Turkey's Integrated Social Assistance System

Republic of Turkey
Ministry of Family and
Social Policy

INTEGRATED SOCIAL ASSISTANCE SYSTEM

Republic of Turkey
Ministry of Family and
Social Policy

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Forward and Acknowledgement

Turkey's Integrated Social Assistance System (ISAS) is an e-government system that electronically facilitates all steps related to the management of social assistance, including the application, identification of eligibility, disbursement of funds, and auditing. ISAS integrates data from 22 different public institutions and provides 112 web-based services in one easily accessible online portal.

ISAS was developed internally by the Turkish Government through cooperation between multiple government agencies. ISAS is currently being implemented within the framework of a contract signed between the Social Assistance Directory General and TÜBİTAK in May 2010.

The report aims to showcase the ISAS system and share the knowledge and experience gained in its development with other interested countries. The report is available in four different languages including; English, Turkish, Spanish, Russian and Arabic.

The report was produced as part of joint analytical work between the General Directorate of Social Assistance of the Ministry of Family and Social Policies and the World Bank. The Ministry team was coordinated by Samet Güneş, Department Head and comprised Nazlıhan Özgenç, Pınar Yavuzkanat, Mustafa Sencer Kiremitçi and Çağlar Çinar, all experts in the Ministry. From the World Bank William Wiseman, Program Leader for Social Inclusion, Turkey coordinated the study. Elif Yükseker, Programme Assistant provided extensive inputs. Ramya Sundaram, Senior Economist, Oleksiy Sluchynskyy, Senior Economist and Facundo Cuevas, Senior Economist provided helpful guidance and comments.

Abbreviations

DG	Directorate General
EU	European Union
IMIS	Integrated Management Information System
ISAS	Integrated Social Assistance System
ISKUR	Turkish Employment Agency
JPA	Java Persistence API
JTA	Java Transaction API
KYK	Credit and Dormitories General Directorate
MASAK	The Financial Crimes Investigation Board
MIS	Management Information System
MoE	Ministry of Education
MoFSP	Ministry of Family and Social Policies
NGO	Non-Governmental Organization
OECD	Organization for Economic Co-operation and Development
PMT	Proxy Means Test
PPP	Purchasing Power Parity
PTT	Postal and Telegraph Services Corporation
RIA	Rich Internet Application
SAIS	Social Assistance Information System
SA	Social Assistance
SASF	Social Assistance and Solidarity Foundation
SADG	Social Assistance Directorate General
SMS	Short Message Service
SSI	Social Security Institution
TCMB	The Central Bank of the Republic of Turkey
TL	Turkish Lira
TÜBİTAK	Turkish Scientific and Technological Research Institution
UHI	Universal Health Insurance
VPN	Virtual Private Network
YBB	Social Assistance Data Bank

I

Overview

A Snapshot of the Country

Turkey, with a population of 78.7 million people in 2015, is located at the crossroads of Europe and Asia and bordered by eight countries. The country has many noteworthy achievements that contain lessons for other emerging markets. Turkey's GDP has tripled in nominal U.S. dollar terms since 2001, when a deep financial crisis opened the way for a comprehensive macroeconomic and structural reform program. Growth received another boost from the European Union (EU) accession talks starting in 2005 and the favorable external environment prevalent until 2008. Today, Turkey's per capita income of roughly US$10,500 puts it in the group of upper-middle-income countries. Turkey is a member of the G20 and the Organization for Economic Co-operation and Development (OECD) and has the 17th-largest economy in the world.

Turkey has also managed to translate growth into rapid improvements in the access to and quality of basic public services. Between 1985 and today, the life expectancy of girls has increased by 13 years, maternal mortality rates have fallen eight times, compulsory basic education has been increased from 5 to 12 years, and tertiary education has been dramatically expanded.

Economic growth as well as improved public services have led to a good performance in reducing poverty in the past decade. Between 2002 and 2013, extreme poverty fell from 13 to 3 percent, while moderate poverty fell from 44 to 19 percent.[1] The labor market was the most important factor driving poverty reduction in Turkey in the 2000s, as roughly two-thirds of the decline in poverty resulted from higher labor earnings or higher employment rates among poor households. The other main drivers of these positive changes were social assistance and pensions.

1 World Bank data for US$2.5 and US$5 a day, respectively, 2005 purchasing power parity (PPP).

TABLE 1

Turkey's Social Assistance System in Figures (2015)

	Amount	Proportion
Total Social Assistance Expenditure	**25,828,578,000 TL**	**1.33 %** (of GDP)
Number of Households Receiving Social Assistance	**3,017,969**	**15.49 %** (of total HH)[2]
Number of Households Receiving Regular Social Assistance	**2,318,042**	**11.89 %** (of total HH)
Number of Households Receiving Temporary Social Assistance	**1,924,649**	**9.87 %** (of total HH)
Amount Transferred to Assistance from Social Assistance and Solidarity Encouragement Fund (SASF) Resources	**4,853,196,515 TL**	-----
Number of Old-Age and Disability Salary Beneficiaries under Law No. 2022	**1,272,038**	**1.60 %** (of population)
Amount transferred to Old-Age and Disability Salary Beneficiaries under Law No. 2022	**4,129,566,047 TL**	-----
Number of People for whom Universal Health Insurance (UHI) Contributions are Paid by the Government	**8,983,853**	**11.36 %** (of population)
Percent of Individuals with per Capita Daily Expenditure below 2.15 USD per Current Purchasing Power Parity (PPP) (2014)		**0.03 %** (of population)
Number of Social Assistance and Solidarity Foundations (SASF)	**1,000**	
Number of SASF Staff	**8,948**	337 beneficiary households per SASF staff
Number of SASF Social Assistance and Inspection Officers	**4,570**	660 beneficiary households per social assistance and inspection officer

2 - HH: Household

A Snapshot of the Social Assistance and Social Protection Systems in Turkey

As Turkey's economy continued to grow in the past decade, so did its capacity to deliver social assistance. Social assistance has traditionally been a very small component of Turkey's social protection system, but a large number of new programs have been implemented over the past decade, increasing its importance. In 2015, social assistance expenditure was 23.8 billion Turkish Lira (TL), 1.33 percent of the GDP, up from 0.57 percent of GDP a decade before in 2003.

Social assistance in Turkey is managed at the national level by the Social Assistance Directorate General (SADG) under the Ministry of Family and Social Policies (MoFSP) and is implemented by 1,000 locally based Social Assistance and Solidarity Foundations (SASFs). The SASFs are under the chairmanship of the provincial and sub-provincial governors.

The basis of this current system was created in 1976 with the approval of Law 2022, which provided for a small monthly benefit payment for the elderly or disabled poor. In 1986, Law 2022 was supplemented with Law 3294, which established the SASFs and developed their decentralized structure. At the time, social assistance was managed nationally by the Fund Secretariat General within the Prime Minister's Office and administered locally by the SASFs.

In 2005, the Government expanded and enhanced Turkey's flagship Universal Health Insurance program, which was Turkey's largest targeted social assistance program up to that time. In addition, a number of new social assistance programs were developed, including the provision of coal and food and a Conditional Cash Transfer program for education and health. Education programs were implemented in order to facilitate access to basic education, including free textbooks and school lunches and transport and shelter subsidies. In 2005, the Turkish Disability Act was adopted, which led to a substantial increase in the disability pensions provided under Law 2022. Housing programs were implemented in 2006 and 2009. New programs providing cash transfers for widows and for families of soldiers conducting compulsory military service were implemented in 2012 and 2013, respectively (see Table 2 for a full list of programs).

MoFSP was created in 2011 to unify the substantial number of disparate social initiatives and reduce fragmentation in the sector. Concurrently, the SADG was reorganized under MoFSP from the Prime Minister's Office. The SASFs at the local level and MoFSP at the national level today represent the core institutional framework for social assistance in Turkey. The majority of social assistance programs, including the SADG, are now housed under MoFSP, which proved to be an important initiative for reducing sector fragmentation.

Summary of Turkey's Integrated Social Assistance System (ISAS)

Turkey's Integrated Social Assistance System (ISAS) is an e-government system that electronically facilitates all steps related to the management of social assistance, including the application, identification of eligibility requirements, disbursement of funds, and auditing. Turkey's MoFSP contracted the Turkish Scientific and Technological Research Institution (TÜBİTAK)[3] to develop ISAS, which integrates data from 22 different public institutions and provides 112 web-based services in one easily accessible online portal.

3 - TÜBİTAK is a public agency

II

Turkey's Integrated Social Assistance System (ISAS)

Overview of ISAS

Through the development of ISAS, Turkey standardized, integrated, and converted its previously paper-based social assistance procedures into an electronic system. Citizens are currently registered for social assistance via ISAS, where their information is corroborated with several government databases and data that are collected through a household visit. The data collected is used to create a poverty profile that is then used to determine eligibility. Since 2010, ISAS has processed 30 million citizens' applications for social assistance and completed 340 million assistance transactions totaling US$13 billion (equivalent to approximately 39 billion TL).

Historical Context

Historically, applications for social assistance programs were entirely paper based. Each social assistance program had its own process, and citizens had to obtain documents in hard copy from various organizations to verify their information. In 2005, a prime ministerial decree was issued to shift the burden of collecting documents for social assistance registration and other public services from citizens to public servants. One-stop shops were created in sub-governorship offices, where a public servant would prepare and collect the 17 different documents needed for a citizen's social assistance application, such as land, vehicle, and tax registration. The one-stop shop was Turkey's first step in facilitating citizen access to public services, and it also contributed toward streamlining the social assistance process. But although it eased the application process for citizens, it took public servants up to 15 days to collect the appropriate paper documents from various government organizations to complete the application.

TABLE 2

Overview of Social Assistance Programs in Turkey, 2015

	Name	Number of Beneficiaries	Total Amount Allocated to the Program (TL)	Available in ISAS
Income Support				
Family	Food	681,364 (HH)	199,790,000	Yes
	Coal	2,139,667 (HH)	804,985,000	Yes
	Widowed Women	295,697	820,475,750	Yes
	Soldier's Family	101,517	164,129,000	Yes
Education	Education Assistance	82,865	15,340,000	Yes
	Conditional Cash Transfer	2,018,870	664,130,245	Yes
Health	Conditional Cash Transfer	1,023,079	343,848,510	Yes
Law 2022	Old-Age Pension	601,793	1,275,183,231	Yes
	Disabled Pension	692,956	2,852,745,655	Yes
Home Care	Home Care Support	467,778	4,378,200,241	Yes
Acces to				
Health	Universal Health Insurance	8,983,853	6,405,637,865	Yes
Housing	Shelter	22,098 (HH)	70,720,000	Yes
	Social Housing	4,664	210,000,000	Yes
Food	Soup Kitchen	30,391	12,250,000	Yes
Basic and Secondary Education	Free Textbook	17,000,000	240,000,000	
	Lunch	672,000	460,000,000	
	Transport & Shelter Subsidy	1,756	1,232,132	
	Disabled Student Transport	61,000	155,000,000	
	School Milk Project	5,848,375	150,663,334	
	MoE Scholarship	244,141	442,668,000	
Tertiary Education	KYK Scholarship	375,284	1,266,752,000	Yes
	KYK Food Support	454,631	482,244,000	Yes
Municipalities	Miscellaneous		1,250,000,000	Ongoing

SAIS

In 2009, the SADG developed the Social Assistance Information System (SAIS), a software program that enabled the collection of supporting documentation for the social assistance application to be completed automatically online. Building on this effort, in 2010, ISAS was developed around SAIS, integrating data from several institutions and providing additional services to disburse funds, record and track information, and report on programs.

VOIP

Prior to the SAIS and ISAS applications, it was necessary to guarantee secured data traffic between the SASF offices and the SADG. To this end, the SASF and the SADG were connected on a virtual network. To facilitate this process, all SASF buildings were linked to each other using Virtual Private Network (VPN) technology. At the project's completion in July 2009, all foundation and Directorate General (DG) computers (which numbered approximately 5,000) effectively started operating on the same network. As a result, it has become possible to use Voice Over Internet Protocol (VOIP) technologies between the foundations and the DG buildings. Furthermore, through the 1,200 IP sets procured in July 2009, it has become possible to make free phone calls between these locations, which has offered significant advantages to the DG and foundations in terms of both cost and data security. It has also provided an important element of the ISAS infrastructure that can be utilized only through computers connected to the network. It is not possible to access the system through a computer not defined on this network, and the computers connected to the network are managed through centrally defined network security policies. This has allowed for central control of the security of a network that contains the personal data of more than 30 million citizens. It is also possible to centrally intervene if a problem occurs on these computers through remote access, as necessary. Today, this network covers all MoFSP buildings, two system rooms, and 1,000 foundation buildings.

TABLE 3

Institutions and Data Integrated into ISAS*

Ministry of Family & Social Policies

Social Assistance Directorate General
Conditional Cash Transfer for Education and Health
Income Generating and Social Sevices Project Information
Social Assistance Information (YBB)
Means Test Result
Home Care Salary
Child Services Directorate General
In-Kind/Cash Assistance
Foundations Directorate General
Neediness Salary
Dry Food Assistance

Ministry of Interior

Population and Citizenship Affairs DG
Certified Household Register Copy
Household Register Copy
Personal Register Copy
Incidence Information
Address Information
Provincal Administration DG
Terror Loss Compensation
Department of Data Processing
Temporary Rural Guard Salary Information

Ministry of Labor and Social Security

Social Security Institution
Social Security Information
Health Preauthorization and Entitlement Information

* Full list of institutions and services are provided in Annex 3

Ministry of Finance

Revenues Administration
Tax-Payer Status
Vehicle Ownership

Land Registry and Cadastre Directorate General

Immovable Property Ownership

Ministry of Agriculture and Rural Affairs

Farmer Registration System Queries

Ministry of Health

Family Medicine Information System Health Control Information

Ministry of National Education

School Attendance Information
Grade Transition Information
Higher Education Loans and Dormitories Institution DG
Scholarship and Loan Information

Ministry of National Defense

Military Service Status
Military Service Status of Disabled Citizens

Turkish Employment Agency (İŞKUR)

İŞKUR Register
Unemployment Insurance Allowance
Temporary Employment Allowance
Job Loss Compensation
Employment Activity Result

Ministry of Justice (work in progress)

National Judiciary Informatics System Alimony Information

III

System Development

Aspects of Operation and Implementation

ISAS was developed internally by the Turkish Government through cooperation between multiple government agencies. Turkey's Deputy Prime Minister signed a goodwill protocol for the implementation of the project in cooperation with TÜBİTAK on January 16, 2009. ISAS was implemented within the framework of a contract signed between the SADG and TÜBİTAK in May 2010.

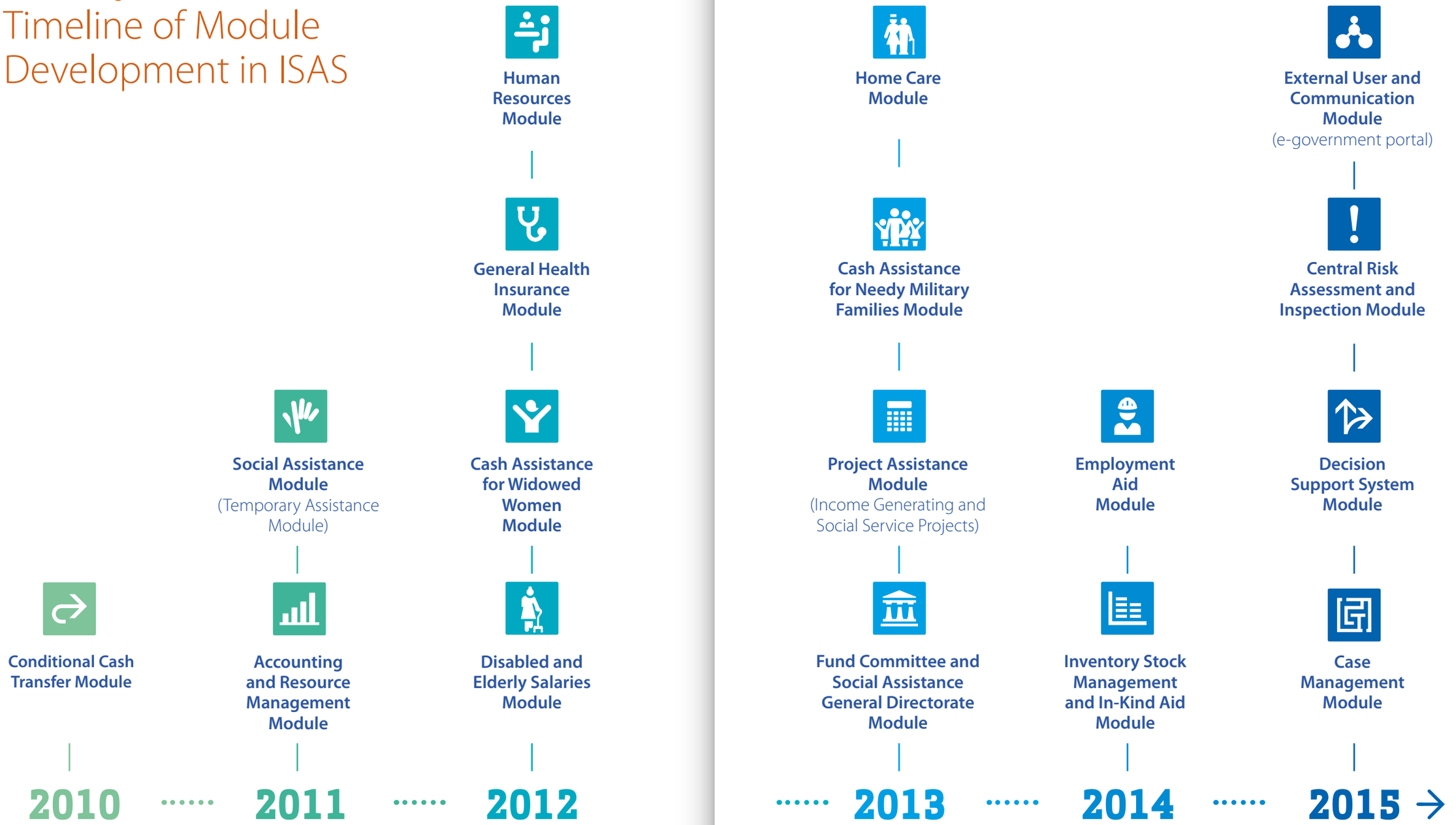
An interdisciplinary team of project managers, social policy experts, software engineers, and information technology professionals was put together to design and implement the project. The team began the process by researching similar integrated systems. Core staff attended training sessions on e-government systems, management information systems (MIS), and project management.

Timeline of Module Development

For ISAS, the system's architecture was built iteratively and incrementally by assembling modules together. Modules have been developed on a rolling basis, starting in 2010 and finished in 2015 (see Figure 1). The first

FIGURE 1

Timeline of Module Development in ISAS



module developed was the online application and data management for the Conditional Cash Transfer programs. All testing were live and occurred as the module was being developed.

This modular approach allows developers to detect smaller failures without having them overwhelm the whole system. It also adds flexibility and makes it easier to incrementally increase the complexity of the system by building on top of existing modules. The development of each module follows a cycle that can be summarized in four phases: (1) design, (2) development, (3) pilot application, and (4) implementation. The development phase was the most intense and lasted six months (see Figure 2).

System Costs

The total estimated cost of ISAS development was US$13.1 million, an amount that is reasonable compared to other countries that have developed similar systems. Turkey was able to reduce development costs by contracting TÜBİTAK, a public agency, to develop the system and provide ongoing maintenance.

The hardware cost for ISAS was US$5.3 million (13.8 million TL) and included computers, servers, security systems and system rooms.[4] The analysis, technical design, and software cost amounted to US$7.8 million (20 million TL). The contract that MoFSP set up with TÜBİTAK included ongoing maintenance through November 2015. In addition, MoFSP's IT (Information Technology) department provides daily maintenance.

The cost efficiencies that are gained by ISAS outweigh the cost of developing and operating the system. ISAS has the capability to identify cost efficiencies in the delivery of social assistance, such as duplications in benefits. After implementing ISAS, it was found that up to 10 percent of assistance benefits were duplicated. Making processes electronic also saved costs by reducing paper and staff time; the Government now processes approximately 2.3 million fewer documents per month. In addition to this, processing time has also been significantly reduced. For example the period of time required from application to decision for regular social assistance programs has been reduced by approximately 20 percent.

4- System rooms have very specific and important requirements based on the standards such as systems for prevention of fire and climate control etc.

FIGURE 2

Modules

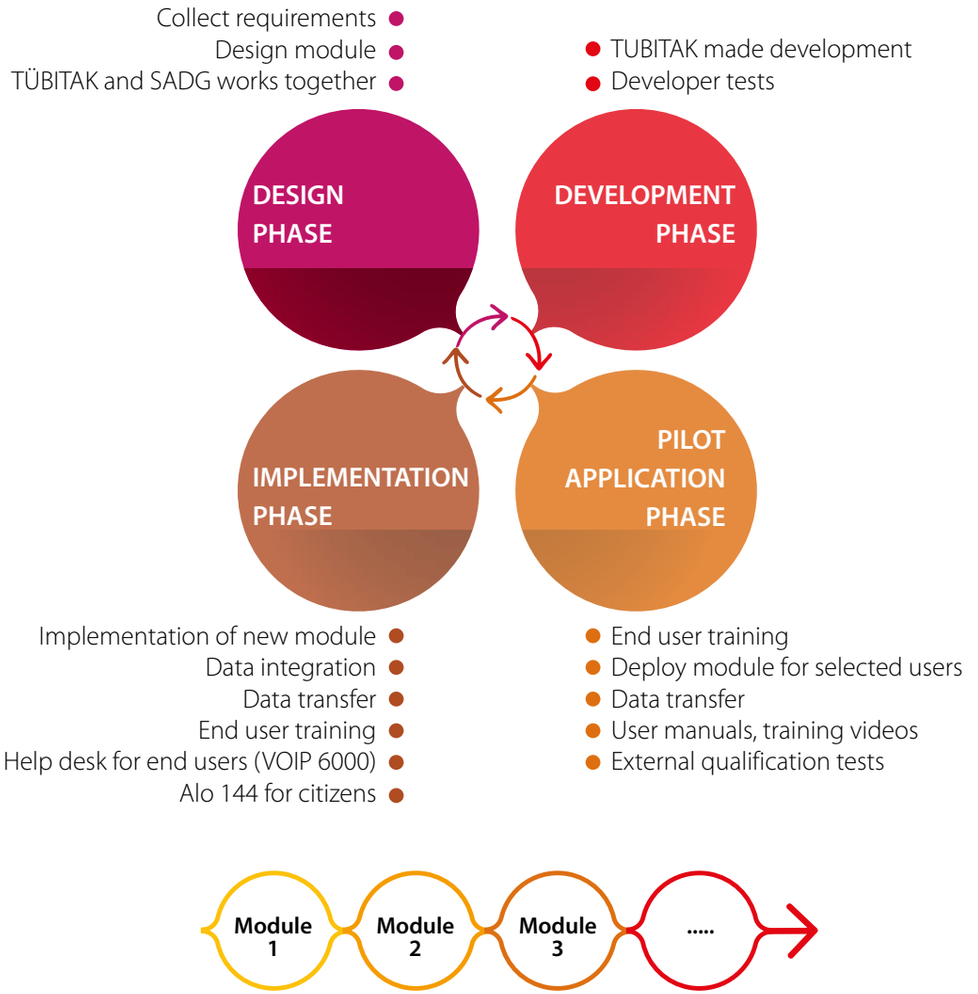
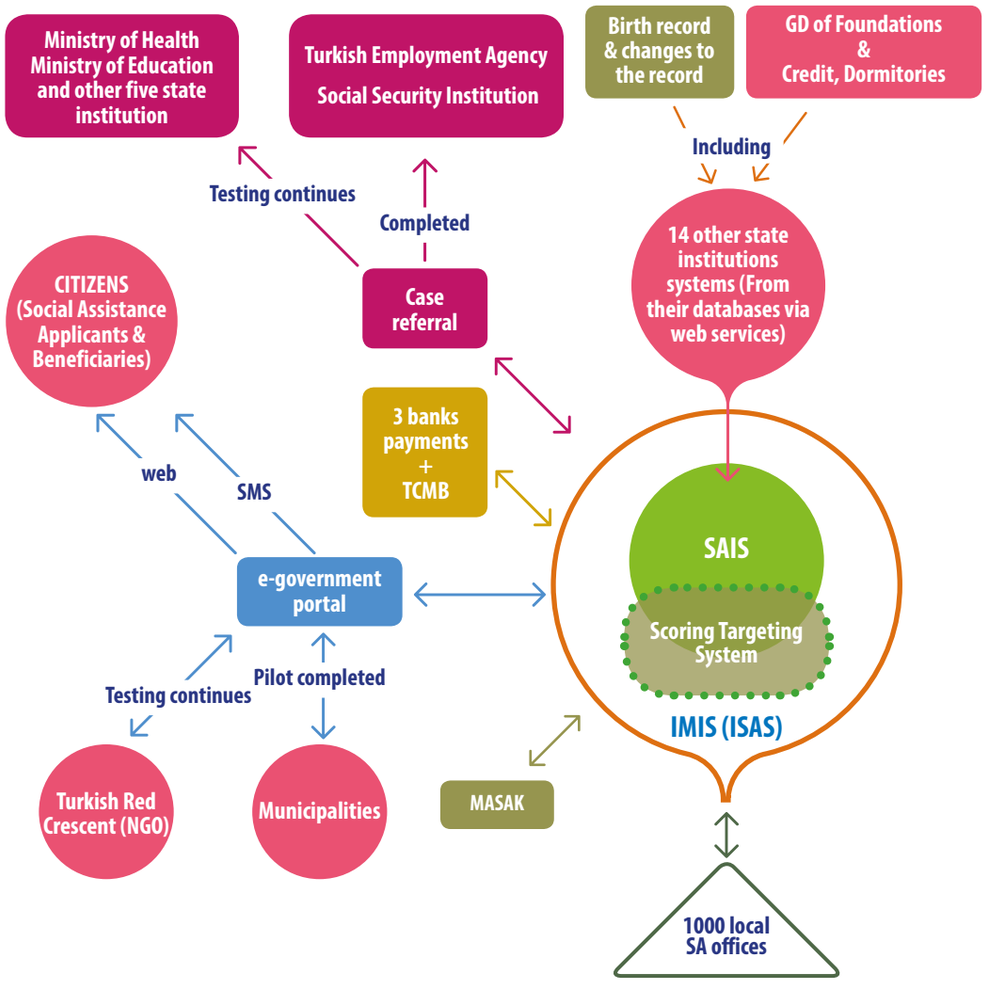


FIGURE 3

Data Flow Between Different Institutions



Management Structure

An important aspect of successful management information systems is a clear management structure that delineates responsibilities and protocols across multiple ministries.[5] ISAS achieves this by centralizing management at the national level under the SADG within MoFSP and implementing the programs locally through the SASFs.

The Social Assistance Directorate General of MoFSP executes the database, oversees management of the system, and provides hardware maintenance. It has twelve dedicated staff for database management and six for system management. Both teams are led by engineers who report directly to the IT department head. Centralizing functions related to data collection, scoring, and targeting ensures consistency in social assistance delivery. Furthermore, as a high-level government office, the SADG is more easily and effectively able to coordinate across ministries to achieve data-sharing agreements.

TÜBİTAK provides system maintenance related to the software, including the development of new modules. Its team also provides research and development for future products. The TÜBİTAK team has 28 software engineers.

The Social Assistance and Solidarity Foundations conduct household visits to verify application information and assess living conditions. The SASFs employ 4,570 social assistance inspection officers to perform these household visits, which are completed at least once annually. Having this strong presence at the local level allows better oversight and technical uniformity, creates buy-in from local administrations, and contributes local knowledge to poverty grading.[6]

Institutions and Data Integrated into ISAS

Because ISAS integrates data across various government institutions, interdisciplinary cooperation was crucial to the project's success. The

5- Cesar Baldeon and Maria D. Arribas-Baños, "Management Information Systems in Social Safety Net Programs: A Look at Accountability and Control Mechanisms," SP Discussion Paper 0819 (Washington, DC: World Bank, 2008).

6- Victoria Barca and Richard Chirchir, "Single Registries and Integrated MISs: De-mystifying Data and Information Management Concepts" (Canberra: Government of Australia, Department of Foreign Affairs and Trade, 2014).

previously developed SAIS laid the foundations for ISAS data sharing. During the development of ISAS, senior management of the SADG held a series of meetings with other government institutions to establish data-sharing agreements.

The SADG has now developed formal agreements with the Ministry of Interior, Ministry of Finance, Ministry of Health, Ministry of Labor and Social Security, and Ministry of National Education. In 2014, the legal basis for integrating data from municipalities and the Red Crescent was concluded through the development of a further regulation on sharing social assistance data, but this has yet to be operationalized.

Agreements with other ministries and agencies detail what data are available in which form. Some of the ISAS information is available to certain institutions via web services and other information can be accessed through the e-government portal. Various other institutional partners can access ISAS only to upload specific information (see Figure 3 showing how data flows between different institutions).

Staff Capacity and End User Support

Because integrated information systems like ISAS are complex and continually evolving, it is important to recruit and retain skilled staff members. The social assistance inspection officer plays a large role in social assistance delivery because his or her assessment is used to determine a household's eligibility. For this reason, inspection officers are paid a competitive wage and, whenever possible, are expected to have a university degree. Currently, Turkey employs 4,570 inspection officers in their SASF offices, 3,331 of whom have at least a four-year university degree.

Special attention must be paid to capacity building to ensure that the team is able to integrate and adapt to new technology. At both the central and local levels, Turkey regularly holds capacity-building days for staff on which they conduct trainings online and in person. Training videos are made available on demand via the ISAS website. Once a new module is put online, the ISAS team launches a new training for system users. In addition to training, a help desk with 20 staff members provides technical support.

As of March 2014, 9,618 end users had attended training, including 1,792 who received applied training, 1,919 who received distance training, and 5,907 who attended seminar training. A survey was conducted to assess satisfaction with the training sessions, revealing a 93.2 percent satisfaction rate for the training and an 86.8 percent satisfaction rate with the software.

Human Resources

Staff turnover can be particularly disruptive to a project as complex as ISAS, especially when the staff is critical for software development. To ensure that work can continue uninterrupted despite turnover, all responsibilities are clearly delineated and well documented. In the case of Turkey, TÜBİTAK,[7] a government agency, houses the software development team and is tasked with ensuring its continuity.

7 - TÜBİTAK is accredited by Capability Maturity Model Integration (CMMI). CMMI is a process-improvement training and appraisal program and service administered and marketed by Carnegie Mellon University (CMU) and required by many U.S. Government contracts, including for the U.S. Department of Defense, especially in software development. CMU claims CMMI can be used to guide process improvement across a project, division, or entire organization. CMMI defines the following maturity levels for processes: Initial, Managed, and Defined. Currently supported is CMMI Version 1.3. CMMI is registered in the U.S. Patent and Trademark Office by CMU.

IV

System Architecture

Social Assistance Delivery Process

Turkey has established a standardized process for the delivery of social assistance that builds on the existing operations of social assistance programs at the local and national levels. The full process has seven steps, many of which are automated and all of which are integrated into ISAS.

Application

For all social assistance programs, applicants complete a standard application at their local SASF office. The application standardizes declaration-based data, allowing it to be easily integrated with different databases and verified. The application includes questions pertaining to the registrant's household, including employment information, household composition, property ownership, and social conditions.

As part of the application process, citizens are required to submit a signed consent form to allow institutions to review their social and economic information. This step is not yet digitized and has to be completed in person at a local SASF office. The infrastructure is in place to accept an electronic

signature, which would ultimately allow citizens to apply online for social assistance benefits. However, applicants have varying levels of education and comfort with technology, and there is concern that citizens will not fully understand the contents of the consent form or the validity of a signature if it is digitized. For now, the signature remains on paper.

Beneficiary Evaluation

When a citizen's application is completed at his or her local SASF office, a socioeconomic profile is generated in ISAS by linking datasets from various institutions through the citizen's unique national ID number (see section on validation for more details). The profile contains information about the household's financial status, including the applicant's self-reported household income and working status, as well as property, agricultural land, livestock, and vehicle ownership.

At this stage, the profile is assessed for completeness or for inconsistencies with the self-declared data at registration. If information is missing from the application or if there are inconsistencies in the data, an alert will appear and the application will be frozen until the information is validated.

Poverty Grading and Eligibility Determination

For some programs, applicants must have no income to be eligible. Currently, officials use ISAS to check various sources for a reported income associated with the applicant's household. For example, if the applicant makes social security contributions or receives a pension, the income will be reported in ISAS.

Other social assistance programs, such as the General Health Insurance Program require the applicant's household to earn below one-third of the minimum wage per capita. An income estimate is calculated by enumerating formal wage earnings, pensions, portions of real estate value, rents received, cattle and livestock value, and vehicle value.

Following submission of the application, the household is visited by an SASF social assistance inspection officer, who completes a standardized questionnaire that verifies information in the citizen's application, collects additional household data, and makes further observations as needed.

The social assistance inspection officer will assess the real property, including the home, agricultural land, livestock, and vehicle. Based on this, the inspection officer ranks the household's income status from 1 to 5 (1 being very poor, 5 being well-off). This measure is based on an overall assessment of the applicant's status and is used in the decision-making process.

Information from the household visit is collected manually by the inspection officer but is uploaded to ISAS. Work is under way to transfer this function to tablets. This approach was piloted in 2012, when inspection officers used APN (Access Point Network) technology, a secure database access, to enter information into an online form within ISAS. The approach is under assessment for cost efficiency and security issues.

Eligibility for social assistance is determined by a local Board of Trustees and is based on the income estimate as explained above and the inspection officer's assessment. The Board can view an applicant's profile directly through ISAS. An additional poverty score module is expected to be implemented by 2017 for all social assistance programs within MoFSP. The module uses a Proxy Means Test (PMT) that combines socioeconomic data, household characteristics, and geographical variables such as region of residence and whether the household is urban or rural. MoFSP conducted an extensive household survey that provided estimates for the development of regional thresholds or poverty "cut-offs." The thresholds have been further disaggregated for both urban and rural households. Once available, the poverty score will provide a more transparent and objective criteria to determine eligibility and reduce the level of subjectivity in targeting. In 2015, MoFSP has started implementing the decision support system. The system provides guidance to the local board of trustees by providing information like; the assistance provided to the applicant in the past, each household members central database reports, list of social assistance programs that families in similar conditions are found eligible for.

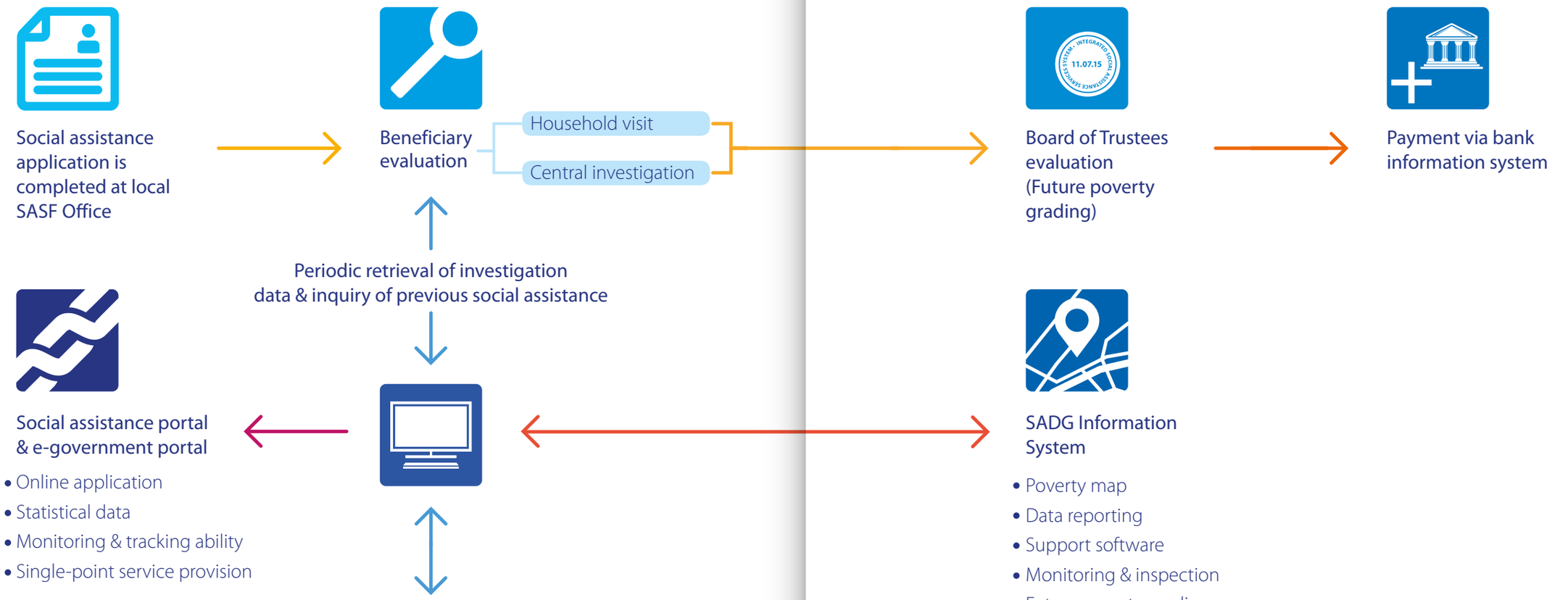
Payment

Three methods are used for cash social assistance payments under ISAS.

First is the social assistance card. This was launched in cooperation with the Postal and Telegraph Services Corporation (PTT) for citizens receiving

FIGURE 4

Summary of ISAS Process



Social Assistance Information	Demographic & Social Security Information	Education & Healthcare Information	Wealth Information
Foundations Directorate General	Population & Citizenship Affairs D.G.	Child Services D.G.	Land Registry & Cadastre D.G.
Turkish Employment Agency (Unemployment)	Social Security Institution	Ministry of Health	Revenues Administration
Social Assistance D.G.		Higher Education Credits & Dormitories D.G.	Ministry of Agriculture & Rural Affairs
Provincial Administration D.G.		Ministry of National Education	

FIGURE 5

Application for Social Assistance and Payment: The Case of Regular Social Assistance Payments

APPLICATION

An adult from the household files an application by only signing a letter of application and a letter permitting the investigation of personal information.

HOUSEHOLD DECLARATION

The applying household member declares the information to be verified via a social review or updates the previous declaration.

SYSTEM FILE PROCEDURES

If there is no household file registered in the system, a household file is created and the request for assistance is added to it. If a household file already exists, only the request for assistance is added. The declared information is recorded/updated. Central queries are done/updated.

SOCIAL REVIEW

HOUSEHOLD REVIEW

Declarations on the status of household members and the dwelling are checked. Information not available from a central query is researched.

COMMUNITY REVIEW

Apart from the household, information is collected from community information sources, such as village/neighborhood headman's office, schools, and social circles, to verify social status.

PREPARATION OF SOCIAL REVIEW FORM

A report is prepared on the neediness status of the household as a result of the central, household, and community reviews and is saved in the system.

SOCIAL ASSISTANCE DECISION SUPPORT SYSTEM REVIEW

A needs assessment is developed according to the result of the system's scoring formula in line with central queries and the social review form.

FOUNDATION BOARD OF TRUSTEES

The Board of Trustees, which is the decision-making organ of the Foundation, takes an assistance decision based on an assessment of the social review form, the result of the Social Assistance Decision Support System, and central queries.

ACCEPTANCE

REGISTRATION IN PAYMENT LIST

The individual is notified of the result by SMS.

REJECTION

END OF PROCEDURE

The individual is notified of the result by SMS.

CREATION OF PERIODIC PAYMENT LIST

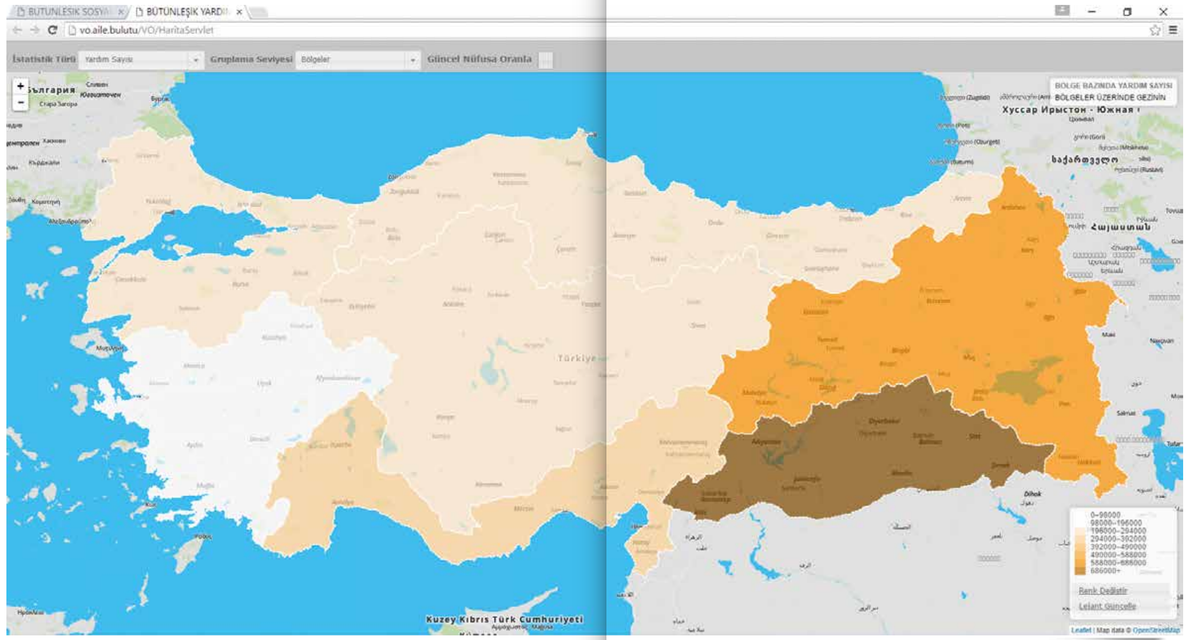
Prior to payment periods, a central query is done to verify conditions before creating the payment list.

PERIODIC CENTRAL PAYMENT

Payments are transferred to the Social Assistance Card of beneficiaries centrally, or payments are delivered to households via PTT. The individual is notified about payment information by SMS.

FIGURE 6

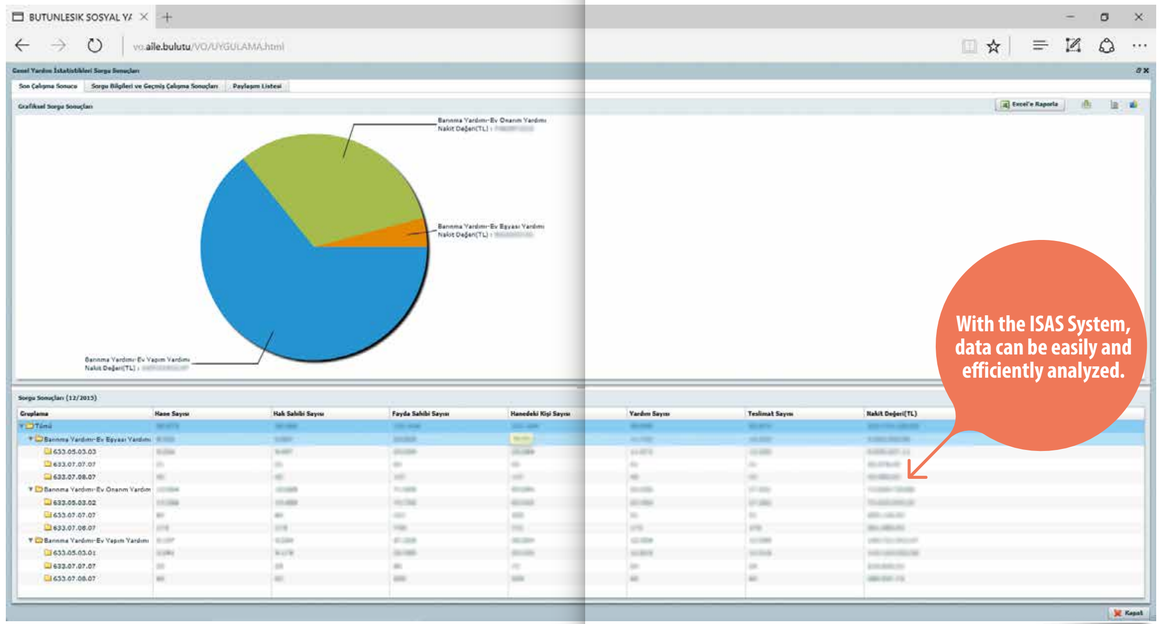
Map of Disability Beneficiaries*



*This map has been generated from data estimations and does not represent the actual breakdown of disability beneficiaries by region.

FIGURE 7

Screenshot of Reporting Mechanisms in ISAS



regular assistance benefits from the SADG. Currently, approximately 2 million social assistance beneficiaries use these cards.[8] They are exempt from any membership fees/commission charges or any other expense. The cards are prepaid debit cards and allow beneficiaries to:

- withdraw social assistance payments from ATMs anytime they wish without having to wait in bank queues, and
- pay for their food, clothing, and other needs at any store, market, etc. they wish. Second is the option of payment at home, introduced for beneficiaries who cannot go to withdraw their payments due to geographical conditions, weather conditions, illness, old age, disability, etc. This option is particularly used by the elderly and the disabled, allowing them to receive their assistance payments in cash in their homes in a timely manner and without any expense.

Third is the payment by transfer to the bank accounts of beneficiaries who receive temporary social assistance payments. Beneficiaries can withdraw the social assistance payments credited to their accounts anytime they wish from their bank branches.

The payment methods detailed above help to reduce the expenses of beneficiaries' access to social assistance (such as transportation, bank commission charges, etc.), while ensuring reliability, regularity, efficiency and as a result supports financial inclusion.

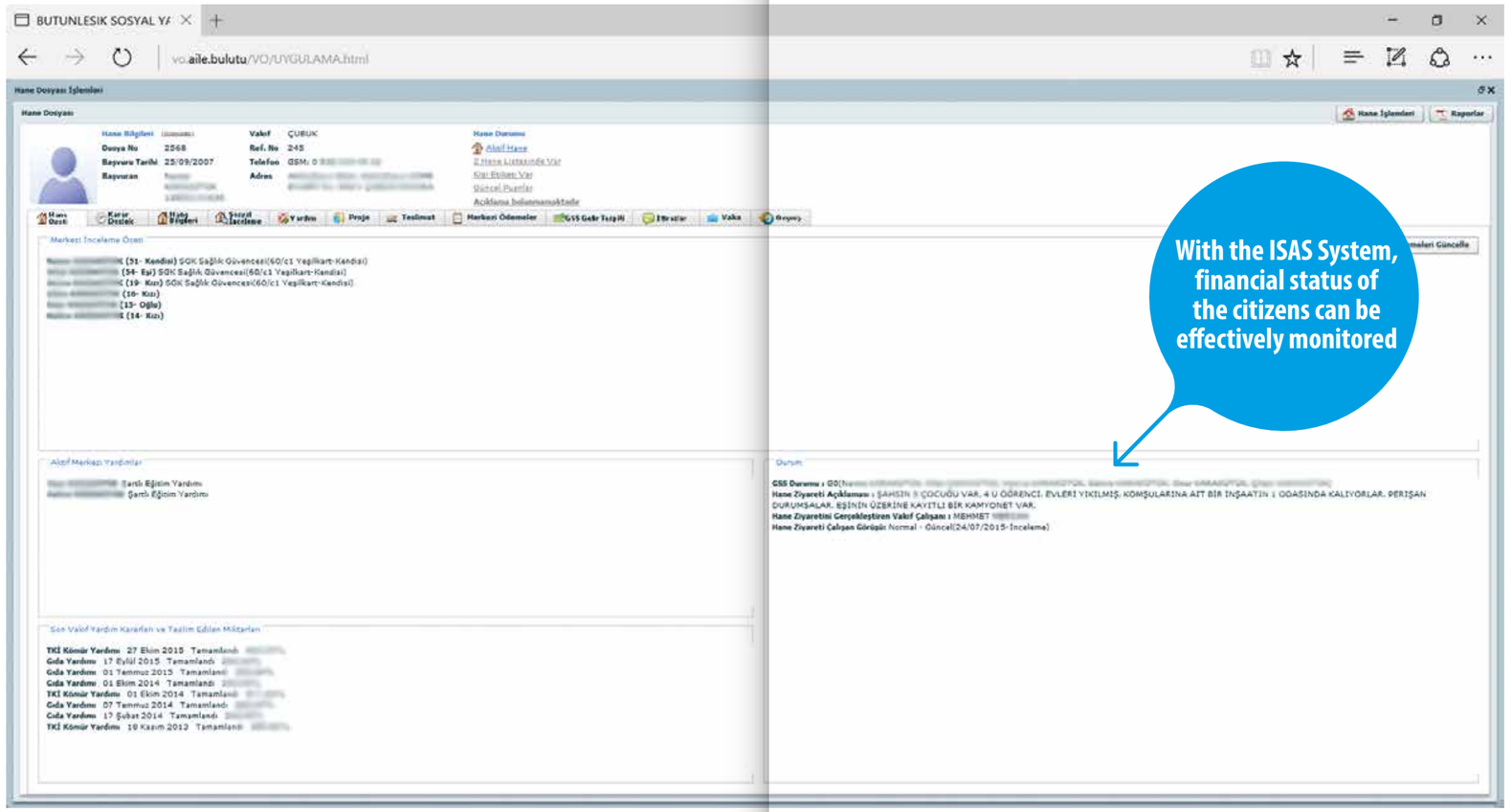
Accounting and Financial Management

The accounting procedures for all processes executed in the system are completed automatically. This both minimizes the margin of human-induced errors and ensures consistency and authenticity. Financial statements and reports are created periodically and financial trends are monitored. Furthermore, use of the system is mandatory, since the transfer of funds to local units is executed on the basis of transaction and accounting records in the system. The system produces information on risk trends and performance assessments for the local and central policy-making units via the Central Risk and Inspection Module, and on audit planning and central monitoring for the units responsible for audit.

8- The ATM card linked to a bank account can be used without access to credit and similar borrowing facilities. The citizen can spend as much money as is available in his/her account.

FIGURE 8

Screenshot of an Applicant's Profile



From Data to Information

Auditing

An important process within ISAS is regular auditing. ISAS has a module called the Central Risk Identification System that automatically flags problematic inputs that violate certain thresholds. ISAS staff can modify the thresholds to detect outliers.

As an example, a flag is raised if an SASF office spends more than 2 percent of its monthly budget on one-time emergency social assistance or if an SASF office spends a significantly higher amount on social assistance than in the previous month. Both examples could be an indication that households are improperly receiving social assistance, there is a data error, or funds are being misused.

The automatic alerts are shared with an independent auditing board within MoFSP. The board is directly tied to the ministry but operates independently of the SASF to prevent corruption. Inspection officers are dispatched to visit up to 100 local SASF offices per year to conduct in-person audits. The system produces 260 risk indicators and 88 service reports for the use of the inspection officers.

Reporting

Reporting informs accounting and budgeting for new as well as existing programs. ISAS has the capability to produce reports of expenditures for individual foundations that provide social assistance; it also allows decision makers to improve processes and reduce redundancies.

The analytical capabilities of ISAS are tremendous. The system compiles data for 37 million people across the country. The data system is integrated with geographic information system (GIS) mapping capabilities, enabling users to produce maps of social assistance provision and socioeconomic data and allowing analysis by province (see Figure 6). The data can be used to improve the design of existing programs as well as to inform the design of new policies and programs, for example, by conducting simulations, estimating the potential target population of the program, predicting potential impacts, and calculating cost projections. Within the framework of the Data Sharing Regulation,[9]

9 - Regulation on Saving and Sharing Social Assistance Data. Published in the Official Gazette No: 29118 on September 13, 2014. See http://www.resmigazete.gov.tr/eskiler/2014/09/20140913-7.htm.

anonymized data may be shared with academics and researchers, though incidences of this actually occurring so far are limited.

Monitoring

Turkey has made significant progress on the use of information to support decision making related to social policy through ISAS. It is possible to monitor and supervise processes and identify bottlenecks in the registration process.

Information Management

System Access

Beyond the core staff of MoFSP, ISAS is accessed by approximately 10,600 personnel, including social assistance inspection officers, office staff, accountants, foundation directors. Two major risks associated with an MIS are corruption and the protection of privacy. Access to the data must be highly controlled to prevent any tampering or leakage. Security is particularly important because the system contains both personal profiles and financial information for more than 37 million citizens. Turkey has taken several steps to secure access to the system and protect data.

Data Privacy

ISAS employs a two-factor authentication process to ensure data security. Users are given a token that generates a one-time password that is required for entry into the system. Each user is given access to a different part of the system based on his/her specific roles and responsibilities. This system prevents unauthorized users from gaining access and allows MoFSP to monitor usage. All queries made in the system are recorded with a barcode, which indicates the information that was queried, by whom and on what date. Transactions made on the system are logged in a database and monitored.

Database Access

Institution staff who are responsible for providing database updates to ISAS are given access to the system via the VPN. Permission for this access is tied to the staff member's computer and is limited. This is the highest level of access to the system, as data can be uploaded and directly edited.

Data Monitoring and Oversight

The system's hardware is also protected with security measures, and

system rooms are monitored by cameras and sensors. Only authorized staff are allowed to enter the system rooms and can do so only by using an electronic card and fingerprint verification. Data flow within the system is encrypted according to international standards.[10]

Validation

An integrated system like ISAS is only as good as its data. It is important to establish systems to validate, verify, and regularly update information to mitigate the risks of fraudulent use by human or system errors. ISAS takes measures at both the application stage and within the database layer to validate data consistency and completeness and to identify any redundancies. Data validation needs to be meticulous to ensure that information can be appropriately used. For example, a simple numerical error in data entry can lead to a household losing its benefits or can skew an analysis.

In ISAS, users register using the applicant's unique national ID number given to each Turkish citizen or resident. The ID is issued at birth or upon registration for a residency permit and is therefore the backbone to creating an individual's profile and linking data together. If an inconsistency is generated by the foundation staff assisting in registration, the user is prompted by an alert and prevented from proceeding. User-level controls are enforced using an exception-handling mechanism.[11]

At the database level, all tables are linked to relational keys and configured to collect a citizen's information from multiple datasets into a single profile.[12] By entering a national identification (ID) number, the system can produce information that includes, but is not limited to, address, household demographics, household income, labor market status, land ownership, and existing registration status in social assistance programs.

Controls are placed on the ability to edit data, making it impossible to update or delete records without authorization. The database is further

10 - The system follows ISO 27001 for information security and CMMI Level 4 for software maturity and quality. Formal certifications are pending as the system continues to evolve.

11 - An exception-handling mechanism is computer programming terminology that refers to a code that checks for unexpected errors

12 - The system maintains Boyce-Codd Normal Form (BCNF) relational database standards.

controlled through data scripts following each update that will prompt and alert if data are inconsistent or if an error is detected. Authorized software developers are alerted of the error immediately.

Verification

Verification is an important step in transforming data into trustworthy, usable information. The self-reported data included in a citizen's application form are verified both internally and externally. Internally, the system compares data inputs to other databases; if a discrepancy is detected, a prompt will appear and the data will need to be verified before the application process can continue. The data are verified externally through the annual in-person evaluation performed by a social assistance inspection officer from the local SASF office. (Both verifications are described extensively under the "Social Assistance Delivery Process." section.)

Data updates

Updating information is an important component of data oversight. A static or outdated picture of a household's socioeconomic status can lead to faulty targeting. Eligibility status can change if, for example, a citizen obtains a new job, gets married, or dies. Before converting to an electronic system, updates were infrequent, and considerable time was needed to change the benefit status of an individual or household to reflect any new situation.

System prompts are built into the initial application process, requiring information to be current or up to date before registration can be completed. A program is built into ISAS that automatically updates all information in an applicant's profile before eligibility for social assistance can be determined. In addition, ISAS' administrative records are automatically updated at least every 45 days. During this update, data from new applications are incorporated into existing web-based queries and reporting mechanisms. If an update results in an applicant's ineligibility, the social assistance payment is automatically stopped. As an additional measure, the inspection officer's household visit provides an opportunity to record any further changes to the information.

V

Technological Aspects

Hardware

Hardware for integrated management systems must have adequate memory, disc space, and processing capacity. Two system rooms are operating in active-active mode, which are established in different physical locations to ensure that there is no interruption and data are backed up. The system's application layer includes Windows 2008 servers. Database layer ORACLE EDATA X2 and X3.

All hardware elements, except for the database itself, are virtualized using a VMWARE platform.

Backup and Security

Software Development and Updating

All software development was completed in-house by TÜBİTAK, and hardware is maintained by MoFSP's IT department. The web service gateway (e-government system) will soon allow ISAS to gather information from citizens and accept applications online. The average daily number of citizen queries to the e-Government Gate is 9,000 (the number of web service calls

from other agencies is not included in this figure). The average daily data traffic is 80 megabits.

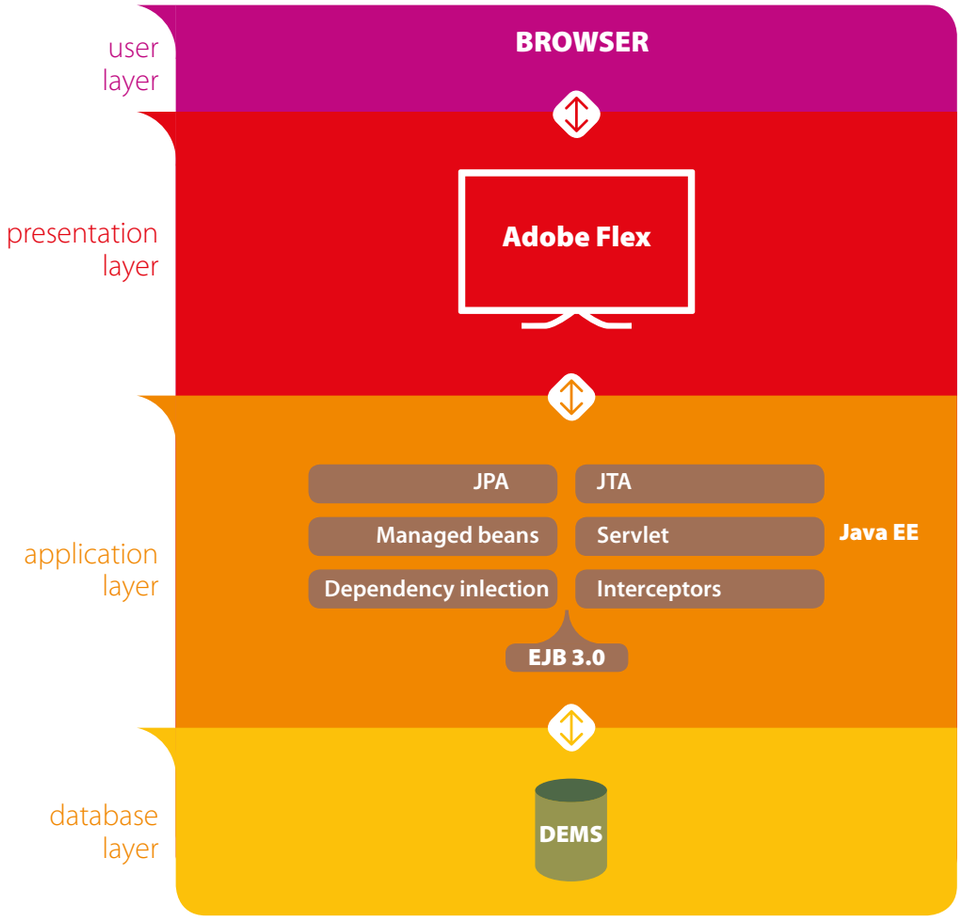
A Rich Internet Application (RIA) has been chosen for the presentation layer of ISAS software. The technology used is Adobe Flex (now named Apache Flex). Through the Flash Runtime Environment installed as a browser plug-in, the client software of the integrated application can run on browsers.

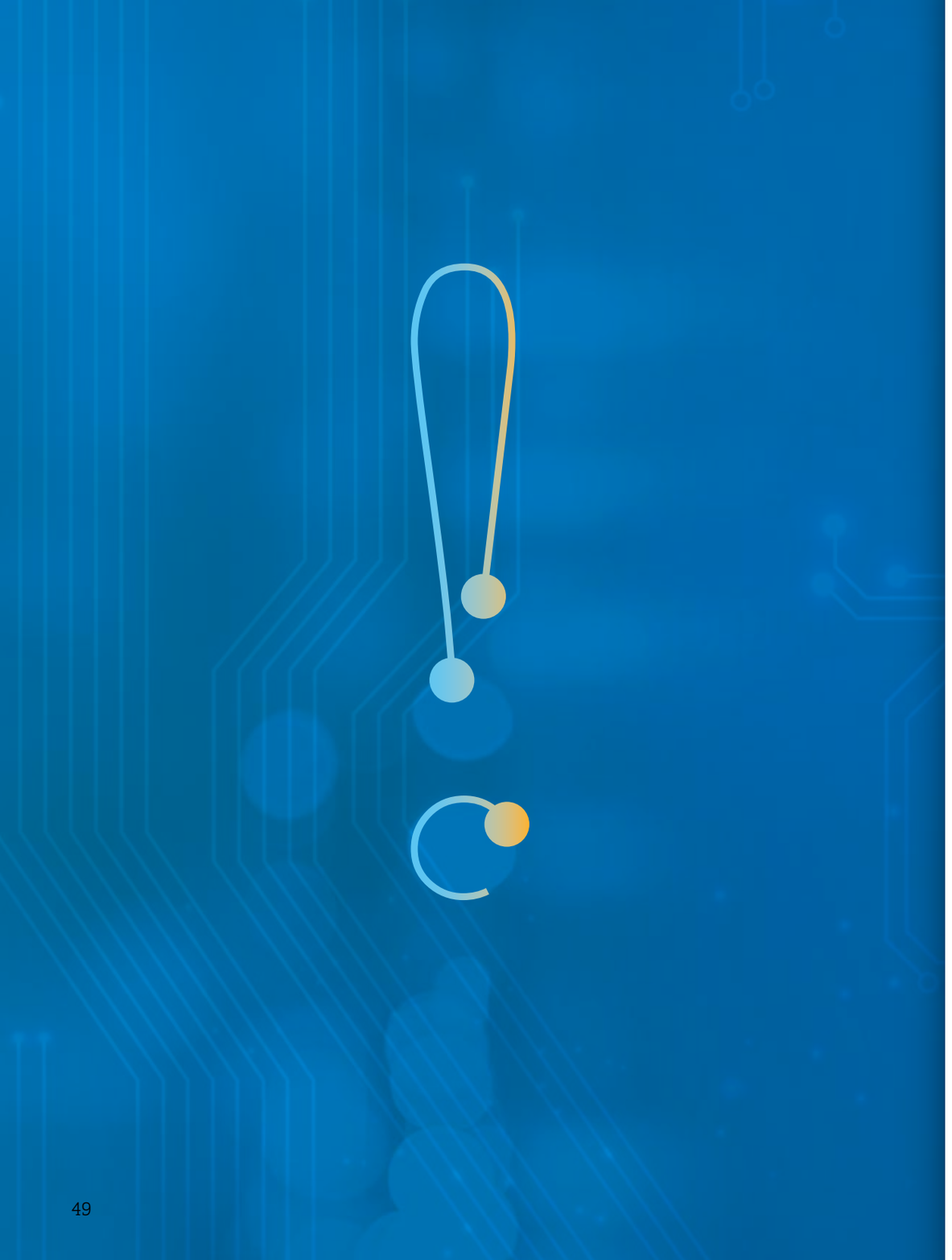
Java EE components are used in the application layer. Since multiple shared resources (RDBMS, JMS) are accessed, transactions are executed via JTA. In the application layer, JPA is used to store entities on RDBMS. Hibernate has been chosen as the JPA Implementation. Business logic has been developed using EJB. Stateless Beans are used as Session Beans. Message Driven Beans are also used. Oracle WebLogic has been chosen as the Java EE container. Oracle Exadata, a DB Appliance of Oracle, is used in the database layer.

Apart from the components mentioned above, the integrated project also involves scheduled task software. This software has been developed on the Spring Batch framework.

FIGURE 9

Technologies Used in the Integrated Project





VI Challenges

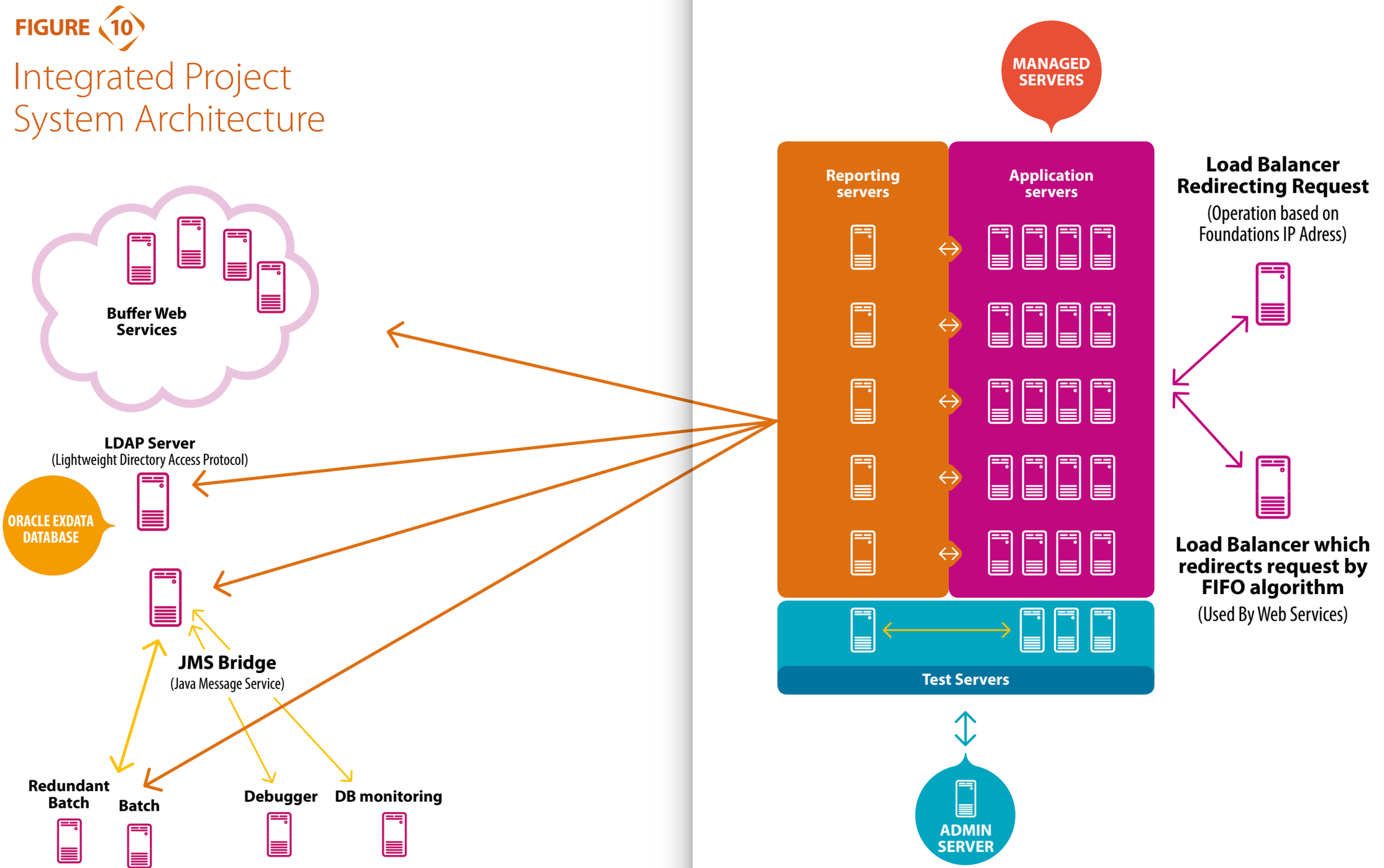
The ISAS team faced several challenges during implementation. One was the need to work with databases across different institutions. Data were in different formats, sometimes on paper, and some institutions did not have the technical know-how to transition to an electronic database. The ISAS development staff worked closely with each institution to prepare data for online sharing. In some cases, they supported the development of software for the institution to help maintain its electronic database using a web service; in other cases, they provided hardware support, building a server to store the data. Strong communication and a clear directive were the keys to engaging institution-wide support.

Another challenge was the major institutional reorganization in 2011 that created MoFSP and introduced new social policy programs. ISAS was already launched at this point but needed extensive revisions to include the new policy instruments and to reassign existing instruments to the Ministry. Fortunately, the technical specifications of ISAS were already established, and the architecture of the system was essentially complete when this transition occurred, making it easier to adapt.

Finally, it proved difficult to update the rules and the legislative changes underlying the system at the same speed as the IT system itself, whose potential for development has moved much faster.

FIGURE 10

Integrated Project System Architecture



VII

Benefits of ISAS

Integrating social protection data and information has many advantages. From a policy perspective, consolidating data related to social assistance facilitates better accuracy in targeting citizens in need. From an operational perspective, systems like ISAS reduce redundancies and create efficiencies, reduce fraud, and are more responsive to citizens.[13] Finally, such systems allow for an overall increase in knowledge and information on social policy issues.

Some of the achievements of ISAS to date include the following:

• **Social assistance decisions can now be made by assessing the welfare of the whole household rather than the individual applicant.** In ISAS, an applicant's ID number links that person to his or her household, where all socioeconomic data, social examination reports, and information about social assistance are available at the household level. Previously, this capability did not exist, and eligibility was determined for each citizen without considering other household members.

• **All social assistance services are consolidated under one single structure with a defined procedure for determining eligibility and disbursement.** Data sharing and consolidation have enabled Turkey to

13 - Barca and Chirchir, "Single Registries and Integrated MISs."

identify bottlenecks in service delivery to improve programs and target households with the greatest need. Today, social assistance decisions are more efficient and the distribution of resources is fairer.

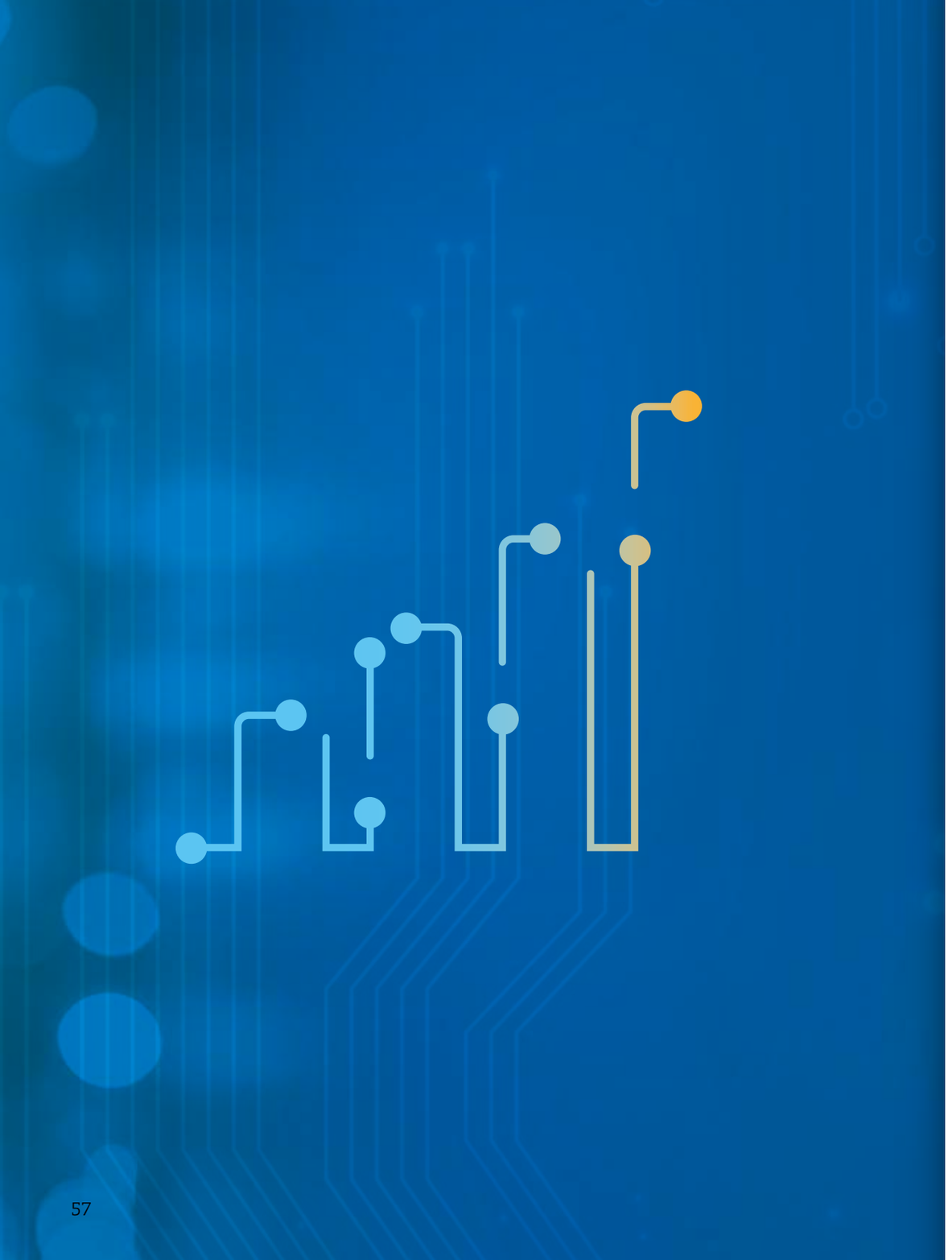
• **ISAS has reduced the time and costs related to social assistance provision.** Electronic record keeping through ISAS saves the Turkish Government from having to process a huge number of paper documents per month and reduces the average application process from days to minutes. In addition to facilitating the application process, ISAS has the capability to reduce the time it takes to administer the application and disburse assistance. Turkey tracked the disbursement time to beneficiaries of the disability and old-age pension programs provided under Law No. 2022 and found that ISAS reduced the time from application to disbursement from 1.5 years to one month.

• **Information sharing and communication across institutions involved in social assistance has improved.** Integrating programs across different institutions allows a holistic approach to social assistance delivery. Citizens who are ineligible for one social assistance program may be eligible for others, and ISAS provides the capacity to refer and recommend additional services to citizens. For example, when an unemployed citizen applies for health insurance benefits, ISAS will detect the citizen's employment status and refer him/her to the government organization that administers job training programs.

• **The system has become more transparent and reduces the duplication of social assistance benefits.** Prior to ISAS, the process of delivering social assistance was lengthy and fragmented, as management was distributed over a number of institutions with little coordination. This led to inconsistencies in the delivery of benefits, including the duplication of services. Indeed, up to 10 percent of all social assistance benefits were duplicated.[14] ISAS can more easily identify when a citizen is no longer eligible for social assistance. For example, with the Conditional Cash Transfer program for education, benefits are conditional on school student attendance. ISAS is integrated into the school's attendance records and if a student stops attending school, it will automatically stop the delivery of benefits.

14 - Source: GDSA, MoFSP

Overall, ISAS has the capability to provide Turkey with a more transparent and accurate mechanism for targeting and disbursing social assistance benefits. It assembles the information needed to make a more comprehensive decision on social assistance eligibility. ISAS can also facilitate the tracking and monitoring of social assistance disbursements by geography and socioeconomic characteristics over time, which can help Turkey plan new programs and improve existing ones.



VIII

Next Steps

It is important for Turkey to continue to take steps to allow ISAS to reach its full potential. ISAS is built to evolve, and now that the infrastructure is in place, Turkey can add and adapt new services aimed at improving service delivery to beneficiaries. Turkey is currently working toward the development of several new modules in ISAS.

Case Management System: This system aims to detect the characteristics of households and refer them to the appropriate programs. For example, the referral service will direct unemployed citizens to appropriate employment opportunities and training programs based on their abilities, or it might detect and flag problematic cases, such as school dropouts, chronic illness, violence, drug use, or alcoholism, and have the ability to automatically refer those persons to other agencies for action. Currently, the system has been fully developed and tested and has identified 14,810 cases that could benefit from such referrals. The module will become active once protocols with other institutions are finalized.

Poverty Scoring System: As described above, the SADG has developed formulae using information from the applicant's profile and data from

household visits that will automatically calculate a poverty score for applicants in ISAS. This module is already developed and is launched in 2016.

Business Intelligence for Targeting Other Programs: This tool will use data from ISAS to inform the development and placement of new social policies and programs. Since the system has GIS information on beneficiaries and household characteristics, it enables policy makers to target neighborhoods and communities where the highest numbers of beneficiaries of a new program might reside.

E-Government Portal for Online Applications: Currently, citizens visit their local SASF office, where a social assistance officer completes their application and can access an e-government portal online to view their enrollment status in social assistance programs. Turkey is planning a module that will allow applicants to apply to social assistance programs online through a web-based system linked to the e-government portal. This system is already developed and should be online in 2017.

Data Sharing with Municipalities and Nongovernmental Organizations (NGOs): Although the SASFs currently operate independently of municipal governments, Turkey is finalizing a data-sharing agreement in which the SASFs and municipal administrations will share information. This agreement will allow municipal governments to see, on a reciprocity basis, the social assistance that is administered by the local SASF, which will help inform their own programs.

SMS Service: Currently, a system is in place to use a short message service (SMS) to provide beneficiaries with information on the status of their application and payment information. Starting in May 2015, the SADG began to send an SMS to the target group for the newly implemented social assistance programs. The SADG is also planning to augment this system to inform beneficiaries of other key program issues; for example, it will send an SMS to disabled persons to alert them that the period of validity for their disability status report is about to end. This is an important dissemination tool for new programs. It is also a useful auditing tool because a beneficiary can call the program hotline, ALO 144,[15] if s/he received the SMS but did not receive the funds.

15 - The ALO 144 hotline is a free call center that provides information and assistance to citizens applying for social assistance programs, including assistance for the hearing impaired.

With these additional modules and with the objective of continuing to deliver incremental improvements, ISAS has a real potential to make a significant contribution not only to the more effective and efficient delivery of social assistance, but also to a broader set of government services within Turkey.

IX

Lessons Learned

Turkey is one of the first countries to develop an integrated system as complex as ISAS, and there were many lessons learned along the way that can be shared. These include:

• Having a unique ID number assigned to each resident is the foundation for systems like ISAS. Turkey's national identification system predates ISAS and is already linked to several government institution databases, which allowed developers to use it as the registry key.

• When possible, build systems that complement existing business processes. As ISAS modules were developed, processing times and bureaucratic procedures were reviewed and necessary improvements were incorporated to improve overall system efficiency. Part of ISAS' success is that it builds on the structure of the existing social assistance system. The process for delivering social assistance was already administered via local SASF offices. This reduced confusion at the implementation stage and helped stakeholders better understand their roles.

• The important pillars of ISAS are complete and up-to-date databases, such as the population, social security, and land registries, school attendance and financial (tax) records. The records from these databases are tied into ISAS using the resident's unique ID number and create the basis for the information needed to determine social assistance eligibility.

• High-level decision making and political will were integral to developing a system like ISAS. The development of ISAS was initiated by the Deputy Prime Minister, which helped provide the impetus for concluding key data-sharing agreements and partnerships across multiple institutions. This also

helped to rapidly create the necessary legal amendments and ensure that the institutional framework was in place as the technology for ISAS was developed.

• It is important to communicate the value of data sharing. Government institutions are sometimes reluctant to share data or put the effort into digitizing databases. For Turkey, data sharing helped save time for many ministries because they no longer had to process requests for documents for social assistance applications. Helping institutions understand this led to a smoother implementation process.

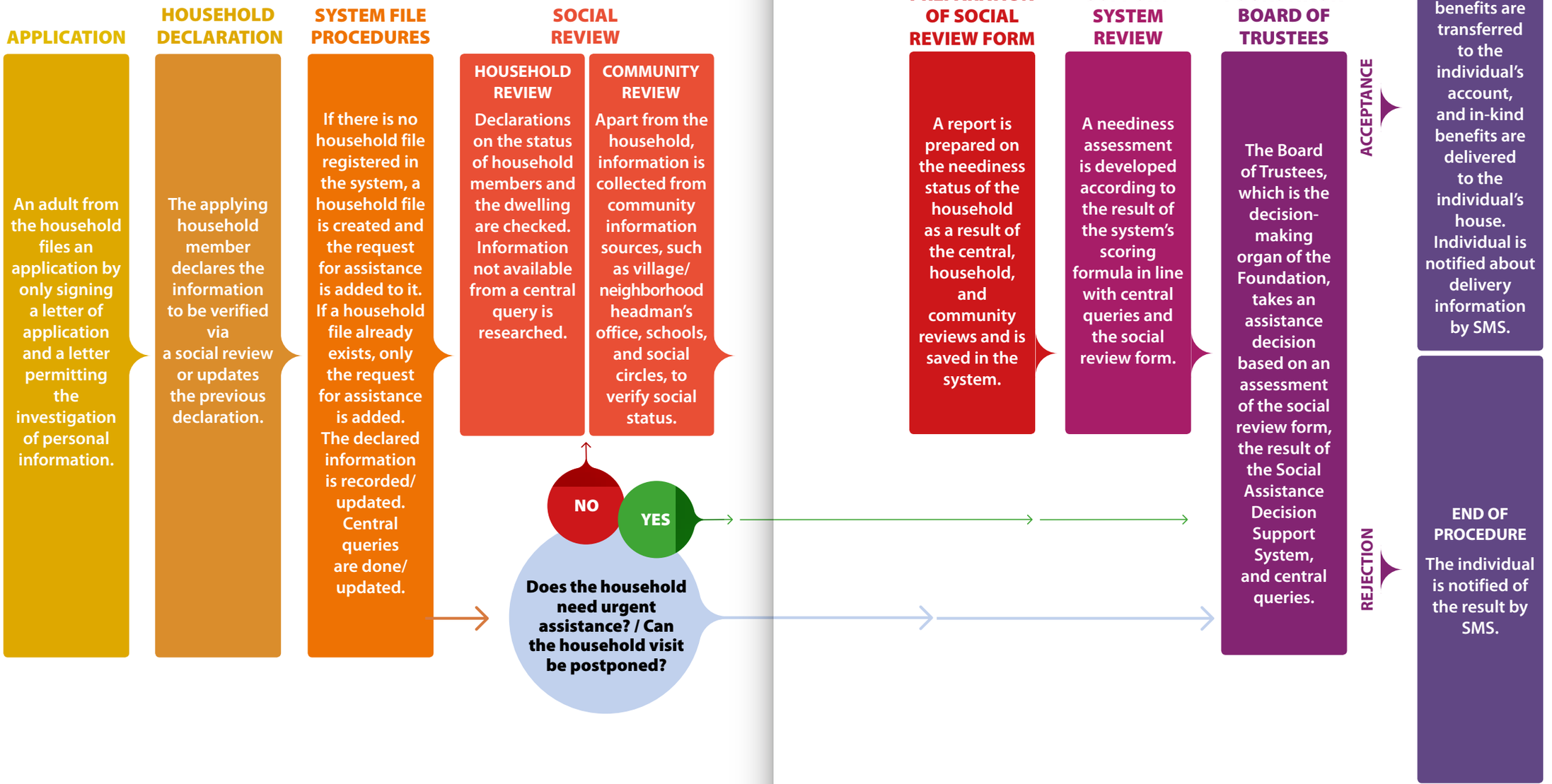
• Since citizens' personal information is shared across government institutions, it is important that the system is developed in a manner that can ensure the security of this information. ISAS takes many measures to ensure information security, including by employing a two-factor authentication process and by restricting access to a core set of staff.

• Continuity in staff, particularly within the core technical team, is important to developing a successful software system. Writing code and developing software for a system like ISAS are complex, and staff turnover can have a large impact on the system's development timeline. During the project, TÜBİTAK's team has remained the same since the start of the project.

X Annexes

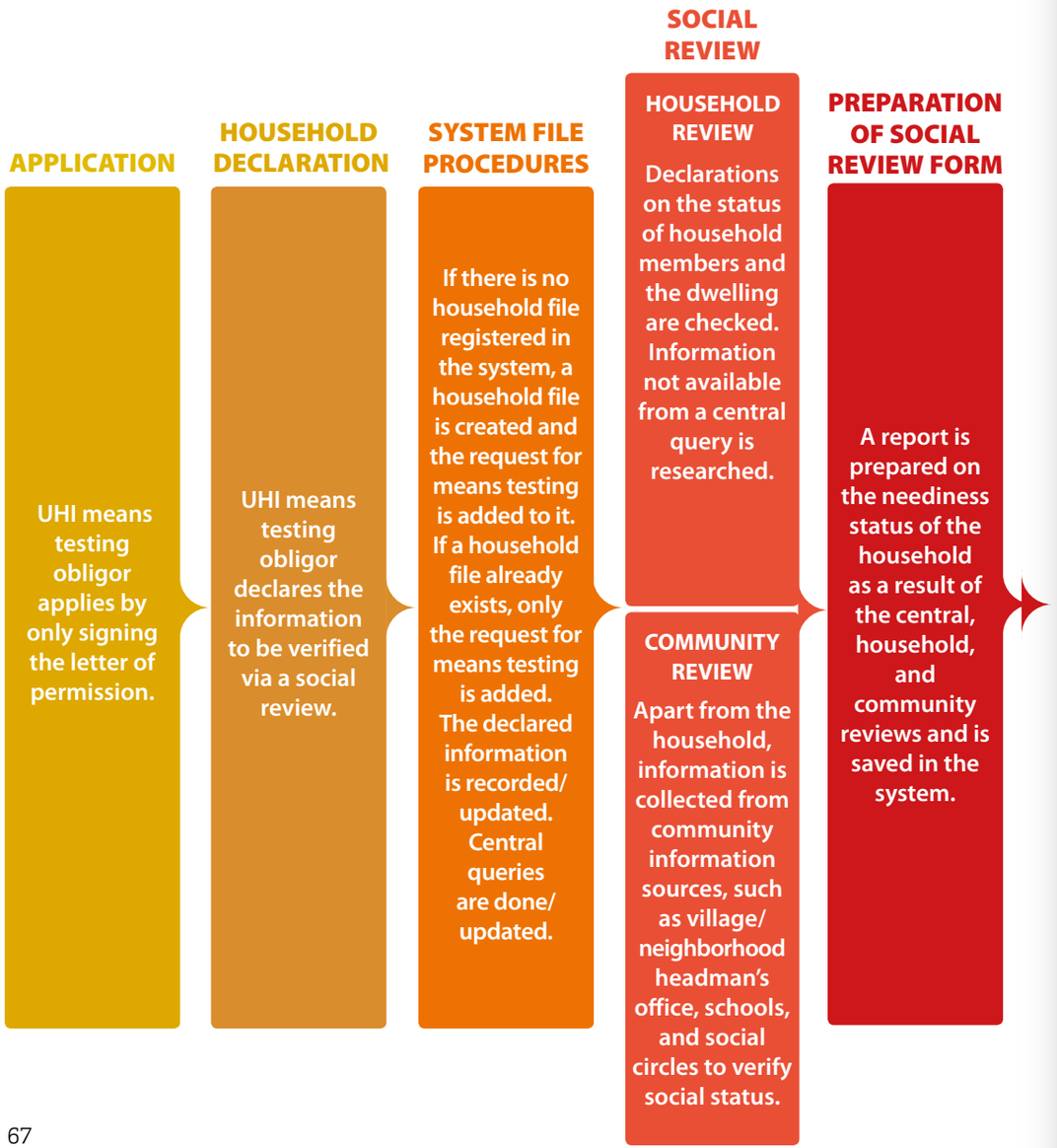
ANNEX 1

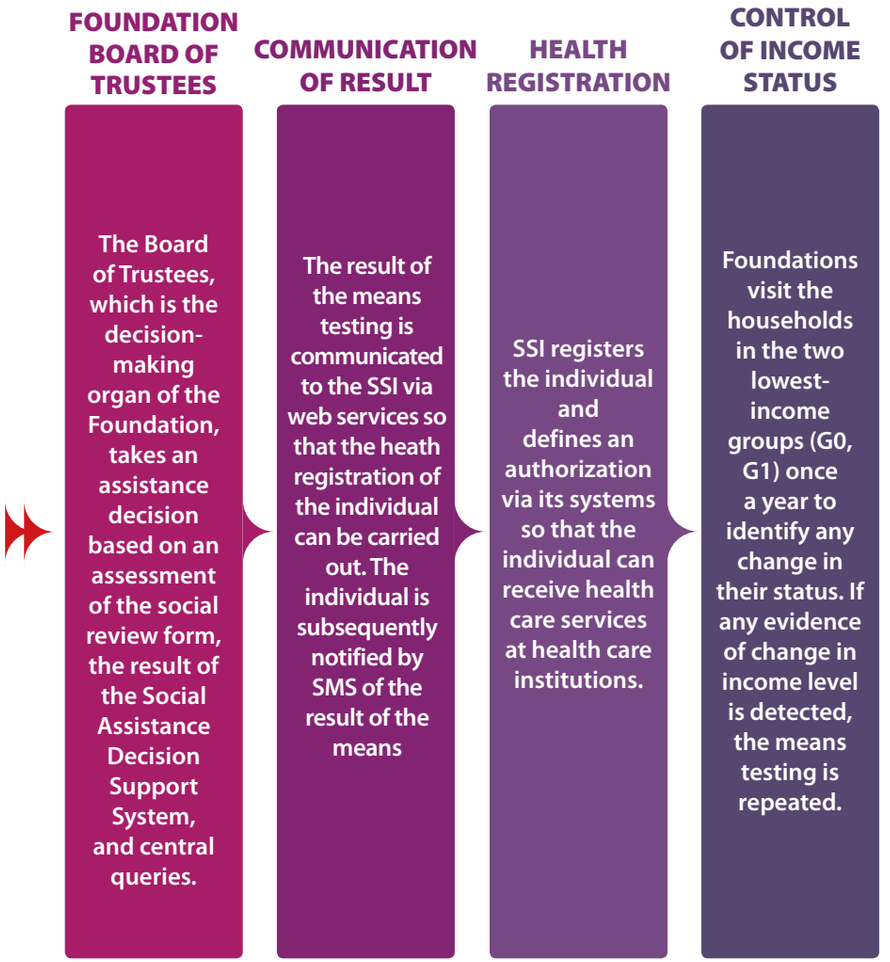
Figure A1: Application for Social Assistance and Payment: The case of Temporary Social Assistance



ANNEX 2

Figure A2: Application for Social Assistance and Payment: The case of Universal Health Insurance (UHI)





ANNEX 3

Figure A3: Institutions and Data Integrated into ISAS

Unit	Name of Service
Population and Citizen Affairs Directorate General	Identity Register Inquiry Address Inquiry Combined Personal Data Inquiry Person Inquiry Foreigner Identity Inquiry Foreigner Address Inquiry Provincial District Data Inquiry Parameter Inquiry
Ministry of Interior	Collective Village Guard Information Inquiry
Social Security Institution (SGK)	Employee Inquiry Pensioner Inquiry SGK Service Record Inquiry Active Insuree Data Inquiry Pensioner Salary Debt Social Security Support Premium (SGDP) Health Provision Activation System (SPAS) Delete Disabled Elderly Register Terminate Disabled Elderly Register Inquire Disabled Elderly Register Save Disabled Elderly Register Delete Date of Application for Means Testing Notify Date of Application for Means Testing Save Date of Application for Means Testing Participation Share Inquiry (Medula)

Type of Service: **Web Service**

Unit	Name of Service
Land Registry and Cadastre Directorate General (TAKBİS)	Real Person Land Registration Data Inquiry
Ministry of Finance-Revenue Administration	Inquire Tax Payer Status Inquire Vehicle Information (MOTOP)
Foundations Directorate General (VGM)	Inquire VGM Assistance
Higher Education Credits and Dormitories Agency Directorate General (KYK)	Inquire Tuition Fee Loan and Scholarship
Central Bank of Republic of Turkey	Inquire Balance Information Inquire Account Extract
Turkish Employment Agency (İŞKUR)	Inquire Compensation Status (Inquire Işkur Allowance) Register Person with İŞKUR – Request Appointment Inquire İŞKUR Status Inquire Job Seeker Inquire Employment Movement Inquire Employment Profile Movement Inquire Training Movement Inquire TYP (Community Service Program) Movement

Type of Service: **Web Service**

ANNEX 3 →

Unit	Name of Service
Ministry of Food Agriculture and Livestock - Farmer Registration System (ÇKS)	Inquire Business Information (Agricultural Land)
Cattle Quantity Information - ÜKES	Inquire Livestock Information
Sheep & Goat Quantity Information	Inquire Livestock Information
Ministry of Family and Social Policy	Inquire Assistance Data Bank
	Integrated E-mail
	Verify LDAP User Name
	Change LDAP User Password
	Inquire Status of Notice
	Save Notice
Child Services Directorate General (SHCEK)	Inquire Home Care Assistance for the Disabled
	Inquire Economic Support Assistance
Ministry of Health (Family Medicine Information System - AHBS)	Inquire Birth Information
	Inquire Clinic Information
	Inquire Health Follow-up Information
	Inquire Infant Information
	Inquire Pregnancy Information
	Inquire Pregnancy Follow-up
	Inquire Training Movement
	Inquire TYP (Community Service Program) Movement

Type of Service: **Web Service**

Unit	Name of Service
Ministry of National Education	Inquire Education Attendance Records
	Inquire Educational Achievement Records
Education Technologies Directorate (e-School)	Inquire Student Status Information
	Inquire School Information
PTT	Payment List, Payment Synchronization and Payment Cancellation
Ziraat Bankası	Fund Transfer from SADG to Foundations
Halkbank	Fund Transfer from SADG to Foundations
VakıfBank	Fund Transfer from SADG to Foundations
Ministry of National Defense	Inquire Military Service Status
TÜRKSAT	Sending SMS
	Inquire Result of SMS
Turkish Coal Authority	Submit Request for Coal

Type of Service: **Web Service**

Type of Service: **FTP**

Type of Service: **Web Service**

ANNEX 4

Figure A4: Social Assistance Application Form

SYDGM
SOCIAL ASSISTANCE AND SOLIDARITY FOUNDATION

To: SYDGM - SOCIAL ASSISTANCE AND SOLIDARITY FOUNDATION

I have applied to your Foundation for one or more of the reasons listed below:

* to benefit from the social assistance and project subsidy programs
* to receive means testing under the practice of Universal Health Insurance
* to benefit from the salaries paid pursuant to Law No. 2022
* to be referred to other social services and public services as I need, and ensure that necessary proceedings are carried out.

I hereby permit the Foundations established in my area of residence in accordance with the provisions of Law No. 3294 as well as the Ministry of Family and Social Policy units to perform the necessary queries from the databases of related agencies to retrieve my personal information and identify my income status; the related Foundation to conduct investigations in my household and in my close vicinity; to use the compiled information in evaluation process of my application; to be registered to İŞKUR if I am found to be employable; to be subjected to sanctions if I refuse to take a job or participate employment generating events without a justifiable excuse; to repeat the queries and investigations about me within periods specified in the legislation; to send information to me via e-Government gate or other means including through SMS, e-mails and to record and share my data within the framework of Regulation on the Recording and Sharing of Social Assistance Data, published in the Official Gazette dated 13 September 2014.

I represent that the information provided in this form is true and acknowledge any liability and administrative sanction that may be imposed on me for damages that may arise as a result of my non-factual, incorrect, false and incomplete declaration.

Citizen ID Number	Name and Surname	I permit (signature)	I do not permit (signature)	Date	Kinship with Applicant

1) Ministry of Interior, Population and Citizen Affairs Directorate General
1. Family Identity Register Copy
2. Family Register Copy
3. Personal Register Copy
4. Incidents
5. Address Information

2) İŞKUR Directorate General
6. İŞKUR Registry
7. Unemployment Insurance Benefit
8. Short-Time Work Allowance
9. Job Loss Compensation
10. Employment-Oriented Activity Result

3) Child Services Directorate General
11. In-kind / Cash assistance

4) Foundations Directorate General
12. Needy Salary
13. Dry Food Assistance

5) Revenue Administration
14. Tax-Payer Status
15. Vehicle Ownership

6) Land Registry and Cadastre Directorate General
16. Immovable property ownership

7) Social Assistance Directorate General
17. Conditional Education and Health Assistance Information
18. Income Generating Project Information
19. Social Assistance Information (YBB)
20. Means Test Result
21. Home Care Salary

8) Ministry of Agriculture and Rural Affairs
22. Farmer Registration System Queries

9) Social Security Information
23. Social Security Information
24. Health Services Entitlement Information

10) Ministry of Health
25. Family Medicine Information System - Health Control Information

11) Higher Education Loans and Dormitories Institution Directorate General
26. Scholarship and Loan Information

12) Ministry of Interior - Iller Bank Directorate General
27. Terror Loss Compensation

13) Ministry of Interior - IT Department
28. Temporary Village Guard Salary Information

14) Ministry of National Education
29. School Attendance Information
30. School Achievement Information

15) Ministry of National defense
31. Military Service Completion Status
32. Disable Citizen Military Service Status

16) Ministry of Justice
33. UYAP Alimony Information

17) Deposit and Expenditure Information Recorded by Banks

Republic of Turkey
Ministry of Family and
Social Policy

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INTEGRATED
SOCIAL ASSISTANCE SYSTEM