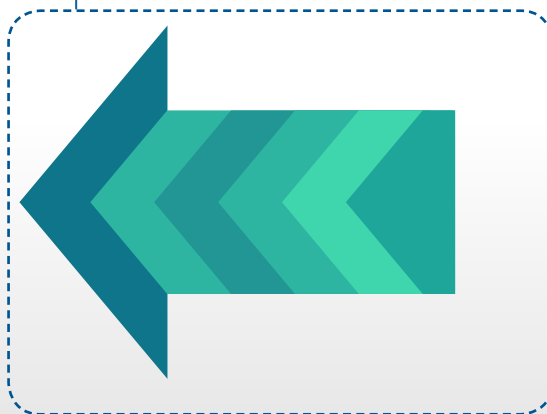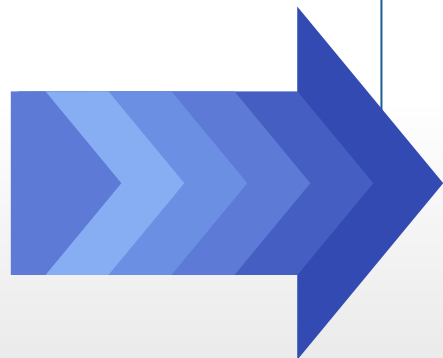
Decision – makers/ Policy – makers will use the database as the baseline for the related decision – making/policy development

CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM BASED CASE MANAGEMENT SYSTEM

Social workers will be the users and the data collectors & managers

Social services providers from different organizations will access and manage the same database

Based on the "leaving no one behind" concept

IMPLEMENTATION

Joint working groups have been established in Songinokhairkhan district and Dundgovi province, respectively, and a **series of meetings and discussions have been held.**

Under the **guidance from the UNDP regional digital team,** learning from the international best practices in effective multi — services social delivery and successful digital solution — digital transformation practices and **working with national consultants in localizing** such progressive practices.

Improving the efficiency and effectiveness of the social welfare digital platform which aims to digitally transform the system; **preparing for the development of the digital solution aimed at the "target groups" by designing, piloting and revising**

1

2

3

Based on the "leaving no one behind" concept

AREAS FOR COLLABORATION

- **Form a joint team, inclusive of the Ministry of Labor and Social Protection, its agencies and the project implementation unit**

    Work scope:
    - develop/strengthen the digital welfare system strategy;
    - develop/introduce the digital solution that will support multi – sectoral cooperation among the public social services providers, namely the social workers

- **Initiate study and experimentation and form necessary partnerships to further develop the Social insurance call center into a benchmark Social services virtual assistance center**

Based on the "leaving no one behind" concept

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