



Challenges, Trends and Conflicts in Social Security and Protection

The Axes of the Inter-American
Conference on Social Security

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Introduction

As part of the 75th anniversary of our Conference, we have undertaken to analyze the main challenges, trends, and conflicts of social security and protection in the hemisphere, aiming to lay the foundations to establish a dialog with our members, as well as to strengthen ourselves as a platform for sharing, innovation, cooperation, and technical assistance on this topic.

This document is organized into nine axes that analyze the most relevant aspects on which we can work in our pursuit to expand effective social security coverage to a greater number of people in the hemisphere.

The Americas make up a continent with significant progress in social protection and security programs and legislation. The 37 nations that comprise it offer coverage for old age, disability, survival, and employment risks; 94.4% for maternity, 88.8% for health, 63.8% for the protection of children and family, and 30.5% for unemployment.

Al the same of the goals has conquered, America continues to be the most inequitable region in the world; 29% of its population is below the poverty threshold, and the poorest 40% of the population earns less than 15% of total income. These inequalities are reflected on the actual access to economic pensions and healthcare services.

Furthermore, our region is immersed in a context of sustained restriction in its ability to finance social protection and security systems, a low coverage of contributory pensions, and a similar offer of low-benefit non-contributory programs in the region, a demographic and epidemiological transition, new labor relations, automatization, and new technologies, among other social mobility changes.

Our 75th Anniversary offers an opportunity to bring the brilliant minds of the hemisphere together to constitute ourselves as a space for cooperation and analysis that provides answers to promote reflection on the current challenges of social security systems.

All this is aimed at placing people at the center of public policy and having social security and protection continue to be an ever more prodigious instrument for development in the American hemisphere.

1. Extending effective coverage to all the population.

Ensuring that the lack of coverage ceases to represent a problem in all countries and population groups, strengthening the benefits received by the majority of the population, giving special priority to the most vulnerable.

Overview

Regarding coverage in social security and protection, Convention C102 of the International Labor Organization establishes the following as minimum coverage categories: old age, invalidity, occupational accidents, medical care, sickness, family, maternity, unemployment, and survivors' benefits.

According to data from the "Pensions at a Glance" report of the Organization for Economic Cooperation and Development, the Inter-American Development Bank, and the World Bank, active coverage, defined as workers' participation in mandatory pension schemes, is low in most countries in Latin America and the Caribbean. On average, only 45 of every 100 workers in the region contribute or are affiliated to a pension plan. Even in those countries in which a high percentage of the workforce contributes to pensions, contributions are often irregular.

Furthermore, the ILO states that effective old-age pension coverage is low in Latin America and the Caribbean, having 40.4% of the workforce as active contributors. In North America, these figures are 97%.

Moreover, in health 30% of the population in the region lacks access to healthcare due to economic reasons, and 21% refrains from seeking medical attention due to geographic barriers. America did not reach its Millennium Development Goals (MDG) target of reducing maternal mortality by 2015 and, in spite of having greatly reduced mortality for children under one year of age, there are very sharp differences from one country to another.

In this topic, between 2014 and 2015, the highest levels of health coverage were found in Chile with 98%, Colombia with 95%, the United States of America with 86%, and Peru with 73%. By contrast, the lowest levels of coverage were registered in the poorest homes, particularly in the United States, with 14 percent less coverage than the national average, and Peru, with 12 percent less.

The data and information on coverage described above reveal that we are replicating vulnerability, promoting that, by 2050, a significant part of the population will be condemned to living in deprivation and poverty, as it is estimated that 47-60% of people will have no access to pension.

In some CISS countries:

Bolivia, ha logrado una de las tasas de cobertura de pensiones de vejez más elevada mediante la adopción en 2007 de la pensión de vejez no contributiva denominada Renta Dignidad. Esta pensión beneficia a un 91 por ciento de la población mayor de 60 años, y proporciona una prestación mensual equivalente a unos \$36 USD a quienes no perciben una pensión contributiva, y a \$29 USD a los beneficiarios de un régimen contributivo.

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→ **Bolivia** has achieved one of the highest levels of old-age pension coverage through the adoption of the non-contributory old-age pension called Renta Dignidad (Dignity Pension) in 2007. This pension benefits 91 percent of the population of over 60 years of age, and it provides a monthly benefit equivalent to nearly \$36 USD to those who do not receive a contributory pension and \$29 USD to the beneficiaries of a contributory regime.

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• **Costa Rica** established in 2004 an affiliation scheme for independent workers to contribute to the Sickness, Maternity, Invalidity, Old Age and Death regimes.

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• Through the Special Health and Indigenous Peoples Program, **Chile** is seeking to eliminate healthcare inequalities, caused by cultural barriers, for people who are part of indigenous groups. To achieve this, it is working around three axes: The program as a cultural facilitator, as a healthcare benefits system with a sense of cultural belonging, and as an instrument to raise the healthcare teams' awareness of the cultural reality of the peoples.

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• **Colombia** is one of the recent Latin American cases in which progress has been made regarding the expansion of healthcare protection. Its healthcare system is based on the universality principle, which makes it mandatory to affiliate to the contributory system everyone who has the capability to do so, even if it is the subsidized regime in the case of low-income workers. The affiliates of one or the other regime are entitled to the same benefits.

The CISS proposal on this is that we should reflect upon the steps to be taken in the region, starting with acknowledging the seriousness of the problem at present and in the future. The Conference will promote a regional encounter, with the participation of members as the primary actors, accompanied by experts that will offer points of view promoting reflection, which will be important for the exchange of experiences and points of view.

Our questions in addressing this challenge

What are the barriers to access to protection and healthcare services when facing the risks of loss of income? How can we tackle coverage inequalities? How do we guarantee a type of coverage that provides effective access to healthcare and pensions? To what extent is management a key element to tackle the challenges relating to healthcare?

Statistical facts:

In the American hemisphere, **a third of the population** is not covered by protection and social security schemes.

Out-of-pocket spending the population averages 30%, but in some countries it exceeds 50%.

In **30 years**, when the life expectancy is more than 80 years and the population of older adults represents more than a quarter of the population, 1 out of every 2 people over 65 years of age will not have an insured income that sustains them.

The effective coverage of old-age pensions in Latin America and the Caribbean is **40.4% of active contributors** as a percentage of the labor force.

The effective coverage of old-age pensions in North America is **97% of active contributors** as a percentage of the workforce.

30% of the population lacks access to healthcare due to economic reasons.

21% refrains from seeking medical attention due to geographic barriers.

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2. Promoting a productive, healthy, and decent old age.

Reducing disparities and inequalities in the quality of life and dignity throughout people's lives and old age, understanding their own economic, social, and environmental determinants.

Overview

The global demographic change can be seen in various dimensions. One of the most important dimensions refers to the increase in people's life expectancy, in terms of the percentage. The increase in life expectancy around the world is evidence of this, rising from 47 years of age in 1950 to 72 in 2015.

Although almost all countries in Latin America and the Caribbean are in the middle positions of the demographic change due to the increase in life expectancy, as well as the decrease in birth rate, most of them are experiencing rapid aging, posing challenges to public policy and to social security and protection systems. The percentage of people over 65 years of age will increase from 14% to 25% between 2015 and 2050.

Between 2010 and 2015, the average life expectancy at birth stood at an average of 70.7 years for men and 76.6 for women in Latin America and the Caribbean. The highest life expectancy was 82.6 years in Chile, followed by Costa Rica, Uruguay, Panama, Argentina, Mexico, and Ecuador, all of them above 79 years.

If in the first half of the 2010s, women aged 65 in Latin American and the Caribbean could expect to live 18.6 years more. This figure is expected to increase to 22 years by the middle of the current century. In the case of men, their survival expectancy was estimated at 16.1 years, and this figure is expected to increase to 18.9 additional years.

In the case of Chile and Costa Rica, these figures will increase to 25.8 years of survival after reaching 65 years of age; in contrast, the population of Guyana is expected to live 15.9 additional years.

These demographic changes lead to challenges including the possible weakening of protection for older adults and the traditional social security mechanisms for old age.

In the CISS countries, it is imperative to design profitable and sustainable social protection and human development systems that address the health and assistance needs of senior citizens in vulnerable situations, in order to satisfy the needs that arise as population ageing unfolds.

Population ageing motivates us to work on at least three fundamental aspects to achieve the full development of senior citizens: economic security, health, and favorable physical environments.

It is necessary to promote the economic participation of older adults, eliminating age discrimination, protecting their labor rights, and fostering a higher income during old age.

A considerable number of countries have incorporated regional practices and programs that push forward on these challenges:

- **In Argentina**, PAMI's Prevenir para Seguir Creciendo program seeks to achieve the sustainable participation and integration of older adults as citizens in their social-community environment.

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- **In Canada**, since 1999, Canadian ministers adopted a national framework that would help them to plan and guide policies and programs that responded to the specific needs of the senior citizen population at a Federal, Province, and Territory level.

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- **In Colombia**, the “Colombia Mayor” program seeks to increase the protection of disadvantaged older adults who do not have a pension, are homeless or live in extreme poverty.

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- **In Santa Lucía**, the Golden Citizens Handbook of the National Insurance Corporation provides information about services and discounts for older adults, raising awareness of the importance and contributions of the senior community in this country.

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- **In Saint Vincent and the Grenadines**, the National Insurance Services, through its Social Reach Program, promotes Healthy Aging: ensuring engagement, seeking to carry out different activities among senior citizens to maintain their social involvement and quality of life.

At the Conference, we propose to find best practices and experiences that enable us to discuss a comprehensive model to address the longevity challenge, which involves pensions, health, housing-habitat, and labor integration.

Additionally, we propose to ensure that older adults can get access to adequate healthcare and access to assistance programs.

We are also convinced that, in order to provide proper care for the elderly, it is necessary to undertake housing-habitat adaptations and have friendly cities with risk-prevention for senior citizens.

Finally, we support social integration of older adults, making the most of their experience and promoting incentives to delay their retirement.

Our questions in addressing this challenge

What are the tools available to social security to address the phenomenon of ageing?
What are the key principles on which public policy for older adults must be based?
What needs to be done and who needs to be responsible for this?

Statistical facts

Life expectancy in the world has increased from **47 years in 1950 to 72 years in 2015.**

By 2050, life expectancy will be over 80 years, and the total number of older adults will rise from **14% to 25%.**

Between 2010 and 2015, the survival expectancy of 65-year-old women in Latin American and Caribbean countries was 18.6 years. This figure is expected to rise to 22 years between 2050 and 2055. In the case of 65-year-old men, projections indicate that, for the 2050 – 2055 period, their survival expectancy will increase to 18.9 additional years.

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3. Promoting decent jobs and retirement for women.

Our challenge as a society is to build decent work conditions for women. And yes, the answer lies in equality.

Overview

The characteristics of women's participation in the labor market and the gaps that they face lead to difficulties in their effective access to social security systems. Evidence of this is the fact that, in the Americas, 68.4% of women who gave birth receive monetary maternity benefits.

Gaps between men and women in terms of family and work life have an impact on social security and protection. The conditions in which women participate in the labor market (with a lower level of activity, higher levels of informality, and lower compensation) leads to low coverage levels during their life cycle.

Women have gained access to the remunerated labor market, but without abandoning the main role in domestic care tasks. Part of the problem they face is the role that was imposed on them regarding child care and upbringing. According to a study by the International Labor Organization and Gallup, in the Americas, the preference of women taking part in paid work shows an approval rate above 70% from both men and women.

However, the activity rate for Latin America and the Caribbean shows a gap of more than 25 percentage points, while the same gap in North America stands at 12 percentage points.

The contrast between preferences and activity data can be explained because women traditionally devote their time to raising and looking after their children and carrying out domestic tasks, which make it difficult for them to participate in remunerated economic activities.

In the Americas, it's clear the preference for women to be able to do both things. This has various underlying implications about the type of job, salary, and access to social security coverage for women.

Undertaking both activities involves having access to daycare services, having flexible hours that can match school hours, childcare leave when their children are ill, and a family vision of responsibilities in which maternity and paternity leaves are considered a matter of shared responsibility.

Additionally, there is evidence around the world that full-time employment has been affected by the upbringing of children under 15 years of age, and it shows a decreasing trend of women's participation in the labor market as they begin having children; for example, the percentage of women with no children and with full-time jobs is 23%, and women with 3 children or more account for 11% of those with full-time jobs.

In order for women to have a remunerated job and take care of their homes, they also require institutional changes that allow society to integrate men into the upbringing of children. A key example of this are paternity leaves. In the Americas, they vary across countries, lasting between 2 and 84 days, but based on data from the ILO (2015), they are only granted in countries like Argentina, Mexico, Peru, Paraguay, the Dominican Republic, Uruguay, and Venezuela. Alternatively, countries such as Canada developed family models in which mother and father can share, exchange, and take turns taking care of the newborn during the first weeks after the child's birth.

While results confirm many assumptions about the tension that exists between raising children and working, they also show that the integration of women into the labor market calls for the development of public policy that considers cultural changes regarding their productivity, balance, and family shared responsibilities of childcare and upbringing, as well as large-scale public policy that allows for the easing of the multiple shifts of working mothers, without sacrificing their labor rights and their social security coverage.

The regional results show that labor and social inclusion policies are an inseparable combination.

The wage gap and pension inequality exacerbate insofar as women have no remunerated or decent work and lack the same professional growth and development opportunities that men have.

Addressing the possible paths to be followed can lead to finding effective and swift answers. The elements to consider in order to move forward with the elimination of this gap start with establishing the provisions that lead the way toward equal conditions, including establishing the obligation to offer equal salaries for equal work, accompanied by two elements that today constitute barriers to remunerated work, as they fundamentally demand the participation of women, and could be removed more easily as structural measures are established and developed:

- Significantly increasing childcare and schooling
- Developing a robust platform for senior citizen care

Thus, strengthening social protection and security programs that contribute to the integration of women to the labor market and a sustained participation in quality jobs is essential to improve their ability to face situations such as healthcare, maternity, childcare and long-term care, as well as old age.

Some examples of programs that have been implemented by countries in the region are:

- **Chile's**, Bonus to Women's Work seeks to recognize the effort of women and female heads of household who are in a vulnerable economic situation.
- **Colombia's**, Rural Women Program seeks to improve the life conditions of rural women, their families, and their communities.
- **In Guatemala**, the Special Protection Program for Private Household Female Workers of the Guatemalan Social Security Institute (IGSS) provides maternity protection in case of accidents, in addition to providing coverage for affiliates' beneficiaries.
- **In the Dominican Republic**, the Ministry of Labor and the Ministry of Women signed an agreement to promote policies and actions geared toward protecting and guaranteeing equity and equality of women's rights in the labor market.

Our questions in addressing this challenge

In addition to equal salaries, what actions promote progress in gender equality? What measures are proposed for women's replacement rates to be equal to men's?

Statistical facts

The salary gap between women and men in Latin America is 20%.

65% of people who do not receive a pension are women and on average receive 7% less than men.

Of all people who work less than 35 hours a week, women exceed men by more than 14%.

Women have 27% less work opportunities than men.

In Latin America and the Caribbean, 28.9% of women did not have any income of their own in 2014.

78% of women in the labor market are employed in low productivity sectors, which translates to lower pay and lower social security coverage.

In Latin America and the Caribbean, women have a 54% chance of working in the informal sector.

Only 9% of new business ventures in Latin America are led by women.

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4. Effectively enforcing the rights of migrants through mechanisms of economic welfare and health.

Social security and protection are faced with the challenge of providing flexibility to enlist and protect migrants and their families regardless of their immigration status and place of origin or destination.

Overview

The importance of migrant workers is undeniable. Their contributions go beyond social or cultural aspects. They increase competitiveness of labor markets, contribute to sending and receiving economies, impact on the demographic redistribution of the economically active population, and support economic growth, among other aspects.

However, migrant workers are more prone to exploitation, increased out-of-pocket spending, occupational hazards, lack of access to economic benefits and pensions.

Estimates based on data from the Organization of American States (OAS) suggest that there are about 64 million migrants in the Americas, and 60% of that population migrates for employment reasons (with a tendency towards temporary employment), and another significant part do so for family reasons (tending to permanent migration). In both cases, they need to be integrated into the labor market, and they therefore need access to social security.

The migration-employment binomial becomes more complex depending on the migration situation, timing, gender, age, type of employment, access to public services, and capitalization of the migration experience, among other aspects, affecting the conditions of return to the country of origin, or the permanence in the receiving country.

Access to social security and protection for migrant workers depends on the conditions of the sending and receiving countries, as only some of them can get access to portability agreements for such right. The adoption of portability agreements has presented challenges relating to existing asymmetries between the institutional capacities of countries, requirements of access, reliability, administration, and transparency, among others.

Another difficulty is the characteristics of coverage: 74% cover portability of pensions and 26% provide healthcare and other benefits; there is an estimated universe of 300 thousand beneficiaries identified and served out of a potential population of 7 million migrant workers over 65 years of age.

This is reflected in the average level of contribution to social security systems of migrants compared with native residents in the countries of Latin America and the Caribbean (10–26% more for natives), while the only countries where this is different include: Bolivia, Brazil, Chile, Paraguay, and Uruguay, whose gap is below 5%.

The current volume and complexity of migration is encouraging a shift in the paradigm of migration control to one that horizontally integrates the rights of migrants and their families in terms of decent wages, health, safe work environments, work permits, job training, recognition of skills and knowledge, and housing, among others.

The information available suggests there are certain characteristics of migration flows; however, there is still a need for further information to integrate detailed data on the characteristics of the migrant population and, thus, be able to identify what type of coverage and access they have in terms of social security and protection.

The major challenges lie in making instruments operational, relying on actions to ensure safe and documented passage of the population in the place of origin, guaranteeing that they can find recognition of their contribution to development in the receiving country.

Considering that social security and protection institutions require the participation of stakeholders outside their scope, they can also build on the changes in the ways economic factors interact to establish a comprehensive framework for the protection of migrants; Also, institutions can make significant contributions to health care, work environments, and savings in the future for those who fall outside the scope of social security.

In some CISS countries:

- **Argentina's**, National Social Security Administration and National Directorate of Migration are working towards a way of sharing migration and social security information in order to simplify administrative processes.
- **Brazil** has adopted a new Migration Act that matches the rights of migrants with those of nationals, emphasizing access to employment and social security, as well as the possibility of affiliating to a labor union and participating in strikes and demonstrations.
- **Costa Rica**, has implemented the 2015-2018 National Policy Action Plan for a Society Free of Racism, Racial Discrimination and Xenophobia, including focused objectives relating to the strengthening of the right to healthcare, social security and decent work of migrants.
- **Guatemala**, in partnership with the BID-FOMIN took part in the Remittances and Savings Program, seeking to create partnerships in the region to increase access and use of formal savings through the design and distribution of financial products and services tailored to the needs of clients and remittances.

Developing a social security and protection system for migrants poses the challenge of promoting the return and capitalization of migration, promoting access to health care, implementing ad hoc schemes for new work models of migrants, and eliminating entry barriers.

Our questions in addressing this challenge are

Where do obligations and responsibilities of sending and receiving countries begin and end?, what are the barriers that must be removed to ensure that agreements are operationally effective?

Statistical Facts

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signed and valid bilateral Conventions and Agreements for portability in Ibero-America:

- 25 by Canada and Quebec.
- 14 by Uruguay.
- 13 by Spain.
- 11 by Chile.
- 9 by Argentina.
- 7 by Brazil, Nicaragua, Mexico and Portugal each.
- 5 by Ecuador, Guatemala, and Peru each.
- 3 by the United States of America.
- 1-2 agreements by 13 other countries (including Colombia).

15%

of the world's migrants are from Latin America and the Caribbean.

There are over 20 migration laws in the American hemisphere, 8 with effective tools for return.

About 75% of migration within the American hemisphere concentrates in the MERCOSUR region.

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5. Recognizing and strengthening the new labor markets resulting from new technologies and social mobility

The Conference aims to ensure that social security and protection policy adapt to a labor dynamic that is shifting from a model of access to the fulfillment of human needs to one focusing on personal satisfaction and freedom over time, where social conditions and relations play a key role.

Overview

The future of the labor market is already taking shape today. The dynamic of labor markets and employment has created the need to recognize new forms and consequences, and to adapt the structural framework.

The current social security system is not enough, and its sustainability is at risk as long as the current generations do not show good employment prospects. One fifth of Latin American youth does not study or work, another fifth works in the informal sector, and 23% work in the formal sector, and this adds to the fact that their unemployment rates are three times higher than those of adults.

The data available on youth in the Americas suggest that, should this configuration continue, we will be reproducing vulnerability, leading to a situation where, by 2050, when the population over 65 years of age will account for 25% of the population, one of every two people will not have assured income.

We are facing a paradox regarding the youth in our region: ensuring that they represent the primary potential for the future requires changing their perspective on employment, investing in their competencies and offering entrepreneurial opportunities, otherwise they will become the primary risk factor for our social security and protection systems in the long term.

The labor markets facing young people today and future generations are breaking our paradigm of formality because they are blurring the outlines of physical location of jobs, technology is placing them in situations of increased competition, and consumption patterns are reducing incentives for savings.

The global Overview is not encouraging: regarding the demographic pressure, estimates in 2015 found that the global economy needs to integrate 40 million people a year into the labor market, which means that by 2030 the global economy must have generated 600 million new jobs, and a little over 50% of them will be in the services sector, requiring abilities primarily focusing on the use of new technologies and interaction with the public.

Furthermore, labor is opening up to new business models, to complementary skills, problem-solving, and communication. There are “free” workers carrying out their daily activities in spaces other than permanent or fixed offices, including offices rented per hour and adapted for this modality.

Moreover, there are increasingly new modes of payment for work, including product/service and the new trade association platforms on the Internet. This includes examples of platforms like Uber, TaskRabbit, Freelancer.com, Airbnb, among others, which have defied the forms of services and work.

New technologies are changing the way people work and live:

- Blurring the outlines of physical location of work.
- Increasing competition.
- Undermining employment protection systems.
- Changing the employer/employee relationship.

Sixty-five per cent of children entering school at the primary education level will work in jobs that do not exist at present. Likewise, 65% of those born in 1990 will need to pursue science and technology jobs that do not yet exist because they are part of a generation that is in the middle of a transition due to technological changes, and, although many of them may already be in the labor market, they will be subject to changes that can completely transform their current practice to tasks that cannot be categorized yet.

A prospective analysis carried out by Microsoft claims that by 2025 there will be five new professions/jobs: virtual habitats designers, lawyers specializing in technology ethics, curators of digital culture, biohackers (analysts of biometrical data), big data creative analysts, and others like tourist guides in space.

The gig economy (increased mobility among short-term sporadic jobs) worldwide will grow from US \$14 billion in 2014 to US \$335 billion in 2025 (which is equivalent to the GDPs of Bolivia, Costa Rica, Ecuador, El Salvador, Guatemala, Honduras and Paraguay together).

Globally, the debate on automation in some literature claims that this could take place in 49% of the global economy, displacing 1.1 billion employees and leading to US \$15.8 million of losses in wages. In line with other studies, they claim that it could represent even 10%

Technological innovation is a primary factor for the reducing administration costs and eliminating bureaucracy to make each worker's individual benefits more tangible. There is a belief that innovation can reduce labor demand and lead to unemployment, but according to the OECD, this process has triggered a series of changes that tend to offset employment demand.

An example of this the fact that, after ATMs became widespread, employment in the banking sector grew, as operating costs were reduced and sales jobs increased to provide a wider range of services to clients.

Digital technologies tend to replace workers in carrying out simple cognitive and manual activities, and computers complement workers in more complex communication and problem-solving activities.

Some programs have been introduced in the region, seeking to address these new challenges:

- **Costa Rica's**, the Ministry of Science, Technology and Telecommunications and the Chamber of Information and Communication Technologies support the creation, development and acceleration of small and medium enterprises (SMEs) focused on the development of new technologies.
- **En Paraguay's**, Ministry of Labor, Employment and Social Security relies on the National Professional Development and Training System (SINAFOCAL) to regulate, certify, and license training and development processes with an inclusive approach across occupational levels, thus contributing to productivity and competitiveness both the public and private sectors.
- **Uruguay's**, *Yo Estudio y Trabajo* program, which is run by Uruguay's Ministry of Labor and Social Security, trains students between 16 and 20 years of age to help them develop basic skills to perform in the labor market and ensure continuity in their studies.

The challenges facing the labor market are of great significance, and addressing them requires a forward-looking approach. The impact of the labor market on social security will be profound.

CISS is promoting an initiative for discussing the identification of the new labor phenomena, potential changes to the existing legal provisions, and strategies to respond to this enormous challenge.

Our questions in addressing this challenge are

What elements must a social security model include to respond to this new and changing reality? What are key measures to adapt social security and protection systems to future labor and wage scenarios?

Statistical Facts

El 65% de los niños que ingresan a la escuela en el nivel de primaria hoy, trabajarán en empleos que no existen en la actualidad.

La economía gig (trabajos cortos y esporádicos) a nivel mundial crecerá desde \$20 mil millones de USD en el 2014 a \$410 mil millones de USD en 2025.

A nivel global, la automatización de los empleos para el 2050 podría estar presente en el **49%** de la economía mundial.

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6. Promoting a close, inclusive and efficient management through the use of technologies to improve the capacities of institutions.

Achieving universal social security and protection services requires strengthening our institutions, whose key tools are new technologies and governance.

Overview

Experts in health and pensions have concluded that the atomization of systems reproduces coverage gaps; additionally, labor markets facing young people are breaking our traditional employment paradigm, as they are blurring the outlines of physical location of jobs, technology is placing them in conditions of increased competition, and consumption patterns are reducing incentives for saving.

There is a clear discrepancy between expectations and demands of our societies and the actual results of social security and protection tools. For this reason, we need to build a platform that enables the exercise of rights to promote a close, inclusive and effective management.

The changing dynamics of the means of production and the economy is unstoppable: between 2004 and 2013 the percentage of jobs that cannot be conventionally classified increased by 33%. That is why responses undertaken by the government tend to focus on the tasks of acting, facilitating, responding, and preventing in the face of the current transformation.

It is possible to adapt to the changes that our societies are experiencing by using institutional governance tools, participatory agencies where public servants, employers, employees, entrepreneurs, unions, and other stakeholders can come together to discuss and actively provide solutions to the current challenges and needs.

Effective management must be accompanied by senior management policies, the use of new technologies, and humane care based on governance mechanisms that can guide institutions, coordinate and properly manage institutional resources, facilitate monitoring and control, and ensure accountability, transparency and effective communication.

Between 2013 and 2014 over 1.2 million deaths could have been avoided in the region if health systems had offered accessible, timely, and quality health care. By late 2015, 12 countries had implemented national strategies or plans to improve the quality of care and patient safety. Moreover, 23 countries had implemented the integrated health services provision network strategy. The regional rate of mortality due to avoidable causes through health care has decreased, with an estimated reduction from 118.6 per 100,000 inhabitants in 2014 to 108.1 in 2019 (an 8.9% decrease).

New technologies and automation processes have undoubtedly impacted management, organization and social security services. We have made progress in the generation and collection of data, as in the cases of electronic records, pension simulators, waiting times optimization, electronic appointment systems, apps, georeferencing of diseases, useful information on the services offered to the public, and indicators of impact, outcomes, and accountability.

The low use of technologies imposes high costs on institutions and users: in-person visits, long waiting lines, loss of clinical records, and opacity in the benefits.

The use of technological tools reduces gaps between users and services. The examples of programs implemented include:

- **Antigua y Barbuda's**, Social Security Board developed an eBusiness to allow employers to look at their history of contributions, send online data, and manage employees. Employees, for their part, can look at their history of contributions and check the status of their claims for benefits.
- **Chile** has set up the National Civil Society Council for Social Security to stimulate discussion in social security.
- **United States of America's**, Social Security Administration has joined the Open Government Partnership, one of whose key strategies is Health-IT, which uses technology to process and automate medical evidence, build full medical records based on international standards, thus facilitating decision-making based on evidence.
- **México's**, SER-IMSS Program is part of the Comprehensive Strategy to Strengthen Health Care, which aims to transform the service culture, improve the working environment, and strengthen decent treatment to users.
- **Saint Kitts and Nevis's**, Charter of Customer Services includes a commitment to providing services under the terms and within the clearly pre-defined times for any person.
- **Peru**, has interconnected its Civil Registry offices with its social security offices to ensure greater efficiency in the distribution of the nursing allowance.

Our questions in addressing this challenge are

What models can we include to maximize the effectiveness of management? Are segmented models and funding mechanisms a constraint to achieve coverage with effective access? To what extent is management a key factor to address the current challenges?

Statistical Facts

Between 2013 and 2014 over 1.2 million deaths could have been avoided in the region if health systems had offered accessible, timely, and quality health care.

In 2015, 23 countries had implemented the integrated health services provision network strategy.

20–40% of resources are being wasted due to management failures.

70% of the institutions

controlling social security in our countries have some form of governance structures, including Management Boards or Councils.

The average number of board members is **9.5**

88% of them have members from organized society: trade unions, employers, professional schools, and scholars, among others.

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7. Promoting a preventive approach in health care.

Reducing morbidity, disability and mortality due to chronic diseases, adapting services to a preventive rather than curative approach.

Overview

In recent times, the CISS Region has been increasingly paying attention to the importance of understanding chronic diseases and the risk factors associated to them, as well as their social, economic, and cultural causes. Such diseases are recognized as a clear threat not only to human health, but also to economic development and growth in countries.

In this regard, the available epidemiological data indicates that the diseases that constitute the most important burden in the Americas are cardiovascular diseases, cancer, diabetes, and chronic respiratory diseases, and the major risk factors associated with them include: smoking, low physical activity, alcohol consumption, low intake of fruit, obesity, hypertension, dyslipidemia, and hyperglycemia. Many of these risk factors are determined by social, cultural and environmental factors.

Moreover, this group of diseases caused 4.5 million deaths in the region in 2015. Of this figure, 1.5 million were premature deaths affecting people between 30 and 69 years of age, even when 80% of cardiovascular diseases and 40% of cancer types are preventable.

The financial impact of chronic diseases in the CISS Region is also discouraging, as it poses a growing threat to the economic stability of several nations. There are studies indicating that, without increased efforts to prevent these diseases, we can expect that the Gross Domestic Product (GDP) of countries around the world will be reduced by billions of dollars. In the 2006-2018 period, Argentina, Brazil, Colombia and Mexico together could suffer a combined cumulative GDP loss of US \$13.5 billion as a consequence of only three chronic diseases: heart disease, stroke, and diabetes.

These health and financial losses are not inevitable. The region currently has the possibility of adopting measures to substantially reduce these costs. However, choosing the best health and economic policies can prove to be a difficult task.

Hence, the data available for the 2011-2015 period show that the countries in the region have high levels of inequality and various degrees of use of preventive health services. In Peru, 21% of the population had at least one annual preventive visit in 2015, or the most recent year, compared with 24% in the United States of America and Chile, 68% in Colombia, and 76% in Mexico.

Some examples of programs seeking to reduce costs through prevention in health include:

- **Canada's** joint project between the Public Health Authority in Canada and the Pan American Health Organization have launched the Policy Observatory on Chronic Non-Communicable Diseases, which is adapting the existing instruments to assess capacities to include qualitative and quantitative information on these diseases and support decision-making.

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- **Cuba's**, National Action Plan for Nutrition seeks to increase food production in all possible ways and achieve equitable distribution, in addition to providing preferential care to the most vulnerable population groups.
 - **México's**, Prevention Model for Chronic Diseases, run by IMSS, seeks to prevent the occurrence of disease or minimize complications, relying on an Intelligence Unit that will collect personalized data and an electronic monitoring dashboard for the timely identification of potential risks relating to chronic diseases for beneficiaries.
 - **Panamá's**, Social Insurance Fund conducts the National Preventive Health Census to assess the health status of its population and provide them with timely medical care, offering free medical examinations, blood pressure readings, calculation of Body Mass Index, blood samples, and the delivery of medicines to treat disease including diabetes or hypertension, among others.
 - **Peru's**, EsSalud promotes healthy food and nutrition through the first High Performance and Efficiency Model for nutrition in Peru, which is replicated nationally in all hospital centers of the institution.

Our questions in addressing this challenge are

In view of the increase of chronic diseases in the region, what are the risks facing social security? What strategy should social security adopt to handle this situation? To what extent is management a key element to address the challenges in health care?

Statistical Facts

In the CISS Region chronic diseases caused 4.5 million deaths in 2015. Of this figure, 1.5 million were premature deaths affecting people between 30 and 69 years of age, even when 80% of cardiovascular diseases and 40% of cancer types are preventable.

In the region, **10 years of healthy life are lost** on average due to disease or ailments

In Peru, 21% of the population had at least one annual preventive visit in 2015, or the most recent year, compared with 24% in the United States of America and Chile, 68% in Colombia, and 76% in Mexico.

As part of the group of non-communicable diseases, chronic diseases account for **nearly 4 of every 5 deaths in the Americas region**, and these figures are expected to increase in the coming decades.

Non-communicable diseases account for 78.3% of deaths.

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8. Promoting education in social security and protection as a tool for development and as a key driver of quality of life.

Education and culture in social security constitute an investment that allows us to enhance knowledge, values and actions for physical and economic security.

Overview

The promotion of social security in people's lives, its importance, and its components is a matter of interest for governments: the lack of coverage entails costs that must ultimately be borne by the entire society.

For this reason, it is critical to provide clear and timely information to allow the population to make well-informed, quick, and effective decisions that contribute to better use of the resources available to them.

Thus, education in social security allows children, youth, adults, and older adults to exercise and promote labor rights for workers and its beneficiaries, in addition to contributing to a more critical and participatory society, promoting values like solidarity, equality, and equity.

Ensuring access to tools providing accurate and timely information allows people to plan for the future in areas including pension, housing, and maternity services.

Among the objectives of CISS is raising awareness of the importance of prevention; for example, anticipating the medical care that would be needed for accidents, diseases, and occupational risks, or providing tools for the general population to promote self-care and foster the behavioral changes that are necessary to achieve the best possible quality of life.

Regarding higher education, Law schools are of vital importance, as social security is regarded as a universal right and unanimously recognized as an autonomous discipline, from both the doctrinal point of view and the legislative and academic point of view.

Culture and education in social security initiatives reduces cost for people, as well as in the social and economic spheres, in the short and long terms. It also ensures a better distribution of such costs among stakeholders in any country. There are examples in the CISS region of initiatives promoting education on social security topics, including:

- **Argentina's**, Program for a Culture on Social Security seeks to positively impact the culture in terms of pension and inclusion in social security.
- **Chile's**, National Education in Social Security program empowers its people to exercise their rights and make better decisions in social security.
- **Colombia's**, COMPENSAR program, run by the "Escuela de capacitación, ideas para toda la familia," offers music and systems courses to older adults as an alternative for well-being, relaxation, learning and use of free time.
- **Ecuador's**, Superintendency of Banks of Ecuador offers virtual courses on financial education through its Finance School.
- **Honduras's**, Honduran Social Security Institute seeks to ensure that financial users and the general public receive education to meet the need for clear and timely information, and to improve their understanding of it through the Educación Financiera en su Vida program.
- **Uruguay's**, Education in Social Security Program includes thematic areas relating to Social Security as a compulsory subject in the curriculum of all public and private schools in the country.

The challenges facing the region in education in social security and protection are considerable. The lack of knowledge about the tools that promote self-care can result in major social and economic challenges.

For this reason, the Conference promotes education to facilitate people's knowledge of their rights and self-care.

Our questions in addressing this challenge are

What are the opportunities for social security to address the current challenges with educational tools in social security? What are the key principles to meet the expectations and aspirations of society and how can we develop them from a shared responsibility approach?

Statistical Facts

About 25% of the population in the American hemisphere is currently at school age, when most of their physical, emotional, and mental capacities are developed.

20 countries of the CISS region have joined initiatives to promote education and culture in social security.

10 of them have school instruments in place for education in social security.

13 member institutions have major programs in place for prevention, awareness and education in social security..

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9. Addressing climate risks or extreme situations with mechanisms favoring effective social security and protection for all economic activity and for the safeguarding of people.

At the Conference we seek to develop knowledge, methodologies and experience to minimize the impact of climate risks or extreme situations and facilitate economic recovery.

Overview

The geographical and environmental characteristics of the American continent makes it the second most vulnerable continent in the world to climate risks and extreme events, including disruptions of the normal conditions of a population, which may be due to natural, economic, or social causes.

In 2017, 27 CISS nations were exposed to emergencies caused by hurricanes, floods, earthquakes, fires, mudslides and epidemiological risks.

According to figures from the International Disaster Database, in the period between 1960 and 2017, 3,332 natural disasters struck the Americas, affecting over 400 million people.

Between 2000 and 2017, hydrological disasters (floods, landslides), biological disasters (epidemics, insect infestations), and meteorological disasters (hurricanes, extreme temperatures) showed increased growth rates, having impact on over 250 million people, causing over 260 thousand deaths, and leaving nearly three million people without home.

In relation to phenomena related to climate change, the World Bank has estimated that by 2050 17 million people will migrate within Latin America due to reasons relating to climate change.

Emergency situations and extreme events are related with crises and risks caused by natural disasters, events that affect the economic, political, and social stability of the population in the American hemisphere.

However, the data show that climate events are the group posing the greatest risk in terms of emergency situations, which can be anticipated to some extent, ensuring preparedness of human resources and infrastructure and thus facilitating the implementation of programs and policies for risk prevention and economic recovery.

Social security and protection can and must play a key role in the strategies for prevention, care, containment, and recovery in emergency situations, emphasizing a holistic perspective to safeguard the physical, social and labor integrity of people.

In this regard, international organizations including the International Social Security Association, the International Labour Organization, the Inter-American Development Bank, the Economic Commission for Latin America, the World Bank, and the Organization for Economic Cooperation and Development, among others, have integrated climate change, its implications, and its consequences as key components in their agendas to catalyze or constrain development in countries.

In terms of social security and protection, it is important to consider the consequences of emergencies situations and extreme events at the level of provision of services (health, pension), as well as protection for workers (occupational risks, cash benefits). This also results in extraordinary actions that overburden social security systems.

A significant number of countries have care protocols and plans in place to respond in cases of emergency, risk or extreme events. Some examples include:

- **Anguila**, provides Unemployment Assistance given to unemployed or underemployed people (less than US \$800) who were affected with the passage of Hurricane Irma.
- **Bahamas's**, Care Program against Fire and Natural Disasters provides assistance to people who are affected as a result of a fire or natural disaster.
- **Bolivia's**, National Risk Management Program aims to enhance the culture of prevention with early warning systems and the strengthening of risk areas.
- **Chile**, has Regulation to ensure safety of workers in risk and emergency situations
- **El Salvador's**, Medical Emergencies and Disaster Management Program seeks to improve medical care given to the population through high-tech training to provide emergency services.
- **Peru's**, Emergencies School, ran by EsSalud, trains and professionalizes health personnel in dealing with emergencies and disasters.

Although these plans are in place in Healthcare institutions, as well as in Ministries and Secretariats of Labor, it is critical that the Inter-American Conference on Social Security (CISS) work towards the articulation of instruments, mechanisms, and public policies to ensure employment continuity and protection of economic benefits of workers in emergency situations, ensuring there are programs in place to facilitate return to work.

At the Conference, we strive to raise awareness in social security institutions of prevention, economic recovery, and efficient management of emergencies.

Through the identification of efforts undertaken by international agencies and organizations specializing in the topic of climate risks and extreme events, we seek to encourage discussion to consolidate a platform for sharing and offering a menu of best practices and useful information for social security institutions.

Our questions in addressing this challenge are

How have countries dealt with post-disaster economic recovery? What are the major challenges that still need to be addressed for the strengthening and prevention of disaster situations, supporting economic recovery in every aspect?

Statistical Facts

In the past 5 years (2013-2017):

41 nations in the Americas have had some form of emergency relating to natural disasters.

413 natural disasters, 73.6% of which were hurricanes and floods.

6,990 people have lost their lives.

148.5 million people have been affected.

264 billion dollars estimated in damage.

65 billion dollars in insured losses.

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