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By Gibrán Ramírez Reyes

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Neoliberal globalization brought a high demand for precarious labor in countries with greater economic development that, long with inequality, violence and lack of opportunities, led many workers to abandon their countries to make a living in other latitudes. This had an impact on the labor conditions: mostly poor payments and no benefits – on the legal and illegal migratory flows, and the economy, and the debates on how to create governmental policies to face the problem without affecting any kind of rights.

One of these big debates relates to social security. In addition to universal problems, such as universalization, labor formalization, pension systems and so on, people migrating need to be covered in case of any contingency, and destination countries should find mechanisms to guarantee their rights.

In this sense, social security for migrating people is specifically urgent. Most tend to bring their migration situation together with other discrimination and inequality elements that hinder their full development and social mobility. Conditions such as gender, race, age and socioeconomical situation are structural constraints that make the migratory phenomenon even more complicated, making it obvious that their incorporation to social security is a matter that must be addressed as soon as possible.

Nevertheless, there are several complications to accomplish this. First, the legal situation. Many of these people do not have a regulated migratory status, which makes it harder for them to have any rights guaranteed. Secondly, we have informality. A great portion of this population has no formal job; thus, they do not have any kind of benefits. Thirdly, the fact that the relevant policies tend to depend on the existing government, their institutionalization and permanence on the long term is harder.

All this makes it necessary to reflect on how to solve the lack of social security for migrant people in the Americas. How to face labor relations internationalizations? Should we follow the path of labor formalization to guarantee rights? How should we think about the migratory issue and social security to guarantee welfare in the XXI century?

In the Inter-American Social Security Conference we are promoting a definition of social security in which its condition as a human right is highlighted. This to make sure all people, regardless of their social or labor conditions, can access social security, widening coverage horizons beyond debates on job formalization, as informality is a structural trait of our countries.

Understanding social security this way implies reconsidering the portability matters; that is, that people can preserve the rights they acquire, regardless of their nationality. This means that, for example, migrant workers have the right to enjoy social security services, and to transfer benefits they enjoyed in their country of origin.

In this issue, the CISS research team, going from the social security definition prepared in this institution, reflects on portability and the mechanisms that can allow migrant people to have their rights guaranteed. In addition to touching all the branches of the problem, the last portion of the text describes different proposals to promote portability and it opens the debate for specialists and members of the conference to propose other alternatives or to reinforce their proposal.

Hence, from CISS we are proposing the need to consider social security as a human right, which cannot be only linked to work. This is essential to face the lack of social security for migrant people and other sectors of the population that share vulnerability situations. Of course, the discussion is open and, from this point on, input will continue to be generated to debate and generate policies in favor of the continent’s people.

Gibrán Ramírez Reyes
CISS Secretary General
Presentation of the Social Security Notebook for Domestic Workers in Mexico: a proposal in the Inter-American Conference for Social Security

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The affective side of work: mutual dependence, intimacy and difference

The Social Security Notebook for Domestic Workers in Mexico: a proposal in the Inter-American Conference for Social Security, is clear and assertive, it describes - based on papers by feminist researchers - that domestic work has a historical path based on familiarity, the emotional link between employers and workers, and intimacy relationships. Such path is not naïve, it would actually assume a specific way to establish hierarchies and differences between employers and workers, based on benefvolent ways of oppression. That is, under the protection and salvation premise, employers naturalize a superiority and authority position above domestic workers. This is materialized in an essential aspect, which will then have a repercussion on the workers' rights and safety: verbal agreements and good faith of employers to fulfill their duties towards the workers.

Even though the report states that less and less women are working indoors (they are even a minority) in Mexico, intimacy is still a relevant aspect of this job. What does sharing this intimacy mean? Does this intimacy only respond to one patriarchal domination form? Or are class, racism, ethnicity, and age not related? Is intimacy the excuse for excluding them from social security system?

I do not think so. The problem is deeper than that, and it is related to historical ways to produce the difference, living in an intimate way, which is closely negotiated. I would like to state something here, which has been discussed in the studies on domestic labor: domestic workers and the figure of the maid (Camus and de la O Martínez 2014; Gutiérrez Rodríguez 2010). We say that maids are still operating as a nostalgic idea of stately power, which is felt and reproduced in the affective and intimate relationships between workers and employers. This does not mean that in colonial and “hacienda” times the help were a submissive and docile population, with no means of resistance and rebellion. It actually acts as a fanciful, nostalgic memory about more "natural" ways to deal with the closeness of workers (because it is annoying, it generates mistrust, because it is scary that they know so much about intimate details of employers, or because it generates anxiety because of the dependence employers feel towards them).

The help and the figure of the maid are still operating as ideal, for example, in literature, TV, the movies, photography, as shown by the authors of the book "Los de Abajo". Three centuries of the help in the arts and literature in Latin America. This nostalgic idea is what justifies an alleged natural difference (difference in class, race and ethnicity) between employers and workers. And “questioning” this difference, with the workers’ status and their rights, is what makes it more complex for employers to assume a role of true employers, rather than protectors or saviors.

Thus, improving labor and social security for workers questions and breaks the hierarchies and the status differences regarding class and ethnicity/race. To not lose these
differences, workers are infantilized (age, feminized (that is in the private space, nor the political or the economic one), and racialized to highlight the difference to justify hierarchies. The consequence: the degradation of the worker by making these differences evident makes her never be considered a worker, defining her as to being “at the service of”, and thus, questioning its status as citizen.

We will then see how this I just told you about intimacy and the generation of this difference directly affects public policy and the constitution of domestic workers as workers. Here, I would like to focus only on the labor relations, from a feminist point of view, regarding the social and cultural aspect of the employers. Without a doubt, insisting in the enforceability of labor relations in written format enables taxing and follow up, by the State, on the fulfilment of duties and rights in the labor relation between employers and workers. In all studies cases, the registration is in the hands of the employer. This makes it up to the employer to formalize the worker contract: as they want. This is crucial, as the link based on intimacy, dependence and mistrust, also depends on a history of help and the exclusion of the citizen status for the worker.

In the proposal made for the Mexican case, it is suggested for the labor relation to be legalized by the worker and the employers, a mixed system. The process starts with the worker registering to the Mexican Social Security Institute. The worker shall show the registration proof and ask the employer to sign an acknowledgement of receipt. Then, a copy shall be delivered to them and the worker will keep the original proof. For the registration campaign, it is proposed to install modules in strategic modules operated by volunteers in highly-urbanized areas, and a media campaigns with information for workers.

While creating a mixed registration system for work relations is progress, a question is raised about how to consider the history of the help and the difference in the campaigns. It would be interesting to integrate a historical view looking at specific elements of the help, regarding the subordination of women and racialized women in particular: mutual oppressions between women and the rest of society, and how this is transferred to intimacy and labor relations between women and in cultural representations regarding domestic work in general. That is, the registration practice by the worker or the employer, does it disrupt or transform the difference between them? To what extent the notion of “savior” employers or “maid” workers is translated into the registration practice? Would a mixed registration model questions both the employers and the workers? These are important questions when we generate campaigns that are not only targeted to delivering information, but to questioning patriarchal and traditional ways of care, domestic work and the role of women.

What would be the feminist view towards these matters? I propose we move from a positivist vision towards public policy, to a more complex point of view, a deeper one, not only on the reality of workers, but also on the legislative system and the political desires that constitute it. A feminist vision would question the very foundation of the citizenship and democracy, the sexual (and racial) contract of democracy, and the public/private distinction. I think we should focus on a policy that understands the privileged position of employers (who are also legislators), taking about democracy not only interpreting the workers, but also directly questioning employers as employers, not as house owners, questioning the role of protector or savior of wealthy families. We would have to see how the nation generates speeches -not only about domestic labor, but in general- about the role of women at home, in the workplace, deconstructing the woman-family-nation link. We would have to question, from a feminist perspective, the public/private distinction in the very public policy.

Along with problematizing the place of the help, the difference produced in the intimacy, the role of employers and the review of speeches that bring together women-family-nation we would have to empower domestic workers unions and organizations and their alliances with feminist organizations. In the Chilean case, these organizations managed to create a new law in 2015, where the workers’ conditions were improved. It was not the efforts made by authorities nor political parties, but the workers working together with feminist and women organizations at a national and international level (such as the Latin-America and the Caribbean Confederation of Domestic Workers), along with international bodies (such as the International Labor Organization) that attained this progress. It was the disruptions from the bottom, from workers who mobilized the political system and exercised their citizenship.
SOCIAL SECURITY AND MIGRATION: THE PORTABILITY TOOL

Inter-American Conference on Social Security

Research Team

CISS looks to promote a social security vision in which their human rights conditions prevail. This has two big implications:

1) The first, is to be focused on people, regardless of their work conditions or even their citizenship status. This also implies paying special attention to traditionally private groups of such nature, such as minors, elderly, domestic workers, or migrants.

2) Secondly, making sure social security is a human right implies that the expansion of their coverage cannot depend on the formalization of labor, even though this is, naturally, a propriety of governments. This is specially relevant if we consider that more that 61% of the world’s EAP works under informal conditions. This was shown by the ILO in its report “Women and Men in informal economy: a statistical table (2018), which presents a picture of 2 billion people inserted in this type of economy, out of which 93% are in emerging and developing countries.

By doing so, the Conference is simply recovering the established in international legal instruments, such as the Universal Declaration of Human Rights (Art. 22), the International Pact of Economic, Social and Cultural Rights (Art. 9) or the San Salvador Protocol (Art. 9), giving them a proper place when making public policy recommendations. This new social security vision will guide our daily work as a permanent and specialized technical international body, which entails looking at the constant inconsistencies in the compliance with the human right to social security.

What inconsistencies are we talking about? According to the World Report on Social Protection 2017-2019 (2017) by the ILO, only 45% of the world population has effective access to at least one social benefit, while 55 percent, 4 billion people, do not have any kind of protection. To be more specific, this report states that only 29 percent of the world population enjoys comprehensive social security. Given these conditions, it is urgent for countries in the continent to act immediately and with determination to guarantee the human right to social security and, for this purpose, we must highlight the fundamental obligation and responsibility of the State which, we must say, must face growingly complex labor dynamics, due to the fourth industrial revolution, as well as growing migratory flows, which are a challenge for the fulfillment of its duties as rights guarantor.

Considering social security a human right, instead of only a citizen right, also forces us to think about its portability; that is, the right of migrant workers to enjoy social security services in countries other then their own, with no excessive and unnecessary paperwork, allowing the transfer of rights or benefits from one country to the other, widening the coverage and access reach. Furthermore, portability is a mechanism that can help in the challenges established in the 2030 agenda for sustainable development. One of the main targets of this agenda is to implement national universal protection systems, with a rights approach where no one is left behind (Target 1, Goal 1.3). For this purpose, it is important to say that in addition to the international instruments mentioned above, in the specific case of migrant people, we can find a supplement to the Agreement on Migrant Workers (ILO, 1949), the Supplementary Provisions of the Agreement on Migrant Workers (ILO, 1975), and the International Convention for the Protection of the Rights of all Migrant Workers and their Families (UN, 1990), that even if they have not been ratified at a regional level, they provide a legal framework that defines protection for migrant people and their families.

To establish an understanding basis regarding the effects of portability systems, we would first have to say that migration has increased due to globalization and political, economic, and social contexts of each region. The 2018 Report on Migration in the World by the International Migration Organization (IMO) states that there are around 244 million international migrants, that is, 3.3% of the world population (IMO,
2018). From 1950 and until 2015, Europe, North America and Oceania have been the biggest recipients of international immigrants, while Africa, Asia and Latin America are the main emitters. From 2000 and up to 2015, annual migration to recipient countries was 2.8 million people. Current causes differ from region to region. In the American continent, migration has extended and diversified, and even though the predominant flow comes from Central Americans migrating to the United States, there are migration records among other countries in the continent.

The numbers mentioned have big effects on social security, as when they leave their place of origin, migrants enter a vulnerability situation, in which their human rights can be breached, and their access to social services, specially health services, is negligible. As stated by the World Health Organization (WHO), the exposure of migrants to the risks derived from population displacements – psychosocial disorders, reproductive health issues, greater neonatal mortality, improper use of drugs, nutritional disorders, alcoholism and exposure to violence – increases their vulnerability to diseases and; thus, actions to protect them and their physical, mental and social welfare must be taken. This leads to the conclusion that social security challenges are more severe in areas with greater migratory movements, in which social shortcomings take place, which lead to vulnerability, marginalization and exclusion.

To avoid this, one of the essential tools is the consolidation of bilateral or multilateral agreements to make countries commit to addressing social security for migrants. These agreements must define the type of population to be addressed (regular, irregular migration or both), the scheme type (contributing to the case of formal jobs for regular migrants; non-contributing to the case of irregular migrants, with the possibility to transfer or jointly handling costs between countries of origin and destination countries), and the type of benefits to be provided (health, pensions for old age, disability or death, maternity leaves and paternity leaves, sick leaves or work accidents, etc.). At the same time, efficient benefit information transparency and compatibility mechanisms are required, as well as a proper counting of time and quote amounts. This information is not new, as it is based on proven experiences: the European Union portability systems, MERCOSUR and CARICOM systems, which allow the development of opportunity equality and access to the human right to social security.

Lastly, it is important to mention that portability mechanisms allow us to focus on specially difficult situations, such as informal or precarious jobs, in which migrants will likely suffer from a lack of social security, or where they might receive salaries below the minimum established by law in destination countries. Also, portability generates schemes that make social systems more robust in destination and origin countries, providing an opportunity to regulate and have greater control over migratory flows, increasing the degree of formalization in the labor market, expanding the tax base. This also allows opening spaces for interaction between countries, which makes it possible to have successful practices, information, technology and organization, management and handling schemes for the social security systems, and it is an ongoing update of information. Thus, from CISS, we promote dialogue, analysis and promotion of portability systems as an efficient and feasible alternative to reach international goals related to expanding the social security coverage with no discrimination, to get closer to ensuring the human right to social security.

1 The Social Security Multilateral Agreement of Multilateral was enforced in 2005, it includes health care and old age and disability benefits, and it is recognized as one of the most advanced in the region due to its coverage, access guarantee and quality.
Zoé Robledo, new CISS president

Zoé Robledo Aburto was assigned as the new head of the Mexican Social Security Institute, entity that presides the Inter-American Conference of Social Security.

“Dismantling the welfare status is not only a finance status, it is not an institutional design problem, it is a problem caused by politics, but bad politics, and politics made it wrong, the policy making dynamics can fix it,” said the new head of IMSS, during its assumption of office of such institution.

After his appointment, he met with the CISS Secretary General, Gibrán Ramírez Reyes, and they agreed to continue working together, and on the measures taken by the current administration to strengthen the substantial capacities of this body.

The new president of the CISS has a bachelor’s degree in Political Sciences by the Autonomous Technological Institute of Mexico (ITAM, Instituto Tecnológico Autónomo de México), with supplementary Law studies by Universidad Complutense of Madrid. He was a consultant for the government of the state of Puebla in 2005 and a special consultant for the government of the state of Hidalgo. In 2008, he was a consultant for the Permanent Commission of the Senate. Then, he was elected as a local deputy in the Congress of Chiapas for the Motozintla district, in 2010. Three years later, he was the head of campaign for the then candidate to President of Movimiento Progresista, Andrés Manuel López Obrador, in Chiapas.

In 2018, he was elected as deputy, position he had to leave to become the Undersecretary of Human Rights in the Ministry of the Interior of the United Mexican States.

Robledo Aburto shall replace Germán Martínez Cázares who, during his duty as president of the Conference, showed his firm commitment to look for welfare, through the refounding process the CISS is going through, to become a benchmark of good practices and public policy in the continent.

The CISS prohibited the use of its spaces for commercial purposes

Since January 2019, the Inter-American Conference of Social Security forbade its facilities to be used for commercial recordings, within the framework of a new institutional policy looking to recover the fundamental values of the body, transforming the CISS into a welfare and social security benchmark in the continent.

Between 2013 and 2018, the spaces of the conference were rented by several companies for the production of series, ads and soap operas, for example Luis Miguel, the series: Selena; Mexico’s Next Top Model, among others, and ads for companies such as Pepsi and Toyota.

“They deprived the Conference of its dignity as an international body. Show me ads and soap operas recorded in the UN, the ECLAC or the OECD. It is not serious enough”, said Gibrán Ramírez Reyes, Secretary General. He added that “the CISS is now a place to think and propose public policy for the welfare of people in the Americas”.

Between 2013 and 2017, the facilities were rented or 28 different productions, for a total value of 2,092,500 pesos, for six months. Nevertheless, only 2 contracts were filed. In 2018, the CISS was the location for 8 different productions, for a value of 2,033,000 pesos. Only 4 contracts exist for than figure. The total amount of time the spaces were rented in that period was 21 days.

The new institutional policy of CISS established the principle of transparency as the guiding principle, both with the membership – with over 80 members from 37 countries – and the citizens in general.
Chile
United Nations Economic Commission for Latin America and the Caribbean (ECLAC)

The heads of the Inter-American Conference for Social Security (CISS), Gibrán Ramírez Reyes, and the United Nations Economic Commission for Latin America and the Caribbean (ECLAC), Alicia Bárcena, signed a Framework Agreement for Collaboration between both institutions, in Santiago de Chile.

This agreement is meant to lead joint activities, exchanging experiences that strengthen, among others: welfare in the region, universalization of protection and social security systems, inclusion of populations in vulnerability situations into those systems, social security alternatives for domestic workers, portability of protection and social security systems, indicators to follow up and assess such systems, migration and protection, among others.

Alicia Bárcena, Executive Secretary of ECLAC, celebrated the signature and ensured "both teams will work closely on matters as important as social security. People are talking about access to opportunities again, and we are not, it is essential to talk about rights." Also, she congratulated CISS for resuming the public discussion on welfare. "All countries in the region are going through their social security systems," she added.

The head of CISS, Gibrán Ramírez, also celebrated the agreement. "ECLAC is a historical example of an agency willing to have a vision of its own. Let's think together about welfare and development," said the scholar.

Both secretaries agreed on the possibility to jointly build a welfare political economy, reflecting on economy matters and social sciences, and their consequences for the continent.

During the Forum of Latin America and the Caribbean Countries on Sustainable Development, organized by ECLAC in Chile, the CISS also presented its notebook "Social Security of domestic workers in Mexico: a proposal," which proposes an social security incorporation model - based on successful Inter-American experiences -, also considering the particular elements of domestic work.

The CISS actively participated in the Social Security Week

Mexico
Inter-American Conference on Social Security (CISS)

During the Social Security Week, organized by the Ministry of Labor and Welfare and Mexico's Senate, experts from the Inter-American Conference of Social Security participated in matters such as welfare and social security, and the reform proposed by the Executive power.

The CISS Secretary General, Gibrán Ramírez Reyes, participated in the opening event of the Ministry of Labor, headed by its head, Luisa Alcalde. "Social security, unlike social protection, is a human right recognized by the Universal Declaration, which should not depend on the formality of work. It would be absurd for the exercise of this right to depend on labor conditions," said Ramírez Reyes in the opening.

He explained that social security means protection against social risks, which are also socially constructed. "People born in poorer conditions are doomed to suffer from more difficulties, everything will be twice as hard for them. A disease can be fatal, an accident as well."

José Antonio Hernández, CISS General Coordinator, participated in the closing of this week, and he talked about new ways of employment. "The atypical ways of work overlap with informality and precariousness, and that should not be the case, as it actually depends on proper state regulation for these ways of work not represent greater precariousness, so regulations can eliminate formal employment as a single access door to social security," he concluded.

On the other hand, in the Artificial Intelligence and Social Security Forum organized by the Social Security Commission of the Senate, Roberto Castillo, CISS Head of Projects, emphasized that "the main challenges of automation are political, not technological and that, even using automation implies new challenges, most are the worsening of past issues: outsourcing, work instability, decreasing salaries, and lack of state protection."

In the same Commission, the economic advisor, Tontiu Martínez, said that "in Mexico, there are no pension systems, but a forced savings market. Any reform - such as the one currently proposed - that provides continuity to the current system is not actually a reform," explained Martínez.

Finally, he said that Mexico cannot wait for half the term to make a structural change, so in the CISS, discussion tables and technical analyses shall take place."
Second Permanent Americas Welfare Seminar by the CISS

The Inter-American Conference of Social Security (CISS) carried out the second edition of the Permanent Americas Welfare Seminar in relation to IMSS Welfare, as a successful Inter-American experience regarding the universalization of the right to health.

This program operates in 28 states in Mexico, and it provides first and second-line services in its medical units, with a strong preventive and participatory element, with a direct relationship with the community.

"It is the reason why we proposed this subject, because we want to inform people about IMSS Welfare, what works and what does not work, in order to start a discussion on the relevant institutional models for the future of health in Mexico", said the CISS Secretary General, Gibrán Ramirez.

On the other hand, Gisela Lara, head of IMSS Welfare offered the national and international experts attending a whole overview of the structure, current operation and challenges faced by the program.

The IMSS Welfare program offers health services to those with no insurance, not public nor private, especially in marginalized populations, away from main urban centers, managing to maintain the lowest mortality rates of all health institutions in Mexico in the work areas. Thus, this represents an experience of great interest for the region.

CISS will release an Inter-American Welfare Network platform

The Inter-American Conference of Social Security will launch the Welfare Inter-American Network website in June, which will gather and systematize - in a technological, easy-to-use platform, all information related to experts, researchers and officers related to matters such as social security and protection, welfare, social policy, labor markets, among others.

Also, it allows the performance of on-line forums and webinars, which will be continuously at the disposal of the members. Events, news and links of interest can also be found. Also, the technical assistance model developed by CISS will be available.

To access the Network, an account must be opened.

This effort promotes new exchange and discussion forums in the Americas, as a part of the objective of the Conference is to strengthen research, cooperation and technical assistance among all member countries.

ISSFA promoted welfare programs

Ecuador
Armed Forces Social Security Institute

The Armed Forces Social Security Institute of Ecuador, Issfa, has developed several programs to promote the welfare of its affiliates.

The promotion of healthy lifestyles comprises preventive activities that benefit the elderly, such as occupational therapies, educational activities, development of dexterities/skills, and community engagement and bonding.

On the other hand, in order for the insured population to receive training in several areas and access to employment sources, the ISSFA established an Agreement with the Ministry of Telecommunications, offering courses in Information Technologies (TIC), small and medium companies (Mipyme), management and finance, education, tourism, trade, global society, professionalization, agriculture, transport, etc., to the affiliates.

In addition, the ISSFA executes several awareness actions, such as psychological support for the insured population in disability conditions.
EsSalud implements the digital clinical history to assist insurance holders

Peru
Health Social Security

The Health Social Security of Peru (EsSalud) initiated the new Health Services management System, EsSI (Smart Health Service), which includes the digitalization of clinical histories, and contributes to the management of medical figures and medication control.

It is foreseen for the system to significantly reduce waiting time in hospitals, in benefit of the more than 11 million of benefit holder, saving the institution close to USD 1,225,000 million dollars, in the use of paper.

“The implementation of this platform sets a milestone in the health system in Peru. This is only the first step in the comprehensive digitalization of processes and services of EsSalud at a national level, which will lead to better administrative processes and assistance to our benefit holders” explained the Executive President of EsSalud, Fiorella Molinelli Aristondo.

With the Digital Clinical History (DCH) the doctor will have access to the full patient’s information: assistance, auxiliary exams, diagnoses, prescriptions, treatments and other data recorded during treatment. Such platform has been incorporated into the Outpatient Consultation, Hospitalization and Emergency areas in the close to 400 establishments that Social Security counts on at a national level, including specialized centers.

Anguilla widened the paternity benefits

Anguilla
Social Security Board

The Social Security Board announced that fathers can also enjoy a paternity leave, which will be paid to the father of a baby or the husband of the baby’s mother, after 26 weeks of contributions to the Social Security System.

The paternity subsidy will be paid for any consecutive 2-week period, starting the day the baby is born, and ending 16 weeks after the baby is born, at most.

Also, it was informed that, due to the changes in the Labor Law, the period to pay the subsidy has been extended from 13 weeks to 14 weeks.

PAMI participated in the UN’s General Assembly for the first time

Argentina
National Institute of Social Services for retired and pensioned affiliates (PAMI)

For the first time, PAMI participated in the UN’s General Assembly in New York, in the Open Composition Work Group on Aging.

“Senior citizens are a priority.

Thus, PAMI has the responsibility to provide social and health coverage to 80% of retired and pensioned people in Argentina”, said Sergio Cassinotti, Director of PAMI.

Finally, he states that, for the first time in history, this Institute was negotiated with laboratories to lower the cost of medication, which went from 33% of the budget to 25%.

The National Social Security Fund implemented a new emergency network

Bolivia
National Social Security Fund

The National Social Security Fund launched the emergency network system – online – in La Paz and El Alto cities, which consists of a digital interaction for medical emergencies between polyclinics and hospitals, with 24-hour assistance in its three levels.

This program will coordinate first and third-line doctors live. First-line doctors can make specific inquiries to specialist in a third-line hospital when they cannot solve a certain case in a polyclinic, reducing hospital congestion.

This system also allows transferring data live, with four medical centers at the same time.
Litigations related to work incidents were reduced by 40%

During the Work Health and Safety World Day Memorial Day organized by the Ibero-American Social Health Organization (OISS), it was concluded that the legislative changes provided stability to the system and were determining to reduce work litigiousness, avoiding trials, providing more certainty to the workers.

Gustavo Morón, head of the Work Risks Superintendence (SRT), stated that now there is a work risk system that is more solid and less vulnerable, with more certainty and predictability, and he informed that reforms to the law allowed a reduction of 40% in litigations related to work accidents in the country.

“The new regulations also allowed a reduction of 20% in the value of aliquots paid by an entrepreneur to ensure an employee, and I reduced accidents in the workplace by 10%, and the death of workers by 5%,” as stated by Morón.

Canada prepared the implementation of the Guidelines to prevent harassment and violence in the workplace

After approving the legislation related to protection against harassment in workplaces regulated by the federal government, and in order to make sure regulations are solid and respond to the needs of several workplaces where they shall be applicable, the Canadian government asked the citizens to give their opinion about the proposal.

Through an online consultation, 60 percent of the population stated they suffered from harassment, 30% said they experienced sexual harassment, and 20% reported they experienced violence.

For the implementation, the government committed 34.9 million dollars for five years. Out of this amount, 3.5 million dollars would be used, per year, for grants and contributions through the Fund to prevent harassment and violence in the workplace.

The main objective of the fund is to support projects that co-develop tools and specific resources of the sector related to harassment and violence prevention, in order to support behavioral changes in the workplace.

The Ministry of Labor promoted work health and safety research

The Labor Minister, Alicia Arango Olmos, assigned 1,815 billion pesos to the National Health Institute (INS) to be used to strengthen work health and safety matters in sectors such as agriculture and mining.

The General Director of the National Health Institute, Martha Lucía Ospina, stated that this complies with a law that allows the performance of occupational health research, and along with the Ministries of Health and Labor, advancing in the search for data and information needed for public policy, to understand why things happen in the labor world, and what to do to mitigate those risks.

The Labor Risks Director, Martha Liliana Aguadela, stated that “the investment of this money is targeted to prioritize research in carcinogenic substances, generating knowledge in terms of work health and safety in the primary sector of economy, especially in the agricultural and mining-energetic sectors.”

CCSS will start administering vaccines against the papilloma virus for girls in educational centers

The health teams of the Costa Rica Social Security Fund (CCSS) shall apply the first dose of the vaccine against the virus that causes cervical cancer to 10-year old girls.

The vaccine against the Papilloma virus is exclusively applied to girls, as it is a public health measure to avoid cervical cancer, one of the most frequent malignant tumors among women in the country.

The CCSS shall leverage the visits to schools to apply the tetanus vaccines received by all 10-year old students.

In such a way, with the tetanus vaccine, children will complete the basic immunization scheme, while girls will complete the vaccination scheme once they receive the second dose of the Papilloma vaccine, scheduled six months after they received the first one.
IMSS counts in a virtual center to address emergencies and disasters

The Virtual Emergency and Disasters Operations Center (CVOED) is a computerized system online, developed by the Mexican Social Security Institute (IMSS), which enables the response to crisis situations, emergencies or disasters, allowing direct and real-time communication from the affected areas to the managerial levels, integrating the local, state and national fields.

The CVOED, characterized by being flexible, dynamic and low cost, allows an easy setup of situation rooms with little resources, it works in mobile devices or fixed computers, it includes useful tools in moments of crisis, such as availability of beds and services, blood components and nominal census of patients, all very useful before, during and after adverse events.

With the implementation of the system, early monitoring and identification of potential threats are allowed, systematizing early alerts, prioritizing preventive aspects, which contributes to a better institutional response.

For the 10 years the program has existed, 3 thousand and 261 adverse events have been identified and addressed, 923 were geologic, 797 social-organizational, 775 chemical-technological, 730 hydrometeorological, and 36 medical-epidemiological.

Guatemala’s Social Security promotes the prevention of chronic kidney failure

As a part of its preventive policy, the Guatemalan Social Security Institute (IGSS) developed a follow up plan for close to 2 thousand and 500 people in risk of contracting chronic kidney failure, which consists of preventive care and frequent controls.

With this initiative, the Social Security Institute is looking to prevent this population from worsening to the point of requiring dialysis, hemodialysis, or even a kidney replacement, costs that add up to USD 320 a week.

According to records from the Ministry of Public Health and Social Assistance of Guatemala, the Chronic Kidney Failure (CKF) rate has been increased in the last years in the country, as in 2008 the prevalence was 3.6 out of 100 thousand inhabitants, in 2012, this increased to 601 cases 4 out of 100 thousand, and in 2015, the number kept in increasing, 5.4 out of every 100 thousand inhabitants.

The Dominican Social Security System turned 18 years old

Eighteen years ago, Law 87-01 was enacted, which created the Dominican Social Security System, which now counts on more than 7 million beneficiaries.

Currently, more than 4 million, 206 thousand and 518 people are under the Contribution Regime, and 3 million, 626 thousand and 465 are under the Subsidy Regime, that is, 77.5% of the population.
The enactment of Law 87-01 brought the creation of the Affiliate Information and Defense Management (DIDA), establishing a direct link between social security and the citizens. Along with all other SDSS entities, mechanisms have been created to guarantee the protection to the rights granted by Law and the Nation's Magna Carta.

DIDA is a technical body within the National Social Security Council (CNSS), in charge of promoting the development of the system, guiding and defending the citizens.

**Mexico**

**Mexican Social Security Institute**

Through the use of technology, the Mexican Social Security Institute has recorded, up to April 2019, more than 560 million procedures and digital services through the single window, internet, the mobile app, and the contact center.

The five procedures executed the most are: 1) Rights Validity Inquiry, with more than 91 million inquiries, 2) Digital Prescription, with more than 82 million, 3) Assignment or Location of Social Security Numbers, more than 68 million, 4) Indexed Payment System, more than 49 million codes, and 5) Benefit holder data update, more than 47 million updates.

Thanks to the mobile app, more than 27 million procedures and services have been performed, such as: 1) Digital medical appointment, more than 9.9 million appointments, 2) Property location, more than 7.1 million consultations, 3) Clinical consultation, more than 4.7 million consultations, 4) Rights Validity Inquiries, more than 2.7 million inquiries and 5) Assigning or locating a social security number, more than 2.2 million.

More than 14 thousand people received pensions from the Work Risks Insurance

In 2019, the General Work Risks Insurance of the Social Security Institute of Ecuador (IESS) has benefited 14 thousand and 113 people with a monthly pension due to permanent disability and montepío.

The General Work Risks Insurance promotes a culture of security, health and prevention, in addition to the collaborative work of employers to create proper work environments.

According to the Social Security Law and the valid regulations, the benefits from this service are granted once the incident is assessed by the relevant

**Ecuador**

**Ecuador Social Security Institute**

Work Risks General Insurance units, regarding the work disability of the insured person.

In case the affiliate has a professional or occupational disease, the worker can have access to the benefits, as long as they accredit at least six consecutive monthly contributions or consecutive and immediate past one hundred and eighty days, prior to the initial medical diagnosis of the professional or occupational disease.

ISSS participated in the Social Security University Forum

**El Salvador**

**El Salvador Social Security Institute**

In order for students to know the relevance of social security in the work field and the productivity of the country, the Institute participated in a forum organized by the Autonomous University of Santa Ana in order to dive in aspects related to social security.

Students and teachers from several universities around the country, such as Universidad Francisco Gavidia, Modular Abierta, Universidad de Sonsonate, Universidad Dr. Andrés Bello, IEPROES, Universidad Católica de El Salvador and Universidad Multidisciplinaria de Oriente attended.

Also, two experts in Social Security participated, Dr. Francis Zuñiga, regional director of OISS, who spoke about the challenges of Social Security in Central America, and Mr. José Francisco Ortiz, representative of the International Labor Organization, ILO, who talked about social protection in the context of labor future.
The IGSS presented a Social Security Prevention Policy to entrepreneurs

ISSSTE recorded 450 same-sex couples in Mexico

Almost two months after the enforcement of the Joint Responsibility Program, 20 thousand and 240 affiliates of the National Housing Fund Institute for Workers (Infonavit) have already signed an agreement in order to change their credits in Minimum Wage Times (VSM) to pesos, receiving a discount of up to 55 percent in their balance, amongst other benefits, regaining certainty about the amount to be paid by month and the time it will take for them to finish paying their mortgage.

Up to today, the amount of discounts adds up to 4 thousand and 300 million pesos, and the objective is reaching the goal of more than 194 thousand benefited affiliates in the current year, and 745 thousand throughout the term.

The Joint Responsibility benefits are a discount of up to 55 percent of their balance, support in the payment of the last monthly amount, which will be fixed for the rest of the mortgage, a clear and defined term to know when they will finish paying, with no annual increase and a fixed rate of 8%.

Infonavit is in the process of implementing a comprehensive social collection policy with the support from the National Human Rights Commission (NHRC), body that signed a Collaboration Agreement.

20 thousand 240 benefit holders of Infonavit received housing benefits

Prenatal controls are digitalized through “SIP WEB PLUS” platform

The Ministry of Health, the Social Security Fund (CSS) and the Pan-American Health Organization (PAHO), launched the “SIP web plus” tools that includes the Perinatal Clinical History (HCPN), whose objective is assisting patients with obstetrics services in all health facilities at a national level.

This tool has the option to record anomalies found during the pregnancy period and severe maternity morbidity.

Minister of Health, Dr. Miguel Mayo, emphasized that all information in this web tool will be shared with the CSS, so the patients can also be benefited through pregnancy control.

Guatemala Social Security Guatemalan Institute (IGSS)

hypertension, cancer and rare diseases.
The IGSS provides coverage for more than 3 million people that represent close to 20% of the population.

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Derrama Magisterial turned 53

Peru
Derrama Magisterial

Created by law in 1965 and delivered in 1984 by the State to professor representatives, Derrama Magisterial is now 53 years old, with a growth that, in 2018, reached 76 million soles in welfare benefits, for almost 7 thousand professors, and with over 6 thousand new professors affiliated to the institution.

Walter Quiroz Ibáñez, Derrama Magisterial president, stated that last year 80 thousand professors around the country were reached, in schools and their houses, to deliver them their individual accounts.

Likewise, a vaccination campaign was performed, with free, decentralized educational conferences, in five regions of the country.

During the event, Quiroz Ibáñez stated that the social welfare benefits delivered to professors are an example of social security the country should aspire to.

IPS promoted the regularization of the employers’ contributions

Paraguay
Social Welfare Institute

By exempting fines and minimizing surcharges to 1%, the Social Welfare Institute (IPS) offers the possibility to employers to regularize their employer contributions, in compliance with the legal framework, and safeguarding the rights of workers to access social security.

The surcharge for late payments, minimized to 1%, is applicable to regular payrolls, and supplementary ones, or fractioning fees. On the other hand, the exemption of the fee for late payments to transfer the compulsory discount is paid in cash by the employers registered in the Digital Information Registry System (REI), created to speed up all online contributions management.

"Default from employers affects the regular unfolding of workers that are restricted regarding the use of short-, medium- and long-term benefits that the insurance provided by the Social Welfare Institute must deliver", stated in the IPS Management Council Resolution No. 007-025/19.

Late payments by employers to the IPS not only affect the assistance in case of disease, and maternity, but also retirement and pension, as in many cases insured workers cannot gather the required contribution weeks.

ARLSS presented the Services Management System

Dominican Republic
Work Risks Administrator “Salud Segura”

The Work Risk Administrator “Salud Segura” presented the Comprehensive Service Management System (SIGES), which looks to streamline medical authorizations with health services suppliers, and for affiliates to be a part of the process from the initial stage, and they can manage and check services in an automatic way.

The ARL executive manager, Dr. Elisaben Matos, explained that, among the benefits from this system to the affiliates, providers and other groups of interest, the affiliate will be able to visualize the approval process, evaluating the assistance given by the Health Services Provider (PSS) where they were assisted, reducing waiting time to obtain the services requested.

In the case of health services providers, the satisfaction of affiliates will increase through a fast response, and the medial approval process will be faster, reducing waiting time.

This system includes mobile app ARLRD, which in addition to “check your case” and “news” services, it allows access to locate the providers hired, and notifications regarding their procedure approvals.

A workshop was carried out to promote healthy aging

Saint Kitts and Nevis
Social Security Board (SSB)

The Inter-American Center for Social Security Studies (CIESS) carried out a 40-hour workshop, in the Wester Room of the Central Caribbean Bank, to strengthen the promotion of healthy aging and limiting non-transmissible diseases.

The workshop axes were supporting healthy aging; nutrition, exercise and work; common aging-related physiological and psychological changes and the challenge of non-transmissible diseases.

This forum gathered social security managers, social development, medical professionals, economists, among others.
“Promové” second edition was launched to train young people in the workplace

The program is targeted to young people who are in middle education institutions, looking to strengthen education for work, promoting entrepreneurship and innovation, with the final target of generating a greater development.

The initiative, promoted by the National Employment and Professional Training Institute (Inefop) and the National Public Education Management (ANEP), implies an investment of six million pesos. “Innovation projects are financed, support is provided for people who want to participate in national and international fairs, granting scholarships for additional training or supplementary training elected and proposed by the youngster, with an amount of 28,000 pesos per student.

Also, 30 innovative projects that need funding for the preparation of the proposal are supported. There is collaboration for the validation of the idea, the first implementation actions, and the construction of small prototypes. The highest amount to finance is 106,000 pesos per project.

The third type of support consists in funding expenses related to attending a national or international fair, for a maximum amount of 150,000 pesos per group.

Procedures and pensions are handled in up to 32 days

The Social Welfare Bank (BPS) president, Heber Galli, ensured that, in terms of management the objective of BPS is to execute procedures in 30 days, with no interruption regarding people collecting their salary, until they receive their pension, and he said that from some years now, half retirements have been processed in 30 days, reaching 70% in 32 days today.

During the Social Security Week, he stated that users, contributors and benefit holders recognized the high level of satisfaction regarding procedures in the Institute. Satisfaction was close to 70% in the case of assets and liabilities, 66% amongst contributors, and 90% regarding the people who obtain assistance in the health area of the body.

Galli said that social security reforms must be analyzed, respecting the basic coverage, sufficiency, financial sustainability and social sustainability pillars. “Only systems prosper and remain on the long term, there are no short-term results without them being painful. These long-term results require social sustainability, and this sustainability only comes from a wide dialogue,” said the President.

Backing campaigns for the retirement process

As retirement constitutes a drastic change in habits and customs of several decades, and many times this entails potential family and social conflicts, the Retirement and Pensions Fund carries out free backing work days through chats and activities promoting personal development.

These workdays are carried out once a week for two months, under the Course-Workshop modality with several themes, such as: personal retirement process, behaviors that improve and maintain health, backing a second life project, among others.

Due to the performance of these workdays, the Regional Social Security Forum for the Americas from the International Social Security Association (ISSA) granted, since 2017, to the CJB, the Merit Certificate in the Good Practices Contest.
EsSalud developed good practices for its modernization policy

As a part of the modernization policy carried out by the Health Social Security this year, good practices were developed to turn EsSalud into a leader institution to provide high-quality health, financial and social benefits to all benefit holders.

The “Kachkaniragmi” program is a scheme in which telephone operators respond to calls in quechua (considered the most spoken native language in Peru), and they give, cancel or confirm appointments to their insured population. In March of this year, more than 4 thousand and 500 calls were taken in quechua, promoting inclusion and equality among the users.

The second practice called “Healthy Nutrition” has the objective to only sell healthy products in the facilities, contributing to the improvement of the nutritional status of the insured population and visitors to the institution.

Another practice consists in delivering medication in paper bags, reducing the use of plastic. Finally, the last one supports women who are victims of violence, a hotline has been launched to provide them with this service, speeding up medical assistance in social security hospitals.

Their Executive President, Dr. Fiorella Molinelli, stated that the last practice is part of a strategy, which has the motto “We are women, we are brave”, which is looking to guarantee and speed up the assistance for women who are victims of domestic violence and their family members, providing the, with services given by the institution through EsSalud online.

Argentina and Chile analyzed agreements that allow citizens to recognize contributions and obtain their retirement

Argentina
National Social Security Management (ANSES)

Social security representatives of Argentina and the Social Welfare Undersecretary of Chile held a work meeting, in order to analyze the functioning of the Bilateral and Multilateral Ibero-American agreements, through which the citizens that have worked in the two countries can recognize contributions for their retirement.

During the encounter, the officers analyzed the functioning of the bilateral agreement between both countries, especially, the relevance of the SITO electronic transmission system, which allows managing and sending the documentation of pension files, in an agile and safe way.

They also addressed and compared both agreements, the Bilateral and Multilateral ones, and it was agreed to define those standards that are the most favorable for the citizens when they ask for their retirement, pension, disability benefits, or during a temporary transfer of workers.

From Argentina, Patricio Piffano, General Director of Institutional and Community Relations, Mabel Valcarce, Director of Active Benefits, Vanina Sá, head of the International Agreements Unit, and officers from the Social Security officers, and the office of the Southern Cone of the Ibero-American Social Security Organization (IASSO) participated.

From Chile, Alejandro Bravo, General Consul of Chile in Buenos Aires and Pedro Contador, Head of the International Legislative Advisory Unit of the Undersecretary of Social Welfare of Chile attended the meeting.