

Questions by: Arthur van Diesen

1. How do you deal with people with no fixed abode, or people on the move – displaced persons, migrant laborers, itinerant populations, etc.

WWP: There are not many itinerant populations in Brazil. Data on the homeless population, for example, are recorded in a form annexed to the Unified Registry for Social Programs. The address of the Reference Center for Social Assistance (CRAS), contained in the Unified Registry, is where the homeless can receive assistance. All correspondence intended for these people is addressed to the CRAS, which is responsible for locating them.

For the general population, data collection can be carried out as follows: through home visits, fixed service points, and itinerant service points (which can involve mass registration campaigns). The most important data about families and their housing circumstances contained in the Unified Registry are: address and characteristics of the dwelling place (such as number of rooms, types of walls and floors, existence of paved streets, etc.); access to public services (water, sanitation, electricity) and social programs; household composition (number of family members, ages, and how they are related); monthly expenses (water, electricity, food, transportation, rent, medicines); and whether the family belongs to traditional and specific groups (indigenous groups, maroons, street dwellers, gypsies, river dwellers, waste scavengers, etc.).

2. There is great benefit in including households above the threshold if you want a registry that can help with targeting beneficiaries for, for example, a humanitarian response. But what is the incentive for the non-poor to be screened and answer all the questions in the questionnaire?

WWP: The Unified Registry for Social Programs is intended for families living on a monthly income of up to half a minimum wage per capita, or up to a total monthly income of three minimum wages (since January 1, 2015, the minimum wage in Brazil is R\$ 788,00 (seven hundred and eighty eight reais), equivalent to US\$ 250 at an exchange rate of R\$ 2.98 = US\$ 1.00). Access to social programs is the main incentive for families to sign up to the Unified Registry. Those considered poor (living on US\$ 67 per capita per month) have access to the Bolsa Família Program. Meanwhile, the families that are considered extremely poor (those receiving US\$ 34 per capita per month) can participate in the Bolsa Família Program and benefit from the Brazil without Extreme Poverty Plan. Over 20 Brazilian Federal Government programs use the Unified Registry to select beneficiaries. These programs include the Bolsa Família Program, housing programs, discounts on electricity and telephone bills, provision of rainwater collection tanks, and other actions under the Brazil Without Extreme Poverty Plan.

3. Is the questionnaire public and where can we get hold of it?

WWP: Yes, the questionnaire is publicly available on the site of the Brazil Learning Initiative for a World without Poverty, in Portuguese ([click here](#)), English ([click here](#)), Spanish ([click here](#)) and French ([click here](#)). It can also be accessed in Portuguese ([click here](#)) on the site of the Ministry of Social Development and Fight against Hunger (MDS).

4. Is there a grievance system? How does it work?

WWP: The Ministry of Social Development and Fight against Hunger (MDS), runs the Unified Registry for Social Programs and provides a toll-free number to receive anonymous phone calls from beneficiaries. The service is individualized for the 26 million beneficiary families. In addition, the MDS provides other communication channels: by email; the use of electronic data forms; by letter; personal help desks; and participatory forums between society, local government and family representatives.

Telephone: 0800-707-2003

E-mail: bolsa.familia@mds.gov.br

Electronic data form: http://www.mds.gov.br/form_fale_conosco

Letter: Ministry of Social Development and Fight against Hunger, Esplanada dos Ministérios, Bloco C 9º andar, Sala 948. CEP: 70.046-900, Brasília/DF – A/C Central de Relacionamento do MDS.

Help Desk: Esplanada dos Ministérios, Bloco C, 9º andar – Sala 948 (Monday through Friday, from 08:00 to 18:00h)

Questions by: Luciana de Farias

5. The CAIXA is a Federal bank. As manager of the Unified Registry how does the MDS combine social policy objectives with the objectives of a bank? How does it work? What are the conflicts that arise from this arrangement?

WWP: Despite belonging to the financial system, the CAIXA (Federal Savings Bank) is a public bank responsible for the operation of the majority of Brazil's social programs, such as the Unified Registry. The CAIXA is the country's second largest bank in terms of volume of deposits, second only to another public bank, the Banco do Brasil. It basically offers two types of services to the Ministry of Social Development and Fight against Hunger (MDS), related to the Unified Registry and the PBF: services related to personal or family records (including online data entry software, data consistency, data matching to control multiplicity levels, database information security); and services related to payroll and benefit payments (payroll system, issuance and delivery of magnetic cards, monthly benefit payments through four different channels, among others).

The CAIXA's importance derives from its bureaucratic insulation, its geographic reach and its proven technical capacity to deal with the challenges posed by such a large and dynamic data flow. This capacity would be more difficult to locate or develop within a Government ministry such as the MDS, established only in 2003. As for payment services, CAIXA's contribution is particularly welcome, as it has been able to make, on time, 13.9 million monthly payments to beneficiaries.

6. Does any initiative exist to make the information about the families available online to citizens?

WWP: Information on the beneficiary families is not publicly available and can only be accessed for the purpose of government policies and research studies. Government Directive No.10, of 2012, of the Ministry of Social Development and Fight against Hunger, contains information on the availability and use of data in the Unified Registry ([click here](#) to access this Directive in Portuguese).

7. Is there any plan to create an electronic device for the Unified Registry?

WWP: Registration of beneficiaries in the Unified Registry can be done manually, using the printed form, or digitally in the database. Registration cannot yet be done with the use of electronic devices.

Question by: Andrew David Adejo

8. In Nigeria, a World Bank-assisted operation (Youth Employment and Social Support Operations - YESSO) is piloting the use of a unified registry for social safety nets. However, our questionnaire (in the form of socio-economic indices for the poor and vulnerable) does not contain any question related to the needs of the people, since they would have been selected in already identified interventions. How do we transform it so that it contains questions that deal with their needs, so that our register could truly go beyond the interventions we are supporting?

WWP: The core data about families and their housing circumstances contained in the Unified Registry are: address and characteristics of the dwelling place (such as number of rooms, types of walls and floors, existence of paved streets, etc.); access to public services (water, sanitation, electricity) and social programs; household composition (number of family members, ages, and how they are related); monthly expenses (water, electricity, food, transportation, rent, medicines); and whether the family belongs to traditional and specific groups (indigenous groups, maroons, street dwellers, gypsies, river dwellers, waste scavengers, etc.). There is also information about individual family members: full name; date of birth; documents held; schooling; work and occupation; income; existence of some disability (and its type), among others. [Access here](#) the Unified Registry Form for more information. It is important to emphasize that the Unified Registry is not a one-for-all solution, and that it is necessary to be familiar with the reality of each country in order to know how it could be adapted.

Question by: Maki Noda

9. Does the Unified Registry have any specific method for dealing with people with disabilities?

WWP: Topic number 6 of the Unified Register Form applies to people with disabilities. Here, the beneficiary must inform his or her type of disability and the type of care required. [Click here](#) to access the Unified Register Form in Portuguese. The form is also available in [English](#), [Spanish](#) and [French](#).