

Annual Report 2020

socialprotection.org



5TH ANNIVERSARY

socialprotection.org



Designed by the IPC-IG Publications team:
Roberto Astorino, Flávia Amaral, Priscilla Minari and Manoel Salles.

Acknowledgements

Our fifth anniversary represents a considerable milestone for the platform. Its recognition as a crucial tool for knowledge-sharing and capacity-building in social protection has resulted in substantial growth over the years and the consolidation of its role in the field. socialprotection.org is now the foremost online platform on the subject within an established community of practitioners.

These past 12 months were marked by important achievements related to the performance, structure and innovation of services provided by the platform. In this report, we present the culmination of five years of dedicated efforts to bring together policymakers and practitioners, promoting relevant discussions and sharing the most up-to-date content in the field of social protection.

This year's remarkable progress could not have been achieved without the support of our main funders: the Australian Department of Foreign Affairs and Trade (DFAT) and the *Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)* GmbH, on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ). socialprotection.org also appreciates the endorsement of the Social Protection Inter-Agency Cooperation Board (SPIAC-B), as well as the support of the International Policy Centre for Inclusive Growth (IPC-IG) of the United Nations Development Programme (UNDP) in Brazil, which hosts the platform and leads its development.

We would also like to express our sincerest gratitude to our members, stakeholders and partners, who are an integral part of our accomplishments and who drive us to evolve constantly. Finally, we would like to acknowledge the entire socialprotection.org team, whose dedication and enthusiasm lie at the heart of the platform's success. Here is to another great year!

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socialprotection.org Annual Report 2020

By The socialprotection.org team

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ipc@ipcig.org • www.ipcig.org

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The International Policy Centre for Inclusive Growth disseminates the findings of its work in progress to encourage the exchange of ideas about development issues.

This publication is available online at www.ipcig.org and www.socialprotection.org.

Introduction

socialprotection.org was created to answer a global demand for a free, unbranded, member-based online platform that would foster a lively and collaborative environment for knowledge exchange on social protection, focusing on developing countries. The platform has evolved considerably since its launch in 2015, reflecting the expansion of social protection policies and programmes worldwide.

Its recognition as an important tool for social protection has resulted in substantial growth year-on-year and the consolidation of its leading role in the field. As of September 2020, the platform has brought together a community of 6,426 members: an increase of almost 44 per cent compared to last year. It has provided access to more than 6,700 publications; organised 162 webinars and 14 livestreams in cooperation with several partners; and hosted 13 e-courses, as well as 58 Online Communities.

In 2020, the far-reaching consequences of the COVID-19 pandemic significantly impacted the world of social protection. The importance of providing comprehensive and adequate social protection for all became more evident than ever, as well as the urgency to accelerate progress in building and extending social protection systems and programmes.

Against this background, the socialprotection.org team, in collaboration with the platform's partners, has developed the *Social Protection Responses to COVID-19* joint initiative. Through various activities offered every week on the platform, we have been able to collaboratively inform and provide updates on how countries are responding to the pandemic, and encourage debates on how to address the main challenges involved in this crisis. Experts from all over the world have been able to explore the role of social protection in response to the health crisis, by presenting and analysing diverse and insightful options, practical solutions and country experiences. These activities have considerably increased traffic to the platform, and are described and explored in the following sections of this report.

Maintaining a leading online platform requires keeping up with the latest technologies to constantly improve its interface, optimise the user-friendliness of interactive features, and expand its range of services and tools. All these considerations have guided the team's efforts, and significant improvements have been made over the past year to improve performance and ensure accessibility at all times.

This report presents the platform's results from 1 September 2019 to 31 August 2020, and its performance compared against previous years. Lessons learned and upcoming challenges are also highlighted, reflecting on the way forward for socialprotection.org.

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1 ■

Social protection trends and topics

Over the years, social protection has been increasingly recognised as one of the most important aspects of development and a key component in ensuring social, economic and political stability. Numerous countries have incorporated the establishment and expansion of social protection systems into their national development strategies to ultimately ensure income security and support to all people across their life cycle.

In 2020, this trend has become even stronger as a result of COVID-19. The health crisis has been a wake-up call to national governments and the international community regarding the urgency of developing, adapting and expanding social protection systems worldwide. The demand for knowledge-sharing and capacity-building is on the rise as policymakers, practitioners and researchers still face significant challenges related to financing, designing and implementing effective social protection programmes.

1.1 THE IMPORTANCE OF SOCIAL PROTECTION DURING THE COVID-19 PANDEMIC

The COVID-19 pandemic and its health, social and economic impacts have demanded immediate responses from governments around the world. Thus, the role of social protection in response to the crisis has quickly taken centre stage in discussions among experts and practitioners.

In this context, the socialprotection.org platform has taken specific actions to inform and provide updates on how countries are responding to the pandemic, promoting an open space for discussions on how social protection can tackle its consequences. In partnership with the International Policy Centre for Inclusive Growth (IPC-IG), the *Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)* GmbH on behalf of the German Federal Ministry for Economic Cooperation and

Development (BMZ), and the Department of Foreign Affairs and Trade (DFAT) of Australia, the platform has initiated a collaborative task-force on social protection responses to COVID-19.

This joint effort was divided into three main activities:

1. a periodic mapping of information on how countries are using their social protection networks to support their population, culminating in a special newsletter dedicated to the topic;
2. a webinar series designed to explore the role of social protection in response to the COVID-19 crisis and promote high quality discussions among experts and practitioners; and
3. an Online Community to systematise the information gathered on the topic.

The *Social protection responses to COVID-19* initiative has had the support of various members, stakeholders and partners, who have contributed with publications, news articles, reports, legal documents, blog posts and webinars covering diverse topics related to social protection and the pandemic. All resources can be found in the dedicated [Online Community](#), which gathers content by topic and/or region.

During the reported period, we delivered 21 issues of the *Social protection in times of #COVID19* newsletter, which reached over 5,500 contacts in our mailing list. The newsletter was also disseminated via our social media channels. The *Social Protection Responses to COVID-19* webinar series gathered an impressive number of attendees to its 29 webinars—over 6,000 people. Social protection experts from around the world discussed issues and challenges faced by countries and elaborated on practical solutions to address the COVID-19 crisis.

The webinars were organised around three main topics:

- How best to protect the population most at risk due to COVID-19 (elderly people, children and youth, women, formal and informal sector workers at risk of losing their jobs, persons with disabilities, etc.).
- How to make use of various social protection programmes and schemes to address the crisis, ensuring their resilience and strengthening adaptive capacity (cash transfers, school feeding, public works, etc.).
- Which tools governments can rely on and how they can be used effectively and efficiently (social protection information systems and registries, payment and delivery mechanisms, financing mechanisms, etc.).

The first webinar of the series, held in March 2020—*Exploring universal basic income: lessons for COVID-19 response and beyond*—was attended by 516 people (a record number for the platform for a single webinar) and has over 1,100 views on YouTube. The second webinar aimed at presenting a comprehensive framework to explore how various countries are leveraging their existing social protection systems to address the emergency. The session *How can social protection systems respond to the COVID-19 crisis?* was also very popular, gathering 498 attendees and 1,445 views on YouTube as of the writing of this report.

Even though countries are still dealing with the consequences of the ongoing health crisis, the webinar series is nearing its end. Two final sessions, focusing on lessons learned during the pandemic regarding universal social protection and adaptive social protection will be held in early October 2020. These panels will be part of the first e-Conference organised by the socialprotection.org platform, in celebration of its fifth anniversary: *Turning the COVID-19 crisis into an opportunity: what's next for social protection?*

1.2 OTHER TRENDS AND TOPICS

Social protection plays an important role in addressing the world's most pressing issues, such as maternal and child health, informal employment, old-age, climate change, and migration. Adaptive social protection, gender-responsive social protection, universal social protection and inclusive growth (economic inclusion) have become particularly prominent topics on the platform. All of these themes are reflected in the many discussions fostered during the year by socialprotection.org's features and shared content.

Building resilience to shocks appears as an important topic of discussion, especially for more vulnerable populations.

Adaptive social protection provides insights into the integration of social protection, disaster risk management and climate change adaptation. Over the past year, the [Social Protection in Crisis Contexts Online Community](#), which focuses on social protection schemes in fragile contexts and shock-responsive social protection, became the largest and one of the most active communities on the platform. With more than 240 members, it has organised [11 webinars](#) on the topic so far. Furthermore, over 140 blog posts on the platform tackle the issues of adaptive social protection and shock-responsive social protection.

Despite their remarkable potential to impact key developmental outcomes, the connections between women's empowerment and social protection systems are often overlooked in social protection programme design.

The platform is committed to providing as much information as possible and promoting relevant debates related to **gender-sensitive social protection**.

In total, over 80 blog posts discuss gender issues, while over 1,200 publications address 'gender' or 'women'. A prominent example published during the report period is "[Policies and Potential for Women's Empowerment in the Mahatma Gandhi National Rural Employment Guarantee Act \(MGNREGA\)](#)", which is part of the [Social Protection for Employment Series](#), in partnership with the [Social Protection for Employment Online Community \(SPEC\)](#). This blog post examined the gender dimensions of public employment programmes and the main challenges and opportunities for gender equality within the MGNREGA scheme.

The [Gender-Responsive Social Protection Online Community](#), which was created in 2016 and is one of the platform's most popular communities, was revamped in 2020. It has expanded its administration to more organisations, including the SPIAC-B Gender Working Group, and now features over 170 members. Community discussions revolved around empowering women in rural settlements, the effective implementation of gender-sensitive social protection programmes, and financial inclusion for women involved in agriculture.

Under 'community resources', it is possible to find a collaborative list of relevant content on gender and COVID-19 response, including documents, publications, e-courses, blogs and opinion pieces, and webinars. Over the year, the SPIAC-B Gender Working Group, which is leading the Online Community, organised and delivered [five webinars](#) in partnership with the [Social Protection Responses to COVID-19 initiative](#). These webinars focused on the following topics: the impacts of the health crisis in care politics; COVID-19 and child marriage; gender-based violence and COVID-19 in the Indo-Pacific region; gendered impacts of COVID-19 in rural areas; and evidence and emerging practices related to gender-based violence and COVID-19.

The topic of **universal social protection** has been central to many debates over the past years. In 2019, the socialprotection.org platform launched its first webinar series developed and produced in-house to address the topic, in close collaboration with the platform's key partners. By the end of 2019, the [USP2030 Webinar series](#) had delivered four sessions, bringing together specialists from different contexts, regions and organisations. It explored crucial topics involving universal social protection programmes and policies, from the current situation to achievements, challenges, opportunities, and digital social protection developments.

In partnership with the IPC-IG, socialprotection.org developed a special edition of the Centre's *Policy in Focus* magazine, titled "[Universal social protection: a target for all!](#)", which featured articles based on the discussions from the webinars of the series. The publication addressed some of the main challenges and opportunities related to the expansion of social protection, demonstrating the importance of knowledge-sharing and capacity-strengthening across all levels of social protection actors. This project contributed to the exchange of experiences and mutual learning. Additionally, the topic of universal social protection was explored in over 40 blog posts and 12 events added to the platform during the report period.

The Asia-Pacific Social Protection Week 2019: Securing the Future of the Region conference discussed challenges and opportunities related to the expansion of social protection in Asia and the Pacific, in light of demographic shifts and efforts to achieve the Sustainable Development Goals (SDGs). The conference covered important issues, such as social assistance, sustainable financing, pension reforms, care for aging and elderly people, climate change and disaster resilience, use of digital technologies for service delivery, and the roles of government leaders and development agencies in achieving universal social protection.

In recent years, the contribution of social protection to the success of **long-term human development, sustainable livelihoods and inclusive growth** has figured as a key subject of debates in the international community. The topic is discussed in more than 900 publications and over 160 blog posts in the platform.

The [SPEC](#), which was established by DFAT and GIZ to promote South-South learning on social protection for employment, has been one of the platform's most active communities over the past years, with more than 140 members. It continues to provide a space for ongoing interaction, where members can publish research, articles and case studies, participate in small group discussions and present webinars. The SPEC 'resource matrix on publications on social protection and employment' features over 200 publications, linking social protection to sustainable development based on studies from all over the world.

Over the years, this Online Community has organised and delivered 13 webinars focusing on linking social protection to sustainable employment. During the reported period, the SPEC organised four sessions, three of them in collaboration with the World Bank and the Partnership for Economic Inclusion (PEI), as part of the Economic Inclusion Learning series. Another example of the prominence of this topic in the platform's discussions was the blog post "[The Philippines Sustainable Livelihood Programme: Performance, opportunities and recommendations](#)" which became one of our most-read blogs, with a total of 2,220 views.

In this last year, two runs of the TRANSFORM e-course were delivered, contributing to the dissemination and implementation of quality social protection services that promote inclusive development. Two e-courses on poverty analysis, developed by socialprotection.org in collaboration with FAO, explored the links between low employment, poverty, vulnerability and food security, as well as the role of productive inclusion in fostering development. In addition, a self-paced [micro-course](#) series on Social Protection Fundamentals and Topics, sponsored by GIZ, was launched.

socialprotection.org continues to strive to be a reliable social protection resource for policymakers, practitioners, academics, experts, and anyone interested in addressing the most pressing issues facing poor and vulnerable people in our ever-evolving world.



"In recent years, the contribution of social protection to the success of long-term human development, sustainable livelihoods and inclusive growth has figured as a key subject of debates in the international community."



2.

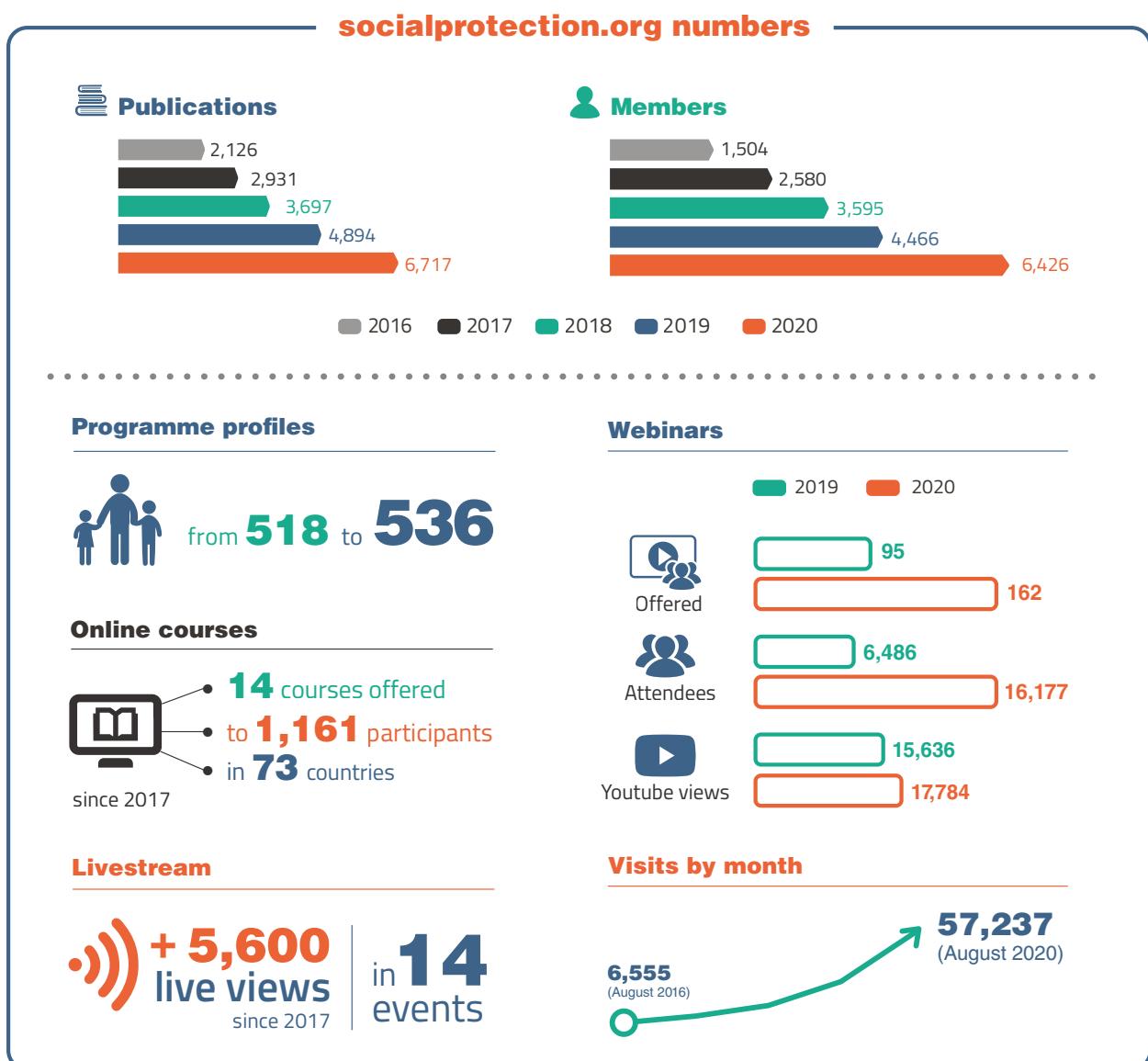
Achievements and new developments

2.1 ACHIEVEMENTS

During its fifth year of activity, socialprotection.org attracted 1,960 new members, reflecting the substantial growth of the platform. Today, we are a thriving community of over 6,400 members from all around the world.

- Over the past 12 months, socialprotection.org has become a reference for webinars, receiving a substantial number of requests. Since March 2020, we have been hosting two sessions a week. During the report period, 67 webinars were organised, a 205 per cent increase over the previously reported period, with 18,754 people registering and 9,691 attending these sessions. The *Social Protection Responses to COVID-19* webinar series alone gathered over 6,000 attendees over the past five months.
- For the first time, we offered webinars with simultaneous translations (nine) and sign language (one), which allowed us to reach and engage with a more diverse group of people. In addition, a new software for webinars was recently implemented to provide a more user-friendly environment for participants and increase interaction among attendees and panellists.
- In addition to our monthly newsletter, our communications team has been delivering a special newsletter since March 2020, dedicated to disseminating news articles, reports, legal documents and other relevant materials from all over the world on social protection initiatives related to the COVID-19 pandemic. Over 20 issues of this special newsletter were developed, in collaboration with the IPC-IG, DFAT and GIZ.
- The platform's Publications search expanded considerably: over 1,800 new documents were added since September 2019. In total, we provide free access to 6,717 publications on social protection.

- There was also a notable increase in the number of blog submissions from individuals and institutions over the year. We attribute this growth to their willingness in contributing to discussions on social protection responses to the pandemic by sharing measures, policies and country experiences from all over the world. In total, 228 blog posts were published from 1 September 2019 to 31 August 2020.
- Due to the additional activities promoted by the platform focusing on social protection responses to the COVID-19 crisis, there has been a significant growth in traffic since March 2020. Monthly visits to the platform (57,237 in August 2020) have increased 95 per cent compared to the same period of the previous year.
- During the year, the platform launched a series of micro-courses developed in partnership with the IPC-IG and sponsored by GIZ, starting with "What is Social Protection? An Introduction" released in April. Four more micro courses are currently being developed and are expected to be delivered in the second half of 2020 and early 2021.
- Key technical developments were implemented: several improvements were made to existing features, adjustments to the layout for mobile devices were deployed, and two content types were created: Databases and Multimedia.
- Special campaigns to disseminate key activities of the platform were elaborated during the report period, including integrated communication and dissemination plans for our media channels.



2.2 TECHNICAL IMPROVEMENTS AND DEVELOPMENTS

In 2019, the platform delivered several improvements and technical developments, from new features to a complete layout redesign, with noticeable changes being incorporated almost every month. In 2020, the team was more focused on strategic developments to improve the platform's performance and infrastructure.

To better address the needs of our members and users, we have hired User Experience and Digital Marketing experts to evaluate the platform and provide feedback on specific areas that require improvement. They have suggested the implementation of short- and long-term technical adjustments, ranging from better monitoring systems against Denial of Service (DoS) attacks, improved visibility on search consoles and enhanced response times.

Furthermore, to boost the overall performance of the platform and implement new tools and resources, we are moving to migrate our system from Drupal7 to Drupal8. While this is a necessary upgrade, a system migration of a platform with such complex features and vast amount of resources needs to be carefully planned and executed. This is certainly one of socialprotection.org's most significant challenges to date.

Key adjustments were carried out during the report period:

- Improvements to the administrative area, facilitating the team's work.
- Development of the Global Search and further refinement of the content types included in the Advanced Search, allowing members to find content in a more responsive and user-friendly way.
- Adjustments to the layout for mobile devices, including the option to switch to a different language.
- Modifications to the following sections: Member Profile, Social Space, Programmes and Surveys, which aimed at streamlining the user experience.
- Development of two new content types: [Databases](#), to facilitate the dissemination of consolidated data on social protection; and [Multimedia](#), grouping materials in audio-visual formats (audio, infographics, online tools, photos, videos, and slides).

It is important to highlight that all these improvements were carried out despite the unprecedent challenges faced by the team during the year. Due to the additional activities promoted by the platform focusing on the social protection responses to the COVID-19 crisis, there has been a significant growth in traffic since March 2020, challenging the stability of our current system.

In addition, the platform was the target of a series of cyber-attacks during the last semester of 2019, which disrupted users' access to services. We reached out to expert consultants to identify the issues and take measures to stabilise the platform. With their support, we were able to maintain full operation at all times. Our team is committed to always staying up-to-date with any tools and services necessary to protect the platform's users and database, while keeping it accessible to everyone.

In addition to the challenges imposed by the COVID-19 crisis and the efforts made by the team to address these issues, the pandemic has also resulted in two important developments for the platform. First, a new software was adopted for our webinars (Zoom, replacing GoToWebinar), ensuring more and better interaction among panellists and participants.

Second, in partnership with IPC-IG researchers, our team is developing an interface for an analytical matrix of social protection responses to COVID-19, which will display the unique analyses carried out by the IPC-IG's team and collaborators, allowing users to download the entire dataset, contributing to future research on the topic. This interface is being developed using Power BI, a business analytics tool that supports the creation of interactive dashboards and figures.

Several improvements to the platform were planned during the past year and they will soon be implemented. Currently, four new content types are being developed: *Academia and Training*, which will display professional and academic opportunities within the field of social protection; *e-Conferences*, hosting events organised by socialprotection.org in partnership with different organisations; *Country Profiles*, which will serve as a hub for a variety of information on social protection within the platform; and *Legal and Policy Frameworks*, concentrating legal and policy documents that form the basis of social protection systems around the world.

Along with links to the platform's resources in each country, the *Country Profiles* feature will gather updated data on social protection and socio-economic indexes (for example, health and social protection expenditures, age ratio, population growth, GDP, etc.), supporting a better understanding of countries' efforts and struggles in implementing more efficient systems. The *Legal and Policy Frameworks* section will also be linked in the *Country Profiles* feature, so that users can easily locate all information related to each country's social protection systems—from data on expenditures to details on specific legislation and policies.

The platform is also working on improving Programme Profiles, Online Communities and the notifications system, making corrections, adjusting layouts and promoting the use of new collaborative tools. Moving forward, the team will focus its efforts on the migration of the system and on performance enhancements to the platform and its content types.



"In 2020 the team was more focused on strategic developments to improve the platform's performance and infrastructure."



"Due to the additional activities focusing on the social protection responses to the COVID-19 crisis, there has been a significant growth in traffic since March 2020."



"In partnership with IPC-IG researchers, our team is developing an interface for an analytical matrix of social protection responses to COVID-19."

3.

Main features and content

Our main features and tools offer different opportunities for knowledge-sharing and capacity-building across many content types: Publications, Programmes, Online Communities, Social Space, e-Learning, Webinars, Livestreams, Surveys, Blogs, News, Events, Jobs, Glossary, Members and Stakeholders. Our team carefully reviews, curates and publishes content every day, which is categorised according to our tailored social protection taxonomy.

As a member-based platform, most of the content is produced by, or in collaboration with, members and stakeholders. The result is a wide range of social protection topics and perspectives, reflecting crucial areas of interest of social protection experts and practitioners from all over the world.

In this section, we highlight the progress achieved in each content area, providing figures and updates regarding the platform's features, as well as insights into the year's activities.

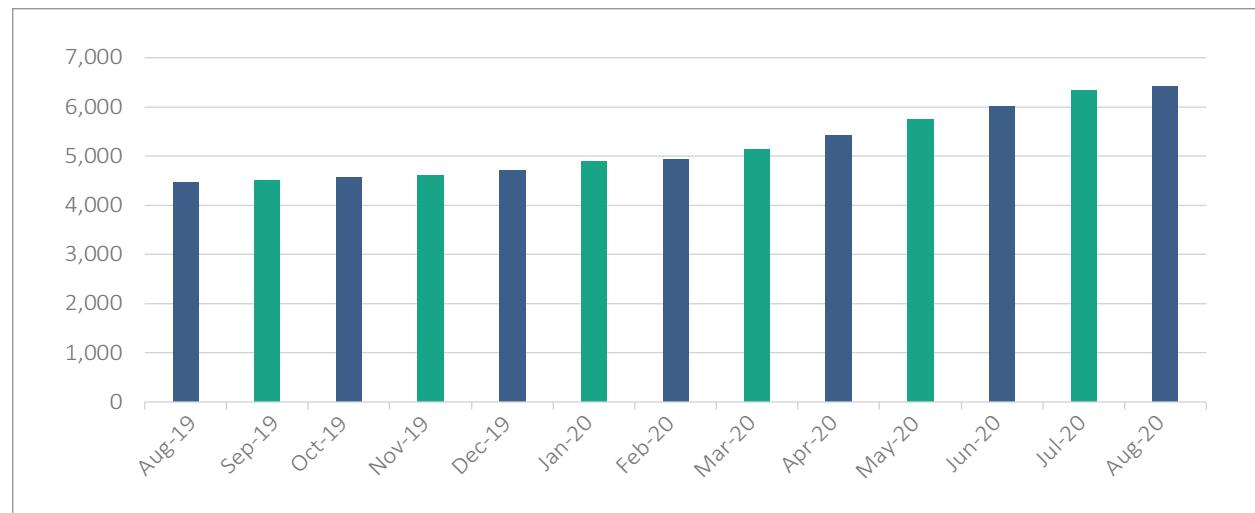
3.1 MEMBERS

Membership has increased consistently since the launch of the platform, and even more substantially during the past year. During the report period, over 1,960 new members joined our international community of social protection experts and practitioners, which represents an increase of almost 44 per cent in comparison to last year.

By registering at socialprotection.org, members can enjoy full access to all of the platform's features and activities. Membership is free and allows users to join Online Communities, send direct messages to fellow members, share content, view member activity updates in our social space, and access further resources.

Member growth is a clear indicator of the platform's relevance in the field of social protection, as well as the result of a comprehensive communications strategy that aims to reach practitioners worldwide. Since the beginning of the coronavirus crisis and the development of the *Social Protection Responses to COVID-19* initiative, there has been a significant increase in the number of registrations for the platform. This trend demonstrates not only the importance of an online space for knowledge-sharing and capacity-building, but the potential for virtual spaces to become the main format for global exchange—with socialprotection.org being the main platform in the field of social protection.

FIGURE 1. NUMBER OF REGISTERED MEMBERS



As an international collaborative tool, our goal is to achieve an evenly-distributed representation of our members by region. Currently, socialprotection.org is focusing its efforts on attracting more content and members from the Middle East and North Africa, as well as from South and East Asia and the Pacific, by implementing different knowledge-sharing and capacity-building activities targeting these regions.

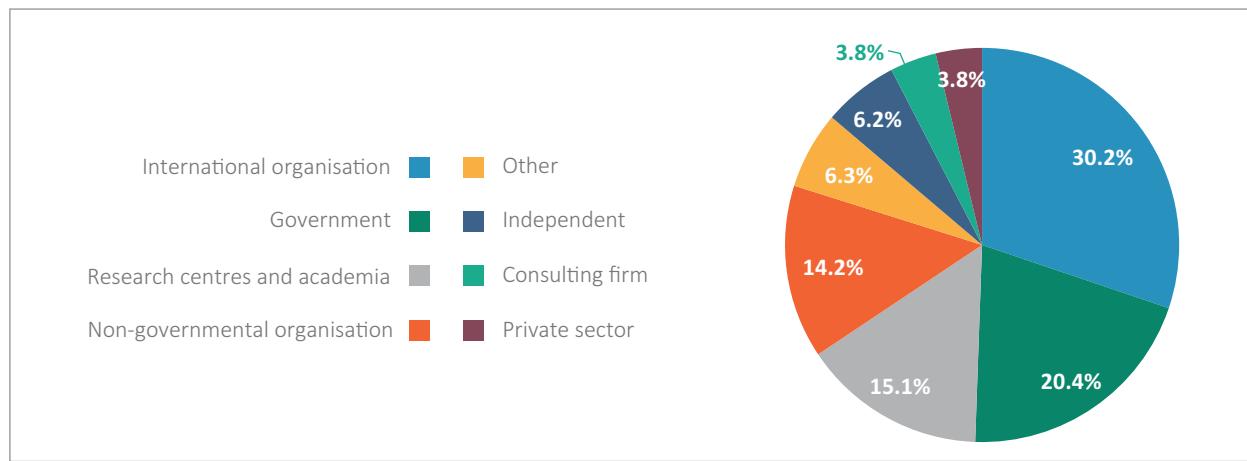
FIGURE 2. MEMBERS BY REGION



Figure 2 shows that currently most of our members come from Sub-Saharan Africa (31.3 per cent), followed by Europe and Central Asia (20.7 per cent) and Latin America and the Caribbean (19.7 per cent). Over the report period, there was a significant increase in the number of members from the Middle East and North Africa, from 243 to 389, representing approximately 6.3 per cent of total members.

Most members are affiliated with international organisations (1,600, or 30.2 per cent), followed by those working for governments (1,079, or 20.4 per cent) and research centres and academia (799, or 15.1 per cent). Other important stakeholders are non-governmental organisations (NGOs), which now represent 14.2 per cent of the platform's membership. This diversity further reinforces a beneficial knowledge-sharing experience among members.

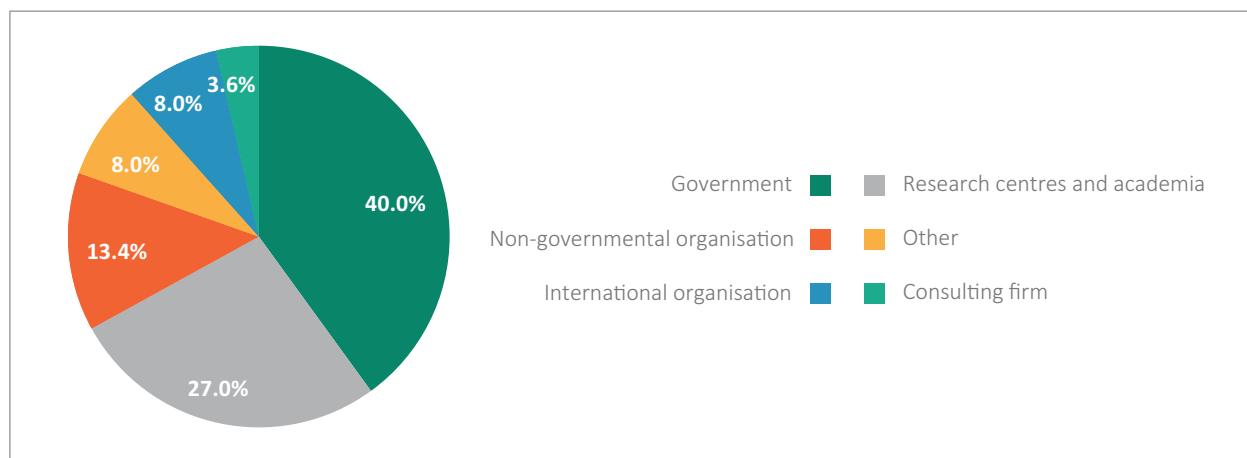
FIGURE 3. MEMBERS BY INSTITUTION TYPE



3.2 STAKEHOLDERS

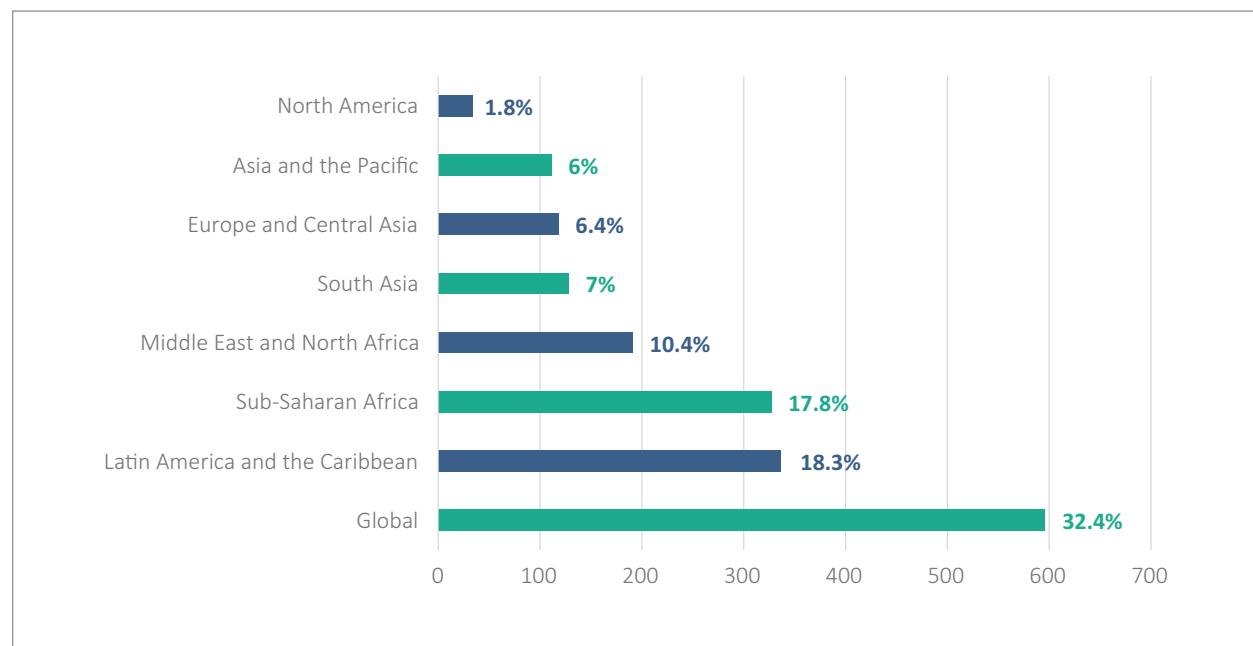
In total, 1,763 organisations related to social protection have a stakeholder profile on the platform. Most of them belongs to the institution type 'government' (40 per cent), followed by 'research centres and academia' (27 per cent), and 'non-governmental organisations' (13.4 per cent). The Stakeholders section gathers different resources produced by each organisation in their own page, such as publications, e-courses, webinars, events, news, and surveys.

FIGURE 4. STAKEHOLDERS BY INSTITUTION TYPE



As for their regional priorities, most stakeholders have a global focus (32.4 per cent), followed by those focusing on Latin America and the Caribbean (18.3 per cent) and sub-Saharan Africa (17.8 per cent). Our team is continuously working to increase the number of stakeholders from other regions, such as East Asia and the Pacific and South Asia.

FIGURE 5: STAKEHOLDERS BY REGIONAL FOCUS



Note: Stakeholders may have more than one regional focus.

Moreover, only a small number of stakeholders indicate a specific topic of interest: most of them focus on multiple social protection topics. The main areas of interest are governance (14 per cent), social protection systems (13.7 per cent), and monitoring and evaluation (13 per cent).

3.3 PUBLICATIONS

The Publications section has been one of the most visited areas of the platform over the past year. This area uses a comprehensive taxonomy system, directing access to a variety of written material, audio files, infographics, online tools, databases, videos and other media. All of them can be accessed using the 'document type' filter in the Publications main page.

In January 2020 we added two tabs for Multimedia and Databases under the 'Discover' menu. These tabs link to a pre-filtered Publications page with the selected document type. As of the writing of this report, the platform hosts 6,717 publications on many different topics related to social protection, 1,823 of which were added during the report period, as shown in Figure 6.

Publications cover different regions, and developing countries account for most of them: 29 per cent are on Latin America and the Caribbean; 20 per cent on sub-Saharan Africa; and 18 per cent on South and East Asia and the Pacific. The most represented countries are Brazil, Kenya, India, Indonesia, Malawi and Mexico.

FIGURE 6. GROWTH IN THE NUMBER OF PUBLICATIONS

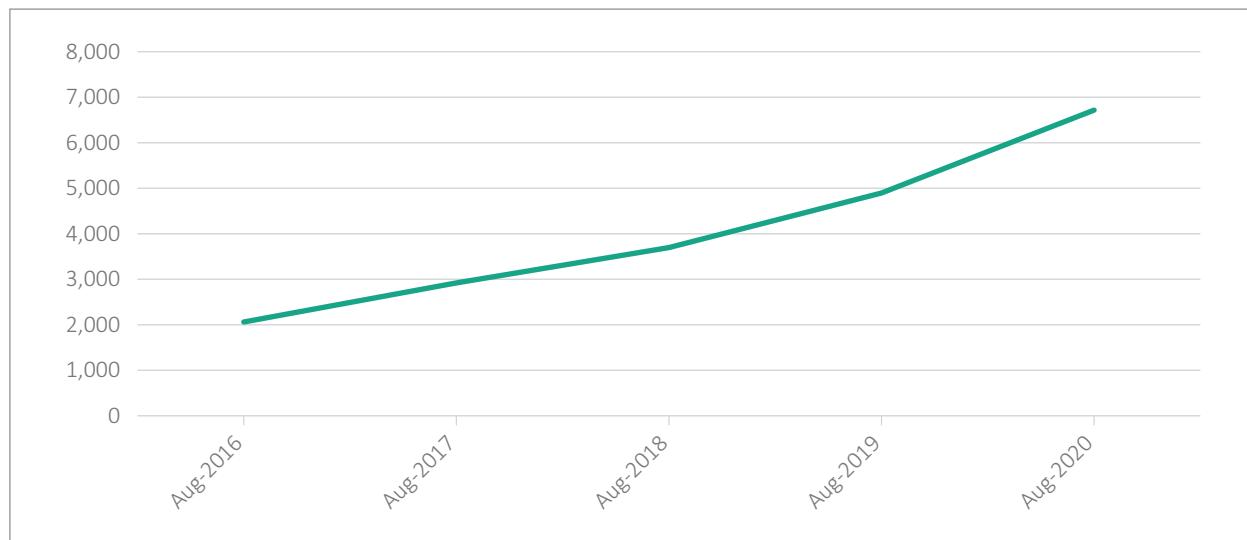


TABLE 1. PUBLICATIONS BY REGIONAL COVERAGE

Region	Publications	Percentage
Global	1,605	22%
Latin America and the Caribbean	2,111	29%
Sub-Saharan Africa	1,450	20%
East Asia and the Pacific	741	10%
South Asia	599	8%
Middle East and North Africa	402	5%
Europe and Central Asia	354	5%
North America	85	1%

Note: Publications may cover more than one region.

As a member-based platform, we encourage users to upload documents, including their own work. As of 31 August 2020, 25 per cent of the publications in socialprotection.org were added by members. Our team is responsible for reviewing all content added and ensuring that there is a balanced distribution of publications covering different types of programmes, regions and cross-cutting areas.

Table 2 displays the number of publications for each social protection programme. ‘Social assistance’ programmes, for example, are the subject of 4,178 publications, of which 3,048 are dedicated to social transfers. ‘Social insurance’ is discussed in 1,364 publications, 536 of which are about old-age pensions.

Table 3 covers the number of publications by social protection topic. Programme design and implementation is seen in most of the publications, following the trend from past years.

TABLE 2. PUBLICATIONS BY MOST REPRESENTED SOCIAL PROTECTION PROGRAMMES

Programmes	Number of publications
Social assistance	4,178
Social transfers	3,048
Subsidies	627
Social support services	298
Social insurance	1,364
Old-age pension	536
Health insurance	466
Unemployment insurance	160
Disability insurance	119
Maternity/paternity benefits	97
Work injury insurance	60
Funeral grants	8
Labour market/public works/productive inclusion programmes	1,295
Training	301
Cash-for-work	155
Sustainable livelihood	152
Unemployment benefits	120
Purchases from smallholder farmers	71
Food-for-work	43
Wage subsidies	60
Microfinance	136
Other	18

Note: Publications may cover more than one social protection programme.

TABLE 3. PUBLICATIONS BY MOST REPRESENTED SOCIAL PROTECTION TOPICS

Topics	Publications	Percentage
Programme design and implementation	2,151	35%
Social protection systems	1,782	29%
Monitoring and evaluation	1,709	28%
Coverage	1,614	26%
Targeting	1,521	25%
Financing social protection	1,288	21%
Governance	1,221	20%
Benefit payment/delivery	869	14%
Benefit levels	828	13%
Political economy	618	10%

Note: Publications may cover more than one social protection topic.

Publications are also well-distributed across different cross-cutting areas. Table 4 showcases the number of publications covering each area and as a percentage of the total. While ‘poverty’ continues as the most popular cross-cutting area, ‘health’ appears in second place, followed by ‘labour market’ and ‘risk and vulnerability’. The popularity of these themes may be related to the attention resulting from the COVID-19 pandemic to these topics and how social protection systems and programmes can help address the social and economic impacts of the health crisis.

TABLE 4. PUBLICATIONS BY MOST WELL-REPRESENTED CROSS-CUTTING AREAS

Cross-cutting areas	Publications	Percentage of total
Poverty	2,833	47%
Health	1,922	32%
Labour market	1,761	29%
Risk and vulnerability	1,739	29%
Education	1,520	25%
Social inclusion	1,444	24%
Food and nutrition security	1,200	20%
Disasters and crisis	1,029	17%
Gender	912	15%
Inequality	848	14%
Agriculture and rural development	655	11%

Note: Publications may cover more than one area.

As in the past years, most of the publications available on the platform are in English (79 per cent). French and Spanish account for 16 per cent, and the remaining 5 per cent are distributed among Portuguese, Arabic, German, Turkish, Bahasa, Russian and Kazakh.

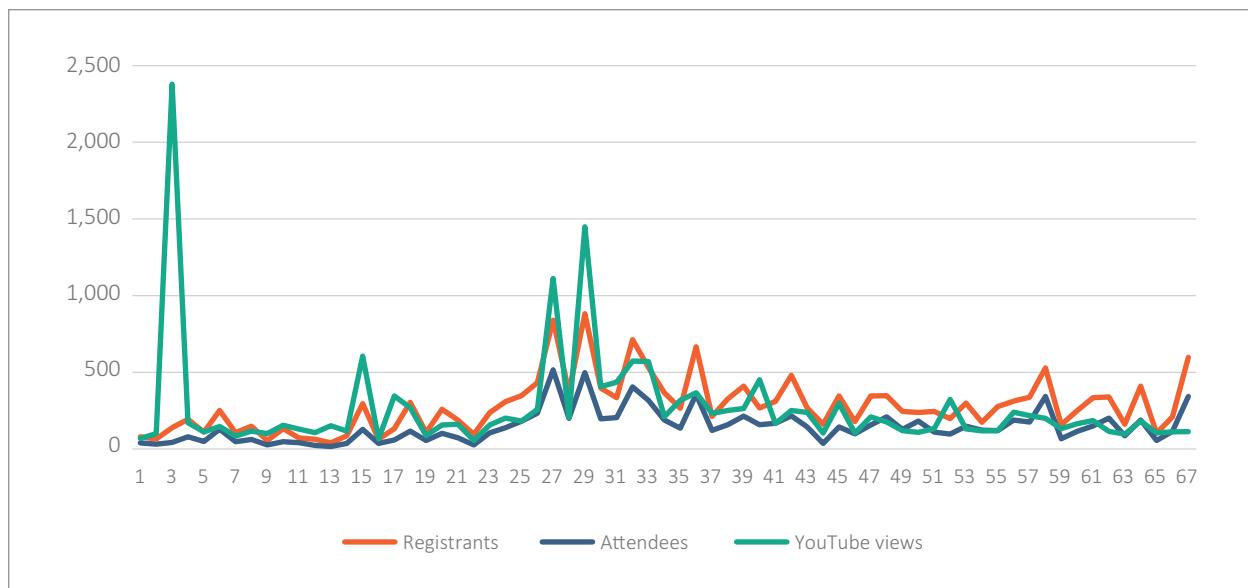
3.4 WEBINARS

Even before the official launch of the platform, the socialprotection.org team has supported the organisation of webinars on a myriad of social protection topics, turning the Webinars section into one of the most relevant features available to our users. After five years, the platform has hosted 162 webinars in collaboration with over 55 institutions. In total, our webinars have gathered 34,214 registrants and 16,177 attendees, figures that have seen a significant increase, particularly in the past months.

One of the main challenges facing people all over the world in 2020 are the limitations to face-to-face interactions. At the same time, and due to the triple threat posed by the COVID-19 pandemic—the health crisis has been accompanied by critical economic and social impacts—social protection is gaining more relevance than ever before. This new scenario has led to growing interest in webinars and, more importantly, to social protection as a mitigation strategy against the pandemic’s effects.

Under these circumstances, the platform hosted 67 webinars over the past 12 months, a 205 per cent increase compared with the previously reported period. On average, each webinar attracted 280 registrants and 145 attendees (see figure 7), compared to 215 and 85, respectively, in the previous year.

FIGURE 7. NUMBER OF WEBINAR REGISTRANTS AND ATTENDEES



Much of this growth can be attributed to the fact that the socialprotection.org team has taken on the additional responsibility of offering a dedicated webinar series on *Social Protection Responses to COVID-19*, with weekly sessions being held in addition to our regular webinars. Launched in March 2020, the series had delivered 29 webinars by the end of August and is one of the three main components of the broader *Social Protection Responses to COVID-19 initiative*, a joint collaboration effort carried out by the IPC-IG, GIZ and DFAT, in partnership with various other institutions.

By itself, this series gathered 10,904 registrants and 6,057 attendees, comprising over 60 per cent of the webinar live views during the period. Listed below are all the sessions of the series:

- Exploring universal basic income: lessons for COVID-19 response and beyond
- How can social protection systems respond to the COVID-19 crisis?
- Social protection responses to COVID-19: Actions that can make a difference for older people
- G2P Payments in COVID-19 context: Key areas of action and experiences from country emergency actions
- Lessons learned and Opportunities: Linking social protection systems to humanitarian cash in a pandemic
- Impacts of the COVID-19 crisis on employment: (potential) solutions for informal/ self-employed workers
- Impacts of the COVID-19 crisis on formal sector workers: (potential) social protection and employment responses
- COVID-19 Experience of Countries ahead of the Global Curve: Country-to-Country Learning and South-South Cooperation
- Social protection financing in the wake of COVID-19 and beyond
- Universal Health Coverage (UHC) and the Coronavirus Crisis – Challenges and Responses: maintaining essential health services while responding to COVID-19
- Impacts of COVID-19 on care politics
- Impact of COVID-19 on public works programs: policy options in the short and medium term

- Identification and registration of beneficiaries for SP responses in the wake of COVID-19: challenges and opportunities
- Emerging field practices to COVID-19 in refugee contexts
- (Missed) Opportunities? COVID-19 as an accelerator or blocker in inclusion of forcibly displaced in linking Social Protection and humanitarian cash transfers
- Adaptaciones de los Programas de Alimentación Escolar en ALC
- Strengthening social contracts in South Asia in the aftermath of the COVID-19 crisis: the adequacy of social protection responses in the short term and the future role of universal social protection
- Migrants and COVID-19 – Emerging Practices
- Universal Health Coverage (UHC) and the Coronavirus Crisis – Challenges and Responses: maintaining essential health services for pregnant women and children while responding to COVID-19
- Adaptación de programas de transferencias de efectivo en América Latina y el Caribe para responder a la pandemia COVID-19
- The road to recovery¹
- Why are human rights considerations fundamental to social protection responses to COVID-19?
- Managing continuity and preparedness of school feeding programmes under COVID-19 and the South-South Cooperation role
- Reaching rural areas in the social protection response to COVID-19: opportunities and challenges
- Social Protection and Child Marriage: Evidence, Practice and Opportunities
- Disaster risk finance for better response to COVID-19 and other risks
- Social Protection and Violence against Women and Girls in the Indo Pacific region: Responding to COVID-19
- Social protection responses to COVID-19: challenges and opportunities to urban settings in Sub-Saharan Africa
- Gendered impacts of COVID-19 and social protection responses in rural areas

Other webinar series were also organised and launched during the report period, two of them held entirely in Spanish. The "Serie de Webinarios sobre Desarrollo Infantil Temprano", organised by GIZ, featured the first webinars of the platform to use simultaneous translation. This new service has been increasingly requested by partner institutions wishing to expand their webinars' outreach by inviting speakers of different nationalities, despite language barriers. The series focused on experiences from different countries in Latin America:

- Experiencias de la Sociedad Civil: Un Kilo de Ayuda (México) & el Centro de Recuperación y Educación Nutricional (Brasil)
- La estrategia de desarrollo infantil temprano "Primero la Infancia" (Perú)
- Uruguay Crece Contigo

1. Despite being incorporated into this series, the webinar "The road to recovery" was hosted by the International Training Centre of the International Labour Organization (ITC-ILO), and jointly promoted by socialprotection.org. Therefore, the number of registrants and attendees for this webinar were not considered in the report.

- Chile Crece Contigo

The series "*Modelos de Intervención Psicosocial para Personas Migrantes, Refugiadas y Desplazadas*", also organised by GIZ, aimed to reach mainly a Latin American and Caribbean audience:

- Modelo de Intervención Psicosocial para Personas Migrantes, Refugiadas y Desplazadas
- Modelos de Intervención Psicosocial para Personas Migrantes, Refugiadas y Desplazadas: Región Occidente y Noreste de México
- Modelos de Intervención Psicosocial para Personas Migrantes, Refugiadas y Desplazadas: Experiencias de México y Centroamérica

The linkages between social protection and the humanitarian agenda were explored in a series organised by the Grand Bargain Cash Sub-Group, focusing specifically on linking social protection and humanitarian cash transfers. This series was co-led by the United Nations Children's Fund (UNICEF), the International Federation of Red Cross and Red Crescent Societies (IFRC) and the UK Department for International Development (DFID). Some of the webinars in the series were also featured as part of the *Social Protection Responses to COVID-19* initiative:

- Linking Cash and Voucher Assistance and Social Protection: Demystifying the entry points for humanitarians
- Linking Cash and Voucher Assistance and Social Protection in forced displacement contexts
- Building Blocks: entry points for humanitarians when linking cash and voucher assistance in nascent Social Protection systems
- The role of (I)NGOs in linking humanitarian cash and social protection in conflict settings
- Lessons learned and Opportunities: Linking social protection systems to humanitarian cash in a pandemic
- Linking Social Protection and humanitarian cash and voucher assistance (CVA) – what do we really know and where to start? Findings from the CaLP commissioned high level briefing paper at the time of COVID-19
- (Missed) Opportunities? COVID-19 as an accelerator or blocker in inclusion of forcibly displaced in linking Social Protection and humanitarian cash transfers
- Unbundling the delivery chain: practical examples of linkages between humanitarian cash transfers and social protection from across the globe

Also during the reported period, the World Bank and its Partnership for Economic Inclusion (PEI) launched the "Economic Inclusion Learning Series", in collaboration with the administrators of the Social Protection for Employment Community (SPEC):

- The Adaptive Social Protection Program in Sahel
- Economic Inclusion and the National Rural Livelihoods Mission (NRLM) Jeevika
- Economic inclusion and Covid-19 response

Additionally, two series presented the results of social protection mappings in regional settings. The three-part series "The State of Social Assistance in Africa", organised by UNDP, showcased the findings regarding the legal frameworks, institutionalisation and financing of social assistance in African countries. The results had been anticipated in a [report](#) and on the [Social Assistance in Africa Data Platform](#):

- Financing of Social Assistance in African Countries
- Legal Frameworks on Social Assistance in Africa
- Institutionalisation of Social Assistance in African Countries

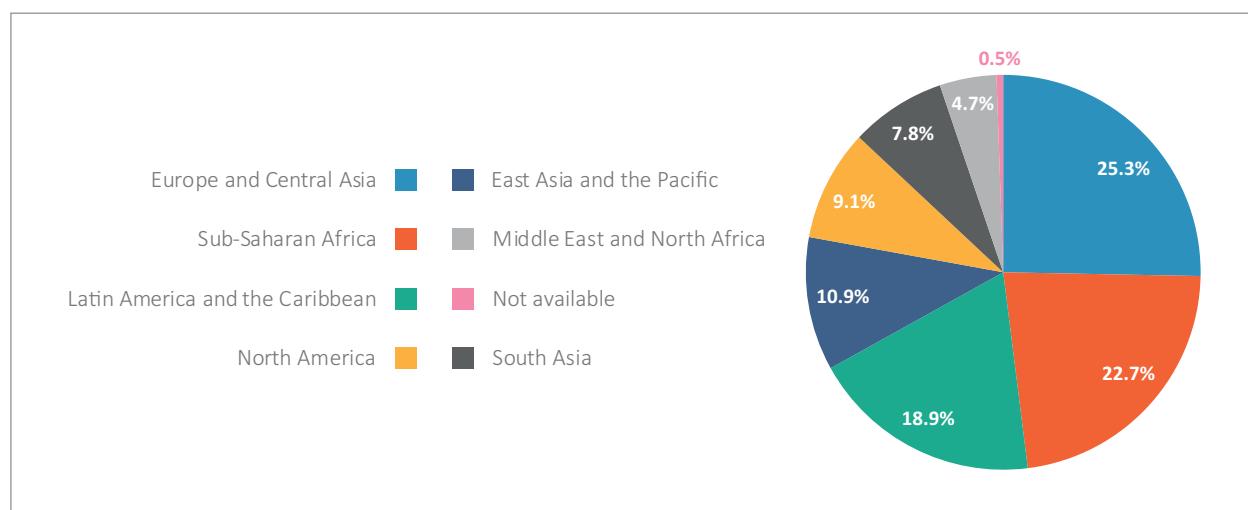
The other regional-focused series, organised by the IPC-IG, the UNICEF Regional Office for South Asia (ROSA) and UNICEF Country Offices, reflects on "Social Protection in South Asia - the landscape before COVID-19, a snapshot into responses to the crisis and the paths ahead" and has held three webinars so far:

- Non-contributory Social Protection in South Asia: An overview from a child, equity and gender lens
- Strengthening social contracts in South Asia in the aftermath of the COVID-19 crisis: the adequacy of social protection responses in the short term and the future role of universal social protection
- Social expenditure, legislative frameworks and findings of impact evaluations of social protection in South Asia

Finally, the last session of the USP2030 Webinar series, the first series produced in-house by the socialprotection.org team, was delivered during the report period and explored the topic of "Digital social protection – innovation for effectiveness". This series featured four webinars discussing crucial topics involving universal social protection programmes and policies, ranging from the current situation to achievements, potential challenges and opportunities.

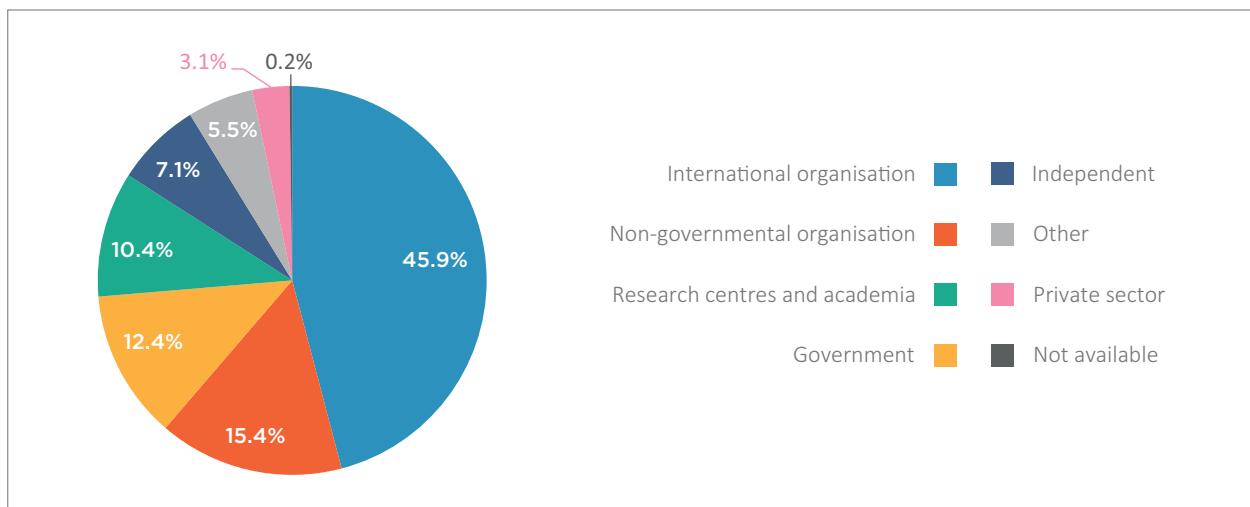
The audience of our webinars is quite diverse, as shown in Figure 8, with people joining from different regions and time zones. More than 45 per cent of the attendees are from 'international organisations', followed by 'non-governmental organisations' (15.4 per cent) and 'government' (12.4 per cent), as displayed in Figure 8.

FIGURE 8. WEBINAR ATTENDEES BY REGION



In addition to the topics addressed by the series presented above, other webinars took place during the period, eliciting discussions on other relevant social protection topics. The list below provides more detailed information about all webinars held during the report period. The information gathered includes total registrants, attendees and YouTube views by 31 August 2020.

FIGURE 9. WEBINAR ATTENDEES BY INSTITUTION TYPE



LIST OF WEBINARS

1. Estado de protección social de la infancia y la adolescencia en América Latina y el Caribe

5 September 2019

UNICEF

This webinar discussed the status of social protection policies and measures that are focused on childhood and adolescence in Latin America and the Caribbean. It presented the main challenges and issues faced by this population, including the strengthening and/or adaptation of the social protection systems, which are currently fragmented, with incomplete coverage and insufficient quality of services.

Panellist: Fernando Filgueira, UNICEF and Social Protection Programme of CIPPEC - Uruguay

Moderator: Yohana Amaya Pinzón, UNICEF LACRO

Registrants: 80 — Attendees: 40 — YouTube views: 69

2. Webinar series on Early Childhood Development - Experiences of Civil Society: One Kilo of Help (Mexico) & the Centre for Nutritional Recovery and Education (Brazil)

19 September 2019

GIZ, Global Alliances for Social Protection

There is a widespread recognition of the importance to support families through home visits to promote nutrition and care practices, as well as to create awareness of the consequences of deficiencies in care and nurturing during the early years of childhood.

In this first webinar of the series, One Kilo of Help, from Mexico, presented innovative solutions to reduce the prevalence of iron-deficiency anaemia, as well as intervention strategies focused on highly vulnerable groups, work with community volunteers in counselling and raising awareness with respect to nurturing care and upbringing of infants. The Centre for Nutritional Recovery and Education, from Brazil, presented its innovative methods and tools to introduce complementary nutritious feeding in the first months of life to prevent and fight malnutrition.

Panellists:

- Angélica García, One Kilo of Help, Mexico
- Gisela Solymos, Centre for Nutritional Recovery and Education, Brazil

Discussant: Dr. Rafael Pérez-Escamilla, Yale University

Moderator: Cecilia Chávez, GIZ

Registrants: 65 — Attendees: 31 — YouTube views: 100

3. The Peruvian Strategy “Early Childhood First”

26 September 2019

GIZ, Global Alliances for Social Protection

Investing in the first years of life is one of the most economically sound and effective forms of public policy that a country can adopt. It can help to halt the intergenerational transmission of poverty, close inequality gaps and promote the overall development of the population.

This webinar presented the Peruvian experience of implementing its early development strategy, *Primero la Infancia* (“Childhood First”). This national strategy includes the implementation of evidence-based, results-oriented policies alongside strong political commitment and territorial management. These factors have been vital in attaining significant progress in reducing chronic child malnourishment since 2008.

Panellist: Ariela Luna, Peruvian Ministry of Development and Social Inclusion

Discussant: Magaly Noblega, Pontifical Catholic University of Peru (PUCP)

Moderator: Nora Sieverding, GIZ

Registrants: 139 — Attendees: 42— YouTube views: 2,379

4. Digital social protection – innovation for effectiveness

3 October 2019

socialprotection.org, IPC-IG

Although social protection is not a new topic in the global agenda, there has been a steady growth in interest and actors involved over the last decades, clearing pathways to new models for delivering programmes and policies tailored to local contexts (i.e. payment tools, MIS). This webinar showcased the latest innovations and technologies related to social protection and discussed how old practices were adapted to achieve more effective results.

In the context of current drive for universal social protection, panellists addressed issues related to the impact of digital solutions in social protection programmes, from design to implementation. The focus was on key trends on the use of technology across the delivery chain (information systems, payment systems, digital approaches to grievances and complaint mechanisms, linkage to digital ID, etc.). The webinar also addressed the risks related to these developments.

Panellists:

- Tina George Karippacheril, World Bank
- Fekadu Kassa, Food Security Coordination Directorate, Ethiopia

Moderator: Alicia Spengler, GIZ

Registrants: 193 — **Attendees:** 80 — **YouTube views:** 171

5. Leveraging SSC to scale-up work on maternal and child health

10 October 2019

UNICEF, IPC-IG, UNOSSC

This webinar provided a platform to bring countries and practitioners together to share and learn how South-South cooperation can be leveraged to reduce maternal and child mortality rates, to achieve the SDG 3 targets. It showcased examples of countries' experiences in using South-South cooperation and partnerships to share their knowledge, experiences and technical expertise to build capacities in partner countries in the global South in the areas of maternal and child health and nutrition.

Panelists:

- Cao Yingjie, International Health Exchange and Cooperation Centre, China
- Dr. Lily Wang, Hunan Children's Hospital, China
- Yasmin Wakimoto and Bruno Magalhães, WFP Centre of Excellence against Hunger, Brazil
- Alyssa Sharkey, UNICEF NYHQ

Moderator: Kunihiko Chris Hirabayashi, UNICEF EAPRO

Registrants: 110 — **Attendees:** 49 — **YouTube views:** 111

6. Food Security and Nutrition-Sensitive Social Protection: What do we know and where to go next?

22 October 2019

WFP

The webinar on food security and nutrition-sensitive social protection convened by the WFP showcased its joint work with the Economic Policy Research Institute (EPRI), Maastricht University and the Institute of Development Studies (IDS) identified the key challenges and opportunities faced in the Middle East, Central Asia and North, East and Southern African regions. Speakers presented a quick overview of the studies available to the general public, carrying out a comparative analysis of the global challenges and the context of each region to promote the food security and nutrition-sensitivity of social protection interventions. The discussion identified best practices, lessons learned and demonstrated the implications for policy and practice, as well as the lines of research and inquiry that are still open.

Panelists:

- Michael Samson, EPRI
- Stephen Devereux, IDS
- Franziska Gassmann, UNU-MERIT/Maastricht Graduate School of Governance

Moderator: Juan Gonzalo Jaramillo Mejia, WFP

Registrants: 251 — **Attendees:** 129 — **YouTube views:** 147

7. Monitoring and Evaluation of Brazilian South-South and Trilateral Cooperation (SSTC) on capacity development and social protection: learnings from the field

24 October 2019

Articulação Sul

The South-South Cooperation Research and Policy Centre (Articulação SUL) and the socialprotection.org platform hosted a webinar discussing the monitoring and evaluation (M&E) of Brazilian South-South and Triangular Cooperation (SSTC), focusing on capacity development in social protection. The main objective was to foster a debate on current and future challenges, building on the experiences of participants to advance the Brazilian SSTC M&E agenda.

Panellists:

- Guilherme Dantas Nogueira, Brazilian Cooperation Agency (ABC)
- Niklas Stephan, UNICEF Brazil
- Mariana Rocha, WFP Centre of Excellence Against Hunger

Moderator: Laura T. Waisbich - Articulação Sul (ASUL)

Registrants: 107 – Attendees 48 — YouTube views: 84

8. Social cash transfers, household targeting and generational relations in Malawi and Lesotho

29 October 2019

Brunel University London, Oxfam

It is widely known that social cash transfers have positive impacts on the lives of those who receive them. However, less is understood about how programmes are received by the wider community, and how relations within and between families shape their acceptability and effectiveness.

This webinar reported on a [four-year ESRC-DFID-funded research project](#) that explored in depth the impacts of three social cash transfer programmes on relationships within and between households in rural communities in Malawi and Lesotho. The webinar also explored the implications of the research for social protection policy and practice, particularly in the context of Malawi.

Panellists:

- Nicola Ansell, Brunel University London
- Thandie Hlabana, National University of Lesotho
- Andre Felipe Bongestabs, ILO, Malawi

Moderator: Larissa Pelham, Oxfam

Registrants: 148 — Attendees: 62 — YouTube views: 117

9. El estado de las políticas sobre licencias de maternidad, paternidad y las experiencias que apoyan la lactancia materna en el lugar de trabajo

5 November 2019

UNICEF, IPC-IG

This webinar presented a study which examines policies focused on parental leave, as well as policies to support breastfeeding in 24 different countries in Latin America and the Caribbean, carrying out a comparative analysis with

international standards and best practices. Speakers discussed the main findings of the study and relevant experiences in the region in terms of good practices in the workplace.

Panellists:

- Raquel Tebaldi and Charlotte Bilo, IPC-IG
- Maria Paula Reinbold, UNICEF LACRO
- Carmen Naranjo, Superintendecy of Social Security, Chile
- Catalina Gómez and Matthias Sachse, UNICEF Mexico

Moderator: Yohana Amaya Pinzón, UNICEF LACRO

Registrants: 55 — **Attendees:** 27 — **YouTube views:** 100

10. Global Social Protection Week: Achieving SDG 1.3 and universal social protection in the context of the future of work

7 November 2019

ILO

The ILO organised the [Global Social Protection Week](#), which took place at the International Labour Organization headquarters in Geneva from 25 to 28 November 2019. "Achieving SDG 1.3 and Universal Social Protection (USP2030) in the Context of the Future of Work" started with a two-day High-Level Conference, followed by a two-day Technical Segment.

The Global Social Protection Week has charted the way towards achieving universal social protection for all and provided a roadmap for the future of social protection within the framework of the recently adopted ILO Centenary Declaration for the Future of Work. This webinar covered the event's agenda and its main discussion points.

Panellists:

- Valérie Schmitt, ILO
- Christina Behrendt, ILO
- Victoria Giroud-Castiella, ILO

Moderator: Mira Bierbaum, JPO, Social Policy Unit, Social Protection Department, International Labour Office

Registrants: 133 — **Attendees:** 47 — **YouTube views:** 155

11. Serie de Webinarios sobre Desarrollo Infantil Temprano: Uruguay Crece Contigo

19 November 2019

GIZ, Global Alliances for Social Protection, Ministry of Social Development (MIDES) - Uruguay

Uruguay is furthering an intersectoral strategy that focuses on building a comprehensive protection system for early childhood. Its purpose is to guarantee the integral development of children and their families, starting with the protection of pregnant women, from a perspective of rights, equity, gender equality, social justice and integral human development. The webinar presented the experience of the family accompaniment activities implemented by the *Uruguay Crece Contigo* (Uruguay Grows With You—UCC) programme.

Panellists:

- Valeria Gradín, Uruguay Grows with You, MIDES, Uruguay
- Verónica Pandolfo, MIDES, Uruguay

Discussant: Gabriel Corbo, MIDES, Uruguay

Moderator: Nora Sieverding, GIZ

Registrants: 71 — Attendees: 41 — YouTube views: 129

12. Modelo de Intervención Psicosocial para Personas Migrantes, Refugiadas y Desplazadas

21 November 2019

GIZ, Iniciativa Ciudadana para la Promoción de la Cultura del Diálogo

In response to the region's humanitarian crisis, Mexico has carried out context analysis exercises and community assessments with migrants and several actors working directly and indirectly with them. These learning and monitoring activities have provided organisations with the intelligence necessary to develop needs-oriented initiatives. In this webinar, two organisations working with integration/reintegration processes presented their basic psychosocial intervention models.

Panellists:

- Ariel Alberto Díaz López, Caminamos Juntos
- Omar Ortega García, CAFEMIN

Discussant: Sofía de la Peña Padilla, ITESO University

Moderator: Azyadeth Adame, Iniciativa Ciudadana para la Promoción de la Cultura del Diálogo

Registrants: 63 — Attendees: 23 — YouTube views: 106

13. Webinar Series on Early Childhood Development: Chile Grows with You

28 November 2019

GIZ, Global Alliances for Social Protection, Ministry of Social Development and Family (MDSF)—Chile

Since 2007, Chile has been implementing the Comprehensive Childhood Protection System, *Chile Crece Contigo* (Chile Grows with You). This system constitutes a ground-breaking political initiative to institutionalise the intersectoral approach as a critical mechanism to ensure the maximum deployment of capabilities through the adequate monitoring of children's development progress. This webinar presented *Chile Crece Contigo*'s foundations, design, management model, main implementation characteristics and national results, as well as its current challenges.

Panellist: Jeanet Leguas Vásquez, Chile Grows With You

Discussant: Patricia Nuñez, UNICEF Chile

Moderator: Cecilia Chavez, GIZ

Registrants: 40 — Attendees: 16 — YouTube views: 152

14. SPEC Webinar 10: Aligning Public Employment Programmes and Adaptive Social Protection

5 December 2019

GIZ, SPEC

Adaptive social protection is conceptualised as a series of measures aimed at building the resilience of the poorest and most vulnerable people to climate change by combining elements of social protection, disaster risk reduction and climate change adaptation. Public employment programmes (PEPs) are designed as labour-intensive infrastructure development initiatives aimed at providing cash transfers, food-based payments, livelihood generation, etc.

The key questions addressed during this webinar were: (1) How can PEPs effectively be used to reduce the occurrence of recurring disasters such as droughts, floods etc? (2) How can PEPs act as temporary assistance mechanisms during sudden climate-related shocks? (3) How can PEPs ensure that the needs of poor and vulnerable communities and women are addressed adequately during climate shocks and extreme weather events?

Panellists:

- Mahatma Gandhi NREGA Programme Team, Ministry of Rural Development, India
- N.H. Ravindranath, Centre for Sustainable Technologies Indian Institute of Science
- Nikos Nikolidakis, GIZ

Moderator: Rajeev Ahal, GIZ India

Registrants: 86 — **Attendees:** 36 — **YouTube views:** 116

15. Linking Cash and Voucher Assistance and Social Protection: Demystifying the entry points for humanitarians

10 December, 2019

IFRC, UNICEF, DFID

There have been many discussions around the need to link humanitarian assistance to social protection systems. What does this mean in practice for humanitarian actors designing cash and voucher assistance programmes? How does cash (social transfers/assistance) fit in within broader social protection systems? What are the entry points for humanitarians in different contexts and how can linkages be facilitated across the programme cycle?

Watch the recording of the webinar, the first of the Grand Bargain cash workstream series on linking SP with humanitarian cash, to help demystify these concepts and learn from examples of where this is happening in practice.

Panellists:

- Valentina Barca, Independent Consultant
- Emily Henderson, DFID
- Annika Sjoberg, UNHCR
- Nupur Kukrety, UNICEF

Moderator: Zehra Rizvi, Independent Consultant

Registrants: 296 — **Attendees:** 128 — **YouTube views:** 605

16. Fiscal space for child-sensitive social protection in the MENA region

12 December 2019

IPC-IG, UNICEF

Providing adequate social protection to children is particularly relevant in the countries in the Middle East and North Africa (MENA), as multidimensional child poverty remains a major concern in the region. Today, the scope and adequacy of the region's social protection systems remain limited.

The need to expand child-sensitive social protection leads to the question of how countries can finance such an expansion. This webinar discussed the possibilities that MENA countries might have to free up resources to scale up social protection expenditures.

Panellists:

- Carolina Bloch, IPC-IG
- Khalid Abu-Ismail and Niranjan Sarangi, UN-ESCWA
- Abdel-Rahmen El Lahga, Université de Tunis

Moderator: Luca Pellerano, ILO

Registrants: 64 — Attendees: 36 — YouTube views: 65

17. Modelos de Intervención Psicosocial para Personas Migrantes, Refugiadas y Desplazadas: Región Occidente y Noreste de México

16 January 2020

GIZ, Iniciativa Ciudadana para la Promoción de la Cultura del Diálogo

This webinar presented the experiences of the organisations FM4 *Paso Libre* (Guadalajara) and *Casa del Migrante* (Tijuana) in the development and implementation of their comprehensive assistance models. The organisations also assessed the degree to which their models have responded to the specificities of their local contexts. The assessment compared different and common pillars used in local interventions and shared lessons learned on the ground.

Panellists:

- Karla Livier Martínez Barrera, FM4 Paso Libre, Guadalajara
- Karla Gabriela Ramírez Melgoza, Casa del Migrante, Tijuana

Discussant: María Dolores Paris Pombo, Colegio de la Frontera Norte, Tijuana

Moderator: Azyadeth Adame, Iniciativa Ciudadana para la Promoción de la Cultura del Diálogo

Registrants: 133 — Attendees: 58 — YouTube views: 346

18. Linking cash and voucher assistance and social protection in forced displacement contexts

23 January 2020

IFRC, UNICEF, DFID

More people are forcibly displaced globally than ever before and a large proportion of humanitarian assistance, including cash and voucher assistance (CVA), is being provided in response. What are the options and specific considerations in linking CVA with social protection to support forcibly displaced populations? Do entry points differ based on the level of social protection system maturity? If so, how? What can be done, particularly as part of preparedness, to maximise these linkages?

This webinar's objectives were to highlight the opportunities, challenges and key considerations for linking forcibly displaced populations to SP systems; showcase Turkey as a successful example of aligning assistance for refugees and nationals; debate the feasibility of replicating such linkages in different contexts considering political willingness, system maturity, and funding; and facilitate dialogue between humanitarian and social protection stakeholders on this topic.

Panelists:

- Orhan Hacimehmet, Turkish Red Crescent
- Nona Zicherman, UNICEF Turkey

Discussant: Cecilia Pietrobono, DG ECHO, Turkey

Moderator: Isabelle Pelly, Independent Consultant

Registrants: 304 — Attendees: 116 — YouTube views: 269

19. Modelos de Intervención Psicosocial para Personas Migrantes, Refugiadas y Desplazadas: Experiencias de México y Centroamérica

30 January 2020

GIZ, Iniciativa Ciudadana para la Promoción de la Cultura del Diálogo

This webinar presented the experiences of Mexico's *Sin Fronteras* IAP (Without Borders IAP) and of the Honduran chapter of the *Federación Internacional Fe y Alegría* (International Federation Faith and Joy). Representatives of these organisations explained their comprehensive assistance models and how they have responded to their particular contexts.

Panelists:

- Héctor Víquez Gómez, Sin Fronteras IAP, Mexico
- Mirna Deras, Fe y Alegría, Honduras

Discussant: Nuty Cárdenas Alaminos, CIDE research centre, Mexico

Moderator: Nancy Landa, GIZ

Registrants: 107 — Attendees: 56 — YouTube views: 88

20. Building blocks: entry points for humanitarians when linking cash and voucher assistance in nascent social protection systems

6 February 2020

IFRC, UNICEF, DFID

Humanitarian assistance is often provided in contexts of State fragility, where social protection systems are non-existent, or nascent. In these contexts, humanitarian actors can play a critical role in designing cash and voucher assistance as the basis for social transfers, and in shaping social protection policy. This webinar explored the successes and challenges of doing this in practice, based on the examples of Haiti, where this collaboration has existed since 2015, and Mali, since 2013.

Panellists:

- Clément Rouquette, WFP Haiti
- Laurore Antoine, CARE International
- Sigrid Kühlke, DG ECHO
- Marion Saurel, EU Delegation, Mali

Moderator: Isabelle Pelly, Independent Consultant

Registrants: 259 — **Attendees:** 102 — **YouTube views:** 157

21. Digital Platforms as Tools for Enhancing South-South and Triangular Cooperation Towards the SDGs

13 February 2020

UNICEF, UNOSSC, IPC-IG

Despite continued momentum, knowledge gaps in the global South and uneven access to solutions, expertise and resources remain major hindrances for optimising the contribution of South-South and triangular cooperation towards the SDGs. In this context, digital transformation provides several powerful tools to bridge that gap, and digital platforms are offering transformational opportunities for development cooperation in the global South.

The webinar discussed the importance of digital platforms for strengthening South-South knowledge sharing and collaboration among stakeholders in the South, as well as increasing cohesion among UN agencies and their work. During the session, South-South Galaxy and socialprotection.org were presented.

Panellists:

- Ian Thorpe, UNICEF
- Xiaojun Grace Wang, UNOSSC
- Mariana Balboni, IPC-IG

Moderator: Martha Santos, UNICEF

Registrants: 188 — **Attendees:** 73 — **YouTube views:** 161

22. An invitation to socialprotection.org: get to know our features and services better!

27 February 2020

socialprotection.org

Today, socialprotection.org serves as one of the most up-to-date and comprehensive databases on social protection worldwide, as well as a hub for interaction between policymakers, practitioners and other professionals in the field. Its resources are divided into over a dozen different formats—publications, videos, audios, blogs, news, events, and many more.

This webinar introduced the platform's features, showcasing how they work and how they can support organisations and individuals. Watch the recording to learn more about socialprotection.org. More than an overview, this webinar was an invitation to collaborate with us!

Panellist: Patricia Velloso, IPC-IG

Registrants: 95 — **Attendees:** 26 — **YouTube views:** 56

23. Pathways' Perspectives: Challenging the narrative... on gender

5 March 2020

Development Pathways

Ahead of International Women's Day 2020, Development Pathways wanted to challenge the assumptions underlying policy narratives and discourses that stereotype men and women in social protection. What are the prevalent assumptions that perpetuate 'gender myths' in social protection and social policy? How do we break these stereotypes of policy discourse? We were joined by progressive thinkers and experts in this area who have been challenging gender narratives.

Panellists:

- Maxine Molyneux, UCL
- Juan Gonzalo Jaramillo Mejia, WFP

Moderator: Anasuya Sengupta, Development Pathways

Registrants: 236 — Attendees: 105 — YouTube views: 156

24. The role of (I)NGOs in linking humanitarian cash and social protection in conflict settings

12 March 2020

IFRC, UNICEF, DFID, Collaborative Cash Delivery Network (CCD)

Conflict environments are situations that humanitarians know well. What we know less about is engaging with social protection systems. In such contexts, humanitarian actors (specifically, INGOs), can play a critical role in designing cash and voucher assistance to form the basis for social transfers, and in shaping social protection policy. This webinar, co-hosted with the Collaborative Cash Delivery Network (CCD), explored the successes and challenges of doing this in practice, based on the examples of Yemen (Oxfam) and Nigeria (ACF).

Panellists:

- Abdulrahman Sani, Action Contre La Faim (ACF)
- Aneel Memon, Action Against Hunger
- Amr Mohammed Al-Nood, Oxfam

Discussant: Larissa Pelham, Oxfam

Moderator: Zehra Rizvi, Independent Consultant

Registrants: 309 — Attendees: 139 — YouTube views: 201

25. An integrated and digital social protection information system—outcomes, challenges & risks

19 March 2020

GIZ, DFID

Developing a digital and integrated information system is a crucial step in building a national social protection system. It enables the flow and management of information within the social protection sector and between social protection and other sectors such as education, health, agriculture, humanitarian and disaster risk management.

The webinar presented potential outcomes, key challenges, key risks and the building blocks of a digital and integrated information system including critical design and implementation choices.

Panellists:

- Richard Chirchir, Development Pathways
- Massimo Sichinga, Malawi Government
- Ralf Radermacher, GIZ

Moderator: Valentina Barca, Senior Consultant

Registrants: 348 — Attendees: 181 — YouTube views: 182

26. Women and Girls with Disabilities: Intersectional Approach for Eliminating Violence and Discrimination

26 March 2020

Finland Ministry of Foreign Affairs

Despite growing interest and research into violence against women with disabilities, targeted efforts to protect their rights are still lacking. Failure to prioritise the collection of data on the situation of women and girls with disabilities, in all their diversity, and report it accordingly perpetuates invisibility.

This webinar addressed how disability, gender, and age intersect to impact the way that violence affects women with disabilities; what we know about the forms of violence experienced by women with disabilities; and recommendations on how to operationalize intersectional lenses in gender equality programmes and policies, including social protection.

Panellists:

- Catalina Devandas Aguilar, UN Special Rapporteur on the Rights of Persons with Disabilities
- Stephanie Ortoleva, Women Enabled International
- Charlotte McClain-Nhlapo, World Bank
- Monjurul Kabir, UN Women

Moderator: Eppu Mikkonen, MfFA of Finland

Registrants: 432 — Attendees: 233 — YouTube views: 258

27. Exploring universal basic income: lessons for COVID-19 response and beyond

31 March 2020

World Bank Group, IPC-IG, GIZ, DFAT

Universal basic income (UBI) is emerging as a strongly debated issue in social protection. Currently, the debate is reaching new heights as countries are considering UBI as part of COVID-19 response packages. Drawing from a book on the subject, this webinar reviewed key issues and evidence on UBI as a social protection measure; identified emerging lessons from a variety of cross-country experiences; and reflected on its potential and limitations as a crisis response as well as longer-term intervention.

Panellist: Ugo Gentilini, World Bank

Discussant: Francesca Bastagli, ODI

Moderator: Fábio Veras Soares, IPC-IG

Registrants: 839 — Attendees: 516 — YouTube views: 1,112

28. The Adaptive Social Protection Program in Sahel

2 April 2020

World Bank Group, PEI, SPEC

The Sahel's adaptive social protection systems consist of policies and programmes to help poor and vulnerable households build resilience, reduce the impact of climatic change and other shocks, and foster access to income-earning opportunities. The programme is underpinned by a multi-country randomised control trial to evaluate the impacts of these interventions among safety nets beneficiaries.

This webinar examined the design rationale, steps taken in delivering the programmes, and early insights and lessons learned on designing and implementing economic inclusion approaches through national safety net systems.

Panellist: Thomas Bossuoy, World Bank

Discussant: Yéréfolo Mallé, Trickle Up

Moderator: Colin Andrews, PEI, World Bank

Registrants: 370 — Attendees: 199 — YouTube views: 206

29. How can social protection systems respond to the COVID-19 crisis?

7 April 2020

IPC-IG, GIZ, DFAT

This webinar aimed at presenting a comprehensive framework to explore how various countries are using their existing social protection systems to address the COVID-19 crisis. By identifying core cross-cutting themes and overarching questions, it also established the framework for upcoming webinars in the same series.

It also explored how integrated social protection interventions can contribute to a more comprehensive response to tackle the negative effects of the pandemic, with three pillars: i) strengthening public health systems; ii) providing support to livelihoods; and iii) enabling a combination treatment that reinforces the first two pillars while building developmental synergies that can reduce the long-term costs of containment measures.

Panellists:

- Valentina Barca, Independent Consultant
- Michael Samson, EPRI

Discussant: Christoph Strupat, German Development Institute (DIE)

Moderator: Lisa Hannigan, DFAT

Registrants: 882 — Attendees: 498 — YouTube views: 1,449

30. Social protection responses to COVID-19: Actions that can make a difference for older people

9 April 2020

HelpAge International, IPC-IG, GIZ, DFAT

Women and men of all ages with chronic health conditions have a higher risk of serious impacts from the virus. These conditions are most prevalent in older people, however, and together with frailty put them at greater risk of having severe complications due to the virus. However, existing guidance, planning, and implementation often do not sufficiently capture the risks and challenges faced by older people in the context of COVID-19.

The webinar attempted to fill these knowledge gaps, focusing on social protection and health care in lower- and middle-income countries. Speakers presented concrete guidelines on how governments can minimise the risk of infection for older people during manual pension payments while continuing to ensure their income security as well as that of their dependents during the health crisis.

Panellists:

- Gabrielle Kelly, Samson Institute for Ageing Research (SIFAR)
- Peter Lloyd-Sherlock, University of East Anglia

Discussant: Cecilia Mbaka, Kenya's State Department of Social Protection

Moderator: Florian Juergens, HelpAge International

Registrants: 397 — Attendees: 197 — YouTube views: 407

31. G2P Payments in COVID-19 context: Key areas of action and experiences from country emergency actions

14 April 2020

World Bank Group, Consultative Group to Assist the Poor (CGAP)

National payment systems and financial service providers play an important role in delivering payments directly from the government to beneficiaries. Governments need to rapidly assess their options for sending payments quickly, securely and in ways that protect recipients from contagion. The aim of this webinar was to present key aspects that social protection practitioners need to consider when delivering social protection payments under emergency circumstances, learning from global experiences.

Panellists:

- Douglas Randall, World Bank
- Guillermo Galicia, World Bank
- Fiorella Risso, World Bank
- Veronica Trujillo, World Bank
- Silvia Baur-Yazbeck, CGAP

Moderator: Luz Stella Rodriguez, World Bank

Registrants: 334 — Attendees: 204 — YouTube views: 436

32. Lessons learned and opportunities: Linking social protection systems to humanitarian cash in a pandemic

16 April 2020

CaLP, IFRC, UNICEF, DFID

Within social assistance, cash transfer programmes are clearly the most widely used intervention by governments—over one-third of total programmes, and 65 per cent of social assistance schemes. This webinar used the research from the World Bank as a starting point and explored entry points and lessons from past experiences on how humanitarian actors can aid communities in need by linking/supporting social protection systems and humanitarian cash transfers.

Panelists:

- Nathalie Klein, CaLP West and Central Africa Regional Representative
- Gabriel Fernandez, Social Protection Specialist
- Calum McLean, Independent Consultant

Moderator: Zehra Rizvi, Independent Consultant

Registrants: 713 — **Attendees:** 405 — **YouTube views:** 573

33. Impacts of the COVID-19 crisis on employment: (potential) solutions for informal/ self-employed workers

21 April 2020

WIEGO, ILO, IPC-IG, GIZ, DFAT

This webinar aimed to discuss how different groups of informal and self-employed workers are being impacted by the COVID-19 crisis. Moreover, the distinct social protection responses to these groups were discussed, including their main challenges, such as the identification of beneficiaries and payment modalities for cash transfers. Finally, panellists presented examples of how coalitions of informal workers are being involved in the discussions about the extension of social protection.

Panelists:

- Laura Alfers, Director, WIEGO
- Carmen Roca, WIEGO

Discussant: Portia Kekana, Department of Small Business Development, South Africa

Moderator: Christina Behrendt, ILO

Registrants: 532 — **Attendees:** 317 — **YouTube views:** 570

34. The Social Protection Pathways to Nutrition: Evidence in Asia and the Pacific

23 April, 2020

UNICEF, FAO

Social protection programmes command large resource flows compared with nutrition interventions, but their success in fighting poverty does not necessarily translate into success in reducing malnutrition. It is now well understood that the design of these programmes can be enhanced to maximise and sustain important food security and nutrition results.

Drawing on the wealth of evidence gathered for the 2019 Asia and the Pacific Regional Overview of Food Security and Nutrition (SOFI report), this webinar discussed some of the evidence available in the region and the possible reasons behind the lack of clear impact of these social protection programmes on nutrition outcomes.

Panelists:

- Ruben Villanueva, UNICEF EAPRO
- Jessica Blankenship, UNICEF EAPRO
- Jessica Owens, FAO RAP
- Nard Huijbregts, EPRI

Discussants:

- Mario Gyori, IPC IG
- Britta Schumacher, WFP Regional Bureau for Asia and the Pacific

Moderator: Andrea Rossi, EAPRO

Registrants: 367 — Attendees: 188 — YouTube views: 211

35. Impacts of the COVID-19 crisis on formal sector workers: (potential) social protection and employment responses

ILO, OECD, IPC-IG, GIZ, DFAT

28 April 2020

Under increased pressure to find fast and effective solutions to deal with the health, economic and social impacts of the unfolding health crisis on workers, governments adopted a variety of measures to reduce the direct exposure of workers to COVID-19. Policy options have included extended and adapted care and sick leave arrangements, new or adapted short-time work arrangements, as well as adaption and extension of unemployment benefits to protect those who have lost their jobs due to the pandemic.

This webinar highlighted the specific challenges to workers in the formal sector resulting from the COVID-19 crisis and presented policy options in the field of social protection and employment to address them.

Panellists:

- Sebastian Königs, Labour Economist/Social Policy Analyst, OECD
- Mohammed Noor Khrais, Social Security Cooperation of Jordan
- Raden Muhamad Purnagunawan, Head of Economy Working Group, Secretariat of the National Team for the Acceleration of Poverty Reduction (TNP2K), Indonesia
- Johannes Schweighofer, Austrian Ministry of Labour and Social Affairs

Moderator: Luca Pellerano, Senior Social Protection Specialist, ILO

Registrants: 266 — Attendees: 136 — YouTube views: 317

36. COVID-19 Experience of Countries ahead of the Global Curve: Country-to-Country Learning and South-South Cooperation

30 April 2020

UNICEF, IPC-IG, UNOSSC

This webinar sought to promote sharing of experiences and emerging lessons learned from different countries responding to COVID-19. Panellists and participants of the webinar shared insights and perspectives on: 1) the overall COVID-19 situation in their respective country; 2) overall response and management of the epidemic; 3) social protection and economic measures that have been put in place to support vulnerable populations; 4) lessons learned and recommendations; and 5) opportunities for South-South knowledge-sharing and cooperation. The aim of this webinar was to contribute to a global exchange of experiences that could increase understanding of the challenges and solutions, improve the effectiveness of cross-disciplinary responses, and leverage cooperation amongst countries, including through South-South and triangular cooperation.

Panelists:

- Jorge Chediek, UNOSSC and UN Secretary-General on South-South Cooperation
- Mihir Bhatt, All India Disaster Mitigation Institute (AIDMI)
- Taidong Zhou, Center for International Knowledge on Development (CIKD)
- Young June Choe, Hallym University, Republic of Korea
- Xiaojun Grace Wang, UNOSSC

Moderator: Martha Santos, UNICEF

Registrants: 667 — **Attendees:** 356 — **YouTube views:** 367

37. Social protection financing in the wake of COVID-19 and beyond

5 May 2020

IMF, IPC-IG, GIZ, DFAT

The webinar discussed the following questions: (1) Which financing mechanisms can be and are currently used by countries to create fiscal space to flexibly extend social protection schemes and systems as a reaction to the COVID-19 crisis? (2) Do we have the right instruments to address international financing needs? How can the international community mobilise funding, especially grants? (3) What are the lessons learned for future crises to ensure that financing is available for a rapid extension of social protection schemes and systems? (4) How can social protection financing be sustained beyond COVID-19 in low- and middle-income countries?

Panelist:

- Delphine Juliette Prady, IMF

Discussants:

- Mark Blecher, National Treasury of South Africa
- Lindi Mzankomo, National Treasury of South Africa

Moderator: Martina Berghaller, Social Policy Specialist

Registrants: 213 — **Attendees:** 121 — **YouTube views:** 232

38. Financing of Social Assistance in African Countries

7 May 2020

UNDP

The current COVID-19 crisis further exposes the relevance of social protection systems in creating resilience to crises and strengthening countries' disaster risk response. In this webinar, we discussed trends in social assistance financing, while considering the implications of African countries' social assistance financing for COVID-19 crisis preparedness and response.

Panelists:

- Saurabh Sinha, UNECA
- Gift Dafuleya, University of Venda and University of Johannesburg

Moderator: Renata Nowak-Garmer, UNDP Regional Service Centre Africa

Registrants: 327 — Attendees: 158 — YouTube views: 251

39. Universal Health Coverage (UHC) and the Coronavirus Crisis—Challenges and Responses: maintaining essential health services while responding to COVID-19

12 May 2020

UNICEF, PAHO, WHO

The experiences of the People's Republic of China and South Korea, two countries with universal health coverage that were hit early by the COVID-19 outbreak, are interesting for other countries as part of ongoing country-to-country learning and South-South cooperation efforts, and the global response to the pandemic. In this webinar, speakers from China and South Korea shared their countries' experiences from the health sector perspective and how essential health services were delivered at the height of the pandemic. They also addressed some of their plans for recovery.

Panellists:

- Robin Nandy, UNICEF
- Choe Young June, MD, PhD, University College of Medicine, Republic of Korea
- Yu Wenzhou, Center for Disease Control, People's Republic of China

Moderator: James Fitzgerald, PAHO/WHO

Registrants: 410 — Attendees: 214 — YouTube views: 264

40. Economic Inclusion and the National Rural Livelihoods Mission (NRLM) Jeevika

14 May 2020

World Bank, PEI, SPEC

The webinar presented an overview of the *Jeevika* programme in the Indian state of Bihar. *Jeevika* is one of the world's largest programmes for strengthening rural financial inclusion and livelihoods and operates as part of India's National Rural Livelihoods Mission (NRLM). This webinar presented implementation perspectives on how the programme has leveraged communities, building on livelihood and financial inclusion platforms. Recent efforts to expand towards more vulnerable population groups under the *Satat Jeevikoparjan Yojana* programme were also discussed.

Panellists:

- Paramveer Singh, World Bank
- Shagun Sabarwal, J-PAL

Discussant: Arjit Dutta, Bandhan Konnagar

Moderator: Doris King, Co-Impact

Registrants: 267 — Attendees: 158 — YouTube views: 451

41. Impacts of COVID-19 on care politics

19 May 2020

SPIAC-B Gender Working Group, IPC-IG, GIZ, DFAT

The current COVID-19 crisis is having and will continue to have clear impacts on care work, in both private and public spheres. It can be expected that most of the increase in domestic care work will be shouldered by women, as they do on average three times as much unpaid care and domestic work at home as men. Yet, the effects may vary on the pre-existing gender division of labour and gender attitudes. In some instances, having both parents together at home could provide an opportunity for reflection and transformative change of practices. In other cases, in families/communities with less progressive gender norms, women and girls will be excessively overburdened, with negative spillovers on intimate partner violence, mental illness and other aspects.

Panellists:

- Debora Diniz, IPPF/WHR
- Rachel Moussié, WIEGO

Discussant: Valeria Esquivel, ILO

Moderator: Shahra Razavi, ILO

Registrants: 310 — **Attendees:** 167 — **YouTube views:** 166

42. Linking social protection and humanitarian cash and voucher assistance (CVA)—what do we really know and where to start? Findings from the CaLP commissioned high level briefing paper at the time of COVID-19

21 May 2020

CaLP, IFRC, UNICEF, DFID

Recent frameworks show how social protection can better respond to shocks—through vertical and horizontal expansion, alignment, or parallel humanitarian processes that contribute to the building blocks of a social protection system. Increasingly, evidence is available on how, in each context, we might use these concepts to guide a more in-depth analysis of entry points. But how might we speed up this process and identify where blockages lie so that we can go beyond technical solutions and existing concepts to understand how embedded ways of working prevent more rapid progress? Where might key entry points be to move this process forward? And where do we need to focus on the outcomes, rather than the processes?

Panellists:

- Paul Harvey, Partner, Humanitarian Outcomes
- Daniel Longhurst, Independent Consultant
- Rachel Slater, University of Wolverhampton

Moderator: Julie Lawson-McDowall, CaLP Knowledge Management and Research Coordinator

Registrants: 481 — **Attendees:** 216 — **YouTube views:** 251

43. Impact of COVID-19 on public works programs: policy options in the short and medium term

26 May 2020

SPEC, IPC-IG, GIZ, DFAT

The webinar shared experiences of how public works programmes (PWPs) are responding to the COVID-19 crisis and discussed policy options in the medium term, as instruments of social protection and macro-economic stabilisation. The COVID-19 crisis represents some major challenges to current and future PWP activity. PWPs are experiencing twin pressures: the need to revise existing programmes and to expand the provision of public employment in the short and medium term. It is now an urgent need to consider the best way in which PWPs can be designed and implemented in response to COVID-19.

Panellists:

- Anna McCord, ODI
- Devan Pillay, Expanded Public Works Program (EPWP), South Africa
- Rajeev Ahal, GIZ India

Moderator: Rodolfo Beazley, Independent Consultant

Registrants: 267 — Attendees: 144 — YouTube views: 238

44. Non-contributory Social Protection in South Asia: An overview from a child, equity and gender perspective

28 May 2020

socialprotection.org, IPC-IG, UNICEF

This webinar started with an overview of a sample of 51 non-contributory social protection programmes, comparing them regarding their scale, benefits, targeting mechanisms, and target groups. The webinar then delved deeper into child-sensitive design features of these programmes and presented coverage estimates among children.

The second part of the webinar was explicitly dedicated to an analysis of gender issues in social protection in South Asia presented in the study “[Gender and social protection in South Asia: an assessment of the design of non-contributory programmes](#)”.

Panellists:

- Pedro Arruda, Researcher, IPC-IG
- Charlotte Bilo, Researcher, IPC-IG
- Yannick Markhof, Researcher, IPC-IG

Moderator: Abdul Alim, UNICEF ROSA

Registrants: 162 — Attendees: 36 — YouTube views: 103

45. Identification and registration of beneficiaries for SP responses in the wake of COVID-19: challenges and opportunities

2 June 2020

IPC-IG, GIZ, DFAT

This webinar discussed the following questions: (1) Which approaches for identification and registration work best to ensure that people in need of extended or new social protection programmes get smooth and timely access—carefully

considering specific country circumstances? (2) How can governments quickly collect and process key information about potential beneficiaries of these programmes? (3) Which technology solutions are available and ready to support identification and registration processes while respecting social distancing?

It also shed light on selected country cases to illustrate the challenges governments are currently facing in this regard, as well as to showcase practical solutions being implemented.

The webinar also put a spotlight on selected country cases to illustrate the challenges governments are currently facing in this regard, as well as to showcase practical solutions being implemented and applied.

Panellists:

- Valentina Barca, Independent Consultant
- Richard Chirchir, Development Pathways

Moderator: Nikos Nikolidakis, GIZ

Registrants: 346 — **Attendees:** 144 — **YouTube views:** 297

46. Legal Frameworks on Social Assistance in Africa

4 June 2020

UNDP

The current COVID-19 crisis has exposed the importance of social assistance systems in creating resilience to crisis and strengthening countries' disaster risk response. It has also revealed that many people are left out of national social assistance systems and are unable to access social transfers in times of need.

This webinar provided critical insights into the legal frameworks governing social assistance in Africa, assessed their alignment with international and regional human rights and social protection instruments, and pointed to the existing gaps in realising the right to social protection. The human rights implications of the COVID-19 crisis on social protection delivery and legislature were also considered in the discussion.

Panellists:

- Marius Oliver, Institute for Social Law and Policy (ISLP)
- David Stewart, UNICEF
- Sarah Rattray, UNDP

Moderator: Liya Abraham, UNDP Regional Service Centre for Africa

Registrants: 179 — **Attendees:** 98 — **YouTube views:** 104

47. Economic inclusion and Covid-19 response

11 June 2020

World Bank Group, PEI, SPEC

The ongoing COVID-19 pandemic is not a great equaliser—the poor and vulnerable populations have been hit far worse. The third webinar in PEI's economic inclusion series explored how economic inclusion programmes can help extremely poor and vulnerable people to increase incomes, build assets and grow their resilience in the face of the current health crisis and its economic aftershocks.

This interactive webinar discussed some unfolding adaptations and early priorities in economic inclusion programmes in response to COVID-19. The session featured first-hand country experiences from Bangladesh, Ethiopia and Panama.

Panellists:

- Puja Vasudeva Dutta, PEI, World Bank
- Gebre-Meskel Challa Motalo, Government of Ethiopia
- Lauren Whitehead, BRAC USA
- Virginia Barreiro, Government of Panama
- Onelia Peralta, Government of Panama

Moderator: Aude de Montesquiou, PEI, World Bank

Registrants: 346 — **Attendees:** 156 — **YouTube views:** 210

48. Emerging field practices to COVID-19 in refugee contexts

16 June 2020

GIZ, UNHCR, WFP

This webinar showcased practical UNHCR cash responses across different continents, including adjustments to existing cash-based interventions, the use of complementary shock responsive social safety net programmes, and challenges faced by refugees in accessing social protection. Additionally, WFP and its government counterpart from *Gerencia de Frontera* shared the Colombia's experience of the shock responsive social protection pilot programme as a complementary initiative to the national social protection response to COVID-19, which scales up assistance to Venezuelans and host communities in the district of Arauca.

Through these experiences, the webinar explored how the pandemic has impacted existing and new efforts, as well as its implications for future work in strengthening and adapting social protection in refugee contexts.

Panellists:

- Hanna Mattinen, UNHCR Geneva
- Tania Niño, WFP Colombia Office
- Camilo Buitrago Hernández, Gerencia para la Respuesta a la Migración desde Venezuela

Moderator: Nancy Landa, GIZ

Registrants: 348 — **Attendees:** 210 — **YouTube views:** 175

49. (Missed) Opportunities? COVID-19 as an accelerator or blocker in inclusion of forcibly displaced in linking Social Protection and humanitarian cash transfers

18 June 2020

UNICEF, IFRC, DFID, UNHCR

With two-thirds of the forcibly displaced populations worldwide in protracted situations, this webinar, organised together with the United Nations High Commissioner for Refugees (UNHCR) aimed to present an overall vision of inclusion in social protection systems via humanitarian and development efforts, where COVID-19 is an additional accelerator, blocker or opens up new opportunities for inclusion. Panellists shared examples from the field, explored funding mechanisms, and offered a look ahead from social assistance to possible labour market interventions that deploy the use of cash. Examples from Mauritania, the Democratic Republic of Congo, and Brazil were presented.

Panelists:

- Mamadou Dian Balde, UNHCR
- Ferdila Ouattara, UNHCR Republic of Congo
- Thais Braga, Project Manager, AVSI Brazil

Moderator: Zehra Rizvi, Grand Bargain cash subgroup

Registrants: 245 — **Attendees:** 128 — **YouTube views:** 119

50. Adaptaciones de los Programas de Alimentación Escolar en ALC

23 June 2020

IPC-IG, WFP

Studying the Colombian, Honduran and Peruvian experiences, this webinar discussed school feeding programmes' adaptation strategies adopted by countries in Latin America and the Caribbean in response to the COVID-19 pandemic. The panellists shared the lessons they learned while implementing their strategies, as well as the success stories and challenges they encountered. Process operationalisation, food quality and biosafety assurance, and mitigation of impacts on family farming were some of the challenges discussed.

Panelists:

- Juan Carlos Martínez, Ministry for National Education, Colombia
- Fredy Hinojosa, Ministry for Development and Social Inclusion, Peru
- Lissi Matute Cano, Development and Social Inclusion Secretariat, Honduras

Moderator: Alessio Orgera, WFP

Registrants: 239 — **Attendees:** 182 — **YouTube views:** 108

51. Strengthening social contracts in South Asia in the aftermath of the COVID-19 crisis: the adequacy of social protection responses in the short term and the future role of universal social protection

25 June 2020

IPC-IG, UNICEF, Development Pathways

To what extent have existing social protection responses succeeded in tackling the immediate impacts of the COVID-19 crisis? To what extent have the shortcomings of the responses and the severity of the crisis been exacerbated due to structural issues that have hindered the development of strong and inclusive social contracts in South Asian countries? And, most importantly, to what extent can universal transfers enhance the shock-responsiveness of existing social protection systems while also strengthening social contracts in South Asia?

Panelists:

- Abdul Alim, UNICEF South Asia
- Fabio Veras, IPC-IG
- Stephen Kidd, Development Pathways

Moderator: Louise Moreira Daniels, UNICEF Sri Lanka

Registrants: 245 — **Attendees:** 110 — **YouTube views:** 133

52. Migrants and COVID-19—Emerging Practices

30 June 2020

GIZ

This webinar showcased the efforts by India's Ministry of Rural Development (MoRD) in response to the challenges facing migrant workers after the end of the lockdown period, including support in securing wage work and livelihood options. Additionally, the international NGO perspective was included to highlight collaborative programmes in humanitarian assistance and social protection to alleviate the socio-economic impacts and risks from COVID-19 on the most affected migrants.

Through these efforts, the webinar explored how the pandemic has impacted migrant communities as well as its implications for future work, as well as the need for countries to expand social protection measures to include migrant populations.

Panellists:

- Gabriela Benitez, World Vision Ecuador
- Rajeev Ahal, Director, GIZ India
- Virginia Negro, IOM

Moderator: Nancy Landa, GIZ

Registrants: 198 — Attendees: 97 — YouTube views: 323

53. Universal Health Coverage (UHC) and the Coronavirus Crisis – Challenges and Responses: maintaining essential health services for pregnant women and children while responding to COVID-19

2 July 2020

UNICEF, International Health Exchange and Cooperation Centre, National Health Commission, P.R. China (IHECC)

This webinar was a joint initiative between UNICEF and the International Health Exchange and IHECC China, in cooperation with the socialprotection.org platform. It sought to share the experiences of China on how health systems delivered essential services for pregnant women and children at the height of the COVID-19 pandemic, as well as related challenges and responses. It also provided the opportunity to explore further cooperation related to the pandemic with other countries, according to China's overall South-South cooperation strategic plan.

Panellists:

- Wang AiLing, National Center for Women and Children's Health, China
- Xia Huimin, Guangzhou Maternal and Child Health Care Centre
- Cui Ying, China Center for Disease Control and Prevention
- Qiao Jie, Third Hospital to Peking University

Moderators:

- Wang Jian, National Health Commission of China
- Douglas Noble, UNICEF China

Registrants: 299 — Attendees: 148 — YouTube views: 131

54. Adaptación de programas de transferencias de efectivo en América Latina y el Caribe para responder a la pandemia COVID-19

7 July 2020

WFP, IPC-IG, GIZ, DFAT

This webinar provided an overview of the strategies of Latin American and Caribbean countries to adapt and instrumentalise cash transfer programmes in response to the COVID-19 pandemic. While the webinar addressed regional trends, it analysed the cases of the Dominican Republic and Bolivia in greater detail.

The presentations focused on responses' key operational aspects, such as the identification and registration of new cases, and the creation and provision of new types of benefits. Panellists explained how combining complementary cash transfer strategies has enabled countries to reach various population segments in need. Poor and informal workers, older adults and others have been some of the primary benefit recipients.

Panellists:

- Ezequiel Volquez, Government of Dominican Republic
- Miguel Tejada, Government of Dominican Republic
- Oscar Navarro, Ministry of Economy and Public Finance, Bolivia
- Rodolfo Beazley, Independent Consultant

Moderator: Ana Solórzano, WFP Regional Office of Latin America and the Caribbean

Registrants: 174 — **Attendees:** 123 — **YouTube views:** 118

55. Institutionalisation of Social Assistance in African Countries

9 July 2020

UNDP

The COVID-19 pandemic has demonstrated the importance of social assistance systems in creating resilience to crisis and strengthening countries' disaster risk response; it has also revealed that many countries do not have institutionalised social assistance programmes that provide comprehensive coverage to people in times of need. Institutions play an important role in determining whether social assistance entitlements are realised and how social assistance programmes are implemented.

In this third and last session of the State of Social Assistance webinar series, the presenters discussed the institutionalisation of social assistance in African countries and shared their reflections on how institutions relate to countries' ability to respond to the COVID-19 crisis.

Panellists:

- Stephen Devereux, IDS
- Valentina Barca, Independent Consultant
- Jane Marie Ong'o, African Union

Moderator: Rômulo Paes de Souza, FIOCRUZ

Registrants: 277 — **Attendees:** 119 — **YouTube views:** 120

56. Why are human rights considerations fundamental to social protection responses to COVID-19?

14 July 2020

Development Pathways, UNICEF, UNECLAC

Never has the need for a human rights-based approach to social protection been more urgent as during the COVID-19 pandemic. This approach entails framing social protection debates and policy decisions around entitlements rather than charity or handouts.

In this webinar, the panellists discussed human rights considerations to the social protection response to COVID-19, and why a rights-based approach is more important than ever. In particular, the speakers brought a contextual analysis to the debate drawing on examples from UN agencies in Latin America, the Caribbean and South Asia.

Panellists:

- Alexandra Barrantes, Development Pathways
- Abdul Alim, UNICEF South Asia
- Simone Cecchini, UNECLAC

Moderator: Shea McClanahan, Development Pathways

Registrants: 312 — **Attendees:** 188 — **YouTube views:** 240

57. Unbundling the delivery chain: practical examples of linkages between humanitarian cash transfers and social protection from across the globe

16 July 2020

IFRC, UNICEF, DFID, Social Protection Approaches to COVID-19 - Expert Advice Helpline (SPACE)

This webinar was framed around the humanitarian and social protection delivery chain (developed along three key areas: policy, programme design, and administration/delivery), presenting learning and practical examples from various contexts. The practical examples shed light on evolving areas of technical interest and raised issues for discussion regarding when linkages may or may not be appropriate, reviewing successes and challenges.

The panellists and organisers created a document with useful resources that can be found [here](#).

Panellists:

- Juliet Lang, OCHA
- Larissa Pelham, Oxfam
- John Meyer, CARE USA
- Louisa Lippi, UNICEF
- Juan Gonzalo Jaramillo Mejia, WFP

Discussant: Karin Seyfert, OPM

Moderator: Lois Austin, Grand Bargain Subgroup

Registrants: 338 — **Attendees:** 175 — **YouTube views:** 217

58. Managing continuity and preparedness of school feeding programmes under COVID-19 and the South-South Cooperation role

21 July 2020

WFP, UNOSSC

As schools start to reopen, South-South cooperation, as a means of knowledge exchange and technical assistance, can contribute to programme adaptation and resilience. This webinar presented the global picture and the tools available to support school feeding programmes in Latin America, Asia, and sub-Saharan Africa while the effects of the health crisis can still be felt. Voices from the field around the globe showcased how they are dealing with coping mechanisms and managing continuity while planning for the improvement of measures during a long-term crisis.

Panellists:

- Pedro Mortara, WFP Mozambique
- Chhun Ramy, Ministry of Education Youth and Sport of Cambodia
- Mr. Juan Carlos Martínez, Ministry of Education, Government of Colombia

Discussants:

- Carmen Burbano, Director and co-author of the “WFP, UNICEF, FAO Interim guidance for COVID-19 prevention and control in schools”, WFP School-Based Services
- Jorge Chediek, Director, UN Office for South-South Cooperation

Moderator: Daniel Balaban, Director, WFP Centre of Excellence in Brazil

Registrants: 528 — Attendees: 342 — YouTube views: 199

59. Social expenditure, legislative frameworks and findings of impact evaluations of social protection in South Asia

23 July 2020

IPC-IG, UNICEF

This webinar focused on the following questions: (1) What is the current level of public social expenditure in South Asian countries? How does it compare with other regions? (2) What are the main features of existing legal and regulatory frameworks that lead to promoting children's rights through social protection in South Asia? (3) Do the legal frameworks of the region's non-contributory social protection programmes comply with a human rights-based approach and global UNICEF social protection policy? (4) What is the evidence of the impact of social protection programmes in South Asia? (5) How do social protection programmes in the region contribute to economic growth and improvement in human development indicators, especially regarding children?

Panellists:

- Carolina Bloch, Researcher, IPC-IG
- Luca Lazzarini, Consultant
- Yannick Markhof, Consultant

Moderator: Usha Mishra, UNICEF

Registrants: 158 — Attendees: 66 — YouTube views: 133

60. Reaching rural areas in the social protection response to COVID-19: opportunities and challenges

28 July 2020

FAO, ILO

The dramatic increase in the number of countries that have adopted social protection responses to the pandemic is an opportunity to recognise the potential of social protection and enshrine these measures into systemic approaches that extend beyond mere ad-hoc crisis response. However, the COVID-19 crisis may also have exacerbated some of the pre-existing barriers that limit the inclusion of rural populations. Reaching rural populations with critical support requires innovative and adaptive approaches to respond to their special needs. This webinar provided a platform for countries to discuss how social protection can best be leveraged as a tool to mitigate the impacts of COVID-19 on rural communities, as well as challenges and opportunities for building back better in terms of longer-term social protection responses, enhancing coordination between social protection and agriculture.

Panellists:

- Reema Nanavaty, Self Employed Women's Association's (SEWA), India
- Lixia Tang, China Agricultural University
- Cecilia Mbaka, National Social Protection Secretariat, Kenya
- Mounir Cherif, Social Protection Expert, Tunisia

Discussant: Kroum Markov, ILO

Moderator: Ana Ocampo, FAO

Registrants: 250 — Attendees: 114 — YouTube views: 164

61. Social Protection and Child Marriage: Evidence, Practice and Opportunities

30 July 2020

SPIAC-B Gender Working Group, IPC-IG, GIZ, DFAT

We know that social protection can play a critical role in reducing income insecurity and enabling girls and boys to access education, two key pathways for delaying marriage. Yet few programmes deliberately and directly target child marriage in their objectives, activities, or monitoring and evaluation of results.

The current evidence on cash transfers and child marriage is mixed, leading some practitioners to voice concerns about programming at all in this area. This webinar explored the current evidence on the role of social protection in preventing child marriage, the programme design characteristics that might support better results in this area, and the links between child marriage, child protection, and social protection programming.

Panellists:

- Nicola Jones, ODI
- Nankali Maksud, UNICEF
- Rachel Yates, Girls Not Brides

Moderator: Tia Palermo, University of Buffalo

Registrants: 334 — Attendees: 150 — YouTube views: 186

62. Disaster risk finance for better response to COVID-19 and other risks

11 August 2020

World Bank Group, Centre for Disaster Protection, IPC-IG, GIZ, DFAT

The COVID-19 pandemic is having a large negative impact on all economies as a result of the health shock and containment measures. In this scenario, people and firms are far more vulnerable to other shocks, such as droughts, storms, and floods, given that they are less financially secure and, in some cases, had already been suffering with food insecurity and conflict.

This webinar discussed the links between the health crisis and the disaster risk finance agenda for social protection, as well as the key lessons learned so far and how they should inform mechanisms to better respond to COVID-19. The panel also presented the work of the World Bank in identifying, anticipating and monitoring potential compound risks and severe complex crisis.

Panellists:

- Olivier Mahul, World Bank
- Emma Mistiaen, World Bank—Social Protection
- Lindsey Paul Jones, World Bank Global Crisis Risk Platform
- Sophie Evans, Centre for Disaster Protection

Moderators: Evie Calcutt and Simon Hagemann, World Bank's Crisis and Disaster Risk Finance

Registrants: 339 — Attendees: 201 — YouTube views: 114

63. The role of local and national actors in linking humanitarian cash and social protection in response to the COVID-19 pandemic

13 August 2020

IFRC, UNICEF, DFID

This webinar provided an opportunity to hear from humanitarian and social protection actors about their experiences in response to the COVID-19 pandemic. The speakers provided insights from responses in Albania, Swaziland and Madagascar, shedding light on a number of issues including: (1) The point at which engagement between humanitarian and social protection actors/systems was made (or should have been made); (2) Decision-making processes in relation to collaborative action, and how timely these processes were; (3) Stages and levels of collaboration—policy, programme design and implementation; and (4) key successes, challenges and learning for the future.

Panellists:

- Danger Nhlabatsi, Baphalali Eswatini Red Cross Society (BERCS)
- Siphelele 'KB' Mkhonta, Baphalali Eswatini Red Cross Society
- Patricia Miarisoa Rakotonirina, Madagascar *Ministère de la Population, de la Protection Sociale et de la Promotion de la Femme*
- Ilir Zguri, Social Welfare of Korca Municipality, Albania

Moderator: Lois Austin, GB Sub-Group KML Consultant

Registrants: 162 — Attendees: 86 — YouTube views: 97

64. Social Protection and Violence against Women and Girls in the Indo Pacific region: Responding to COVID-19

18 August 2020

SPIAC-B Gender Working Group, IPC-IG, GIZ, DFAT

This webinar explored the potential role of social protection as a response to the ‘shadow pandemic’ of violence against women and girls during the COVID-19 crisis in the Indo-Pacific region. It specifically looked at intimate partner violence (IPV) and cash transfers, which is the most common form of social protection. The webinar presented new evidence, practitioner perspectives, and examples of emerging practical innovations from programming, within the context of social protection approaches to IPV. It sought to pinpoint key opportunities and actionable recommendations for actors working on social protection responses to COVID-19 in the Indo-Pacific region and at the intersection of long-term and emergency (humanitarian) situations.

Panellists:

- Dr Amber Peterman, University of North Carolina at Chapel Hill and Social Policy Consultant
- Melissa Alvarado, UN Women, Asia-Pacific Regional Office
- Nalini Singh, Executive Director, Fiji Women’s Rights Movement
- Lara Quartermar, Independent Consultant (Social Protection and VAWG)

Moderators:

- Julie-Ann Guivarra, DFAT
- Sarah Goulding, DFAT

Registrants: 410 — Attendees: 189 — YouTube views: 182

65. Profiles of the social protection systems of Nepal, Sri Lanka and Afghanistan prior to COVID-19 and snapshots of their responses to the pandemic

20 August 2020

IPC-IG, UNICEF

This webinar discussed social protection trends in Nepal, Sri Lanka and Afghanistan before and during the COVID-19 pandemic. Panellists discussed the various pre-crisis social protection landscapes and reflected on how COVID-19 has impacted the countries and their emergency responses, also presenting potential paths ahead. These discussions were complemented by presentations from UNICEF social protection specialists who brought up-to-date information about COVID-19 responses by national governments and international organisations, shedding light on UNICEF’s agenda for the different countries

Panellists:

- Usha Mishra, UNICEF Nepal
- Isabela Franciscon, IPC-IG
- Louise Moreira Daniels, UNICEF Sri Lanka
- Beatriz Burattini, IPC-IG

Moderator: Nienke Voppen, UNICEF Afghanistan

Registrants: 104 — Attendees: 55 — YouTube views: 105

66. Social protection responses to COVID-19: challenges and opportunities to urban settings in sub-Saharan Africa

25 August 2020

IPC-IG

In many African countries, social protection programmes are usually concentrated in rural areas. The perception that wealth and employment opportunities are found disproportionately in urban areas can result in the urban poor being relatively neglected. In addition, the complexity of reaching urban caseloads—via innovative approaches to registration, eligibility determination, and payments—should not be under-estimated. This webinar sought to build on experiences of COVID-19 responses in selected sub-Saharan African countries from the perspective of both government and non-government actors.

Panellists:

- Tayllo Spadafora, UNICEF ESARO
- Krishna Pahari, WFP Regional Bureau for East and Central Africa
- Erica Mattellone, UNICEF Madagascar
- Jules Simpeze Banga, Ministry of Energy and Water Resources for North Kivu, DRC

Moderator: Lena Gronbach, University of Cape Town

Registrants: 210 — **Attendees:** 114 — **YouTube views:** 112

67. Gendered impacts of COVID-19 and social protection responses in rural areas

27 August 2020

SPIAC-B Gender Working Group, IPC-IG, GIZ, DFAT

Given the vital role of rural women in agri-food systems and in household food security, policy responses to COVID-19 that fail to consider the gendered aspects of the crisis will slow or hinder long-term recovery. This webinar: (1) presented an overview of the gendered dimensions of the response to COVID-19 in rural areas; (2) highlighted ways in which social protection can be made gender-sensitive in emergency contexts, specifically COVID-19; (3) presented the situation on the ground for rural women using the case of The Gambia; and (4) featured a panel discussion with representatives from three countries that highlighted the importance of women's leadership in ensuring that rural women's specific needs are addressed in the design and implementation of social protection in response to the pandemic.

Panellists:

- Máximo Torero Cullen, FAO
- Susan Kaaria, FAO
- Zahra Lillian Mokgosi, WFP
- Nivine El-Kabbag, Minister of Social Solidarity, Egypt
- Renana Jhabvala, Self Employed Women's Association (SEWA), India
- Rohie Bittaye-Darboe, Ministry of Women, Children and Social Welfare, Gambia

Moderator: Benjamin Davis, FAO

Registrants: 597 — **Attendees:** 342 — **YouTube views:** 113

3.5 ONLINE COMMUNITIES

As part of the platform's knowledge-sharing efforts, the Online Communities (OCs) were designed to facilitate communication and foster discussions on particular topics that are relevant to practitioners at large. This online space allows members to hold discussions, share information and organise relevant materials related to the chosen theme.

The OCs' features are developed to support specific demands from our audience, providing them with different options for engagement and exchange, such as discussion forums, a 'documents' section for sharing public or private materials, an events calendar, an 'announcements' section, and 'working groups', which are used to host focused discussions and are linked to a main OC.

Administrators (members that are responsible for creating and managing the group) are also able to choose to implement different types of OCs based on privacy settings. These are the four main types that are available:

- **Private communities** are the preferred option for those who wish to have an exclusive space for their discussions. In practice, people can only join the OC through a direct invite from the administrators.
- **Semi-private communities** allow people to join upon request for membership, subject to approval by the administrators. They are used mainly for internal network purposes, such as Communities of Practice.
- **Public communities** are ideal for administrators who wish to promote open discussions or share materials with a larger group of people. People can join without administrative approval.
- **Repository communities** are generally used as a hosting tool for important public documents. Their materials are visible to the general public, as long as users are logged into their socialprotection.org account. There is no need for administrative approval. These OCs do not usually focus on promoting discussions.

Recently, the platform also offers the possibility of having a 'hidden' OC, meaning that only those who have access to the specific link and who were previously added to the OC are able to see and access the group. This privacy setting is usually recommended for internal working groups dealing with sensitive information.

Our team monitors the OCs' activities every month, and those that have been inactive for over a year are archived. Once an OC is archived, it is closed to new members, but its contents are still available for consultation by existing members.

Currently, socialprotection.org hosts 58 Online Communities dedicated to various social protection topics. Of these, 12 have been active in the past three months and are displayed on Table 5.

Six new communities were successfully created during the report period, including the [Social Protection responses to COVID-19 \[Task Force\]](#), organised by IPC-IG, GIZ, and DFAT. This OC was designed to compile the latest country responses to the COVID-19 pandemic through social protection measures. All community resources are divided by region and/or content type.

At the moment, the largest OCs on the platform are the [Social protection in crisis contexts](#) (241 members) and the [Community of Practice on SSC for Children](#) (182 members), followed by the recently re-launched [Gender-Responsive Social Protection Online Community](#) (174) and the [Social Protection for Employment Community \(SPEC\)](#) (141).

Besides the high member count, these OCs also have in common active administrators, who are committed to updating the OCs' pages with documents, webinars, events and other relevant material on the topic, as well as stimulating member engagement. It is important to highlight that the socialprotection.org team directly supports these administrators, guiding them through the platform's functionalities and sharing the best practices to ensure that these groups are engaging environments. Moreover, we frequently promote the OCs in our Newsletters, providing visibility to their work.

TABLE 5. MOST ACTIVE OCs

OCs title	Privacy settings	Institution	Type	Language	Topic(s)	Members
Social protection in crisis contexts	Repository	Oxford Policy Monitor, UNICEF, European Commission	Discussion Group	English	Social protection across the humanitarian-development nexus	241
Community of Practice on SSC for Children (CoP-SSC4C)	Semi-private	UNICEF; UNOSSC; IPC-IG	Community of Practice	English	Children, South-South Cooperation	182
Gender-Responsive Social Protection Online Community	Public	SPIAC-B, UNICEF, UNICEF Research Office - Innocenti, DFID, FAO, IPC-IG, DFAT	Discussion Group	English	Gender	174
Economic Inclusion for the poorest and most vulnerable people	Semi-private	World Bank	Community of Practice	English	Graduation	73
Social Protection for Employment—Community (SPEC)	Public	DFAT, GIZ	Discussion Group	English	Labour; South-South Cooperation	141
Social protection information systems	Public	DFAT, OPM	Working Group	English	Information Systems, Digital Social protection; MIS	172
Social protection responses to COVID-19 [Task force]	Repository	IPC-IG, GIZ, DFAT	Repository	English	Social Protection Responses to COVID-19	125
TRANSFORM—General community	Public	TRANSFORM	Course	English	TRANSFORM	105
TRANSFORM Master Trainers	Private	TRANSFORM	Course	English	TRANSFORM	39
TRANSFORM Advisory Board	Private	TRANSFORM	Course	English	TRANSFORM	31
SPIAC-B Digital Social Protection Working Group	Semiprivate	SPIAC-B	Discussion Group	English	Digital Social protection	25
TRANSFORM Master Trainers (Portuguese)	Private	TRANSFORM	Course	Portuguese	TRANSFORM	16

In 2020, we have turned off the notifications system to perform various technical adjustments and improvements. To ensure that members were informed about the OCs' latest activities, we have offered a temporary solution for administrators, sharing updates through our institutional e-mail.

Over the years, we have always invested in technical improvements to provide a better user experience for platform members. Currently, our team is working on a new format for the OCs, including a well-structured notification system, a more diverse set of tools for collaboration and a more user-friendly layout.

3.6 ONLINE COURSES

The e-Learning area of the platform has seen a burst in activity and new courses during the reported period. This area features online courses on various topics related to social protection, which are organised and offered by diverse organisations and institutions. However, since early 2018, socialprotection.org has been also investing in developing, offering and hosting its own e-courses in partnership with key stakeholders. As of 31 August 2020, the platform had 1,161 enrolled participants and 14 different online courses hosted on its Virtual Campus.

Our team provides comprehensive and specialised assistance to the development of training and e-learning programmes, from the adaptation and development of materials to course delivery and evaluation. Moreover, the platform is continuously investing in innovative e-learning technologies and improving the environment of its online courses. This demonstrates our ability to support different capacity-strengthening initiatives.

Over the past year, the platform has developed and delivered two new runs of the [TRANSFORM](#) e-course—one of its flagship projects—as well as two self-paced courses. In addition to the self-paced course *Poverty analysis to achieve SDGs 1 and 2*, we also launched a series of micro-courses, starting with the *What is social protection? An Introduction* e-course. These new e-learning activities have attracted substantial online traffic and led to increased engagement with the platform. Four additional micro courses are expected to be launched in the second half of 2020 and early 2021.

TRANSFORM

As socialprotection.org's first e-learning initiative, the TRANSFORM e-course is an adaption of a training package developed by ILO, UNICEF, UNDP and the EU-Social Protection Systems Programme (EU-SPS). This innovative course aims to encourage critical thinking and strengthen the capacities of policymakers and practitioners at national and regional levels to improve the design, effectiveness and efficiency of social protection systems in Africa.

The 10-week e-course includes a variety of materials and activities designed to increase engagement, foster interaction and facilitate peer-to-peer learning. Its success also lies on socialprotection.org's careful training of e-facilitators.

During the report year, two runs of the course were offered on the platform, attracting hundreds of applications. The [fourth run](#) took place from 16 September to 22 November 2019, and had 48 participants from 24 countries, with 35 certificates issued.

In line with the TRANSFORM advisory board's efforts to institutionalise the initiative in Africa by anchoring it in national training institutions, a [fifth run](#) took place from 9 March to 15 May 2020. This run was dedicated to potential collaborators from training institutes, including national and regional, as well as private and public institutes and universities, which run professional courses related to social protection and/or courses targeted at civil servants and practitioners engaged in the management of social protection programmes in African countries. Given these parameters, 51 participants fitting the profile from 17 different countries were selected through an open call and also direct invitation.

A [sixth run](#) of TRANSFORM started in August 2020, targeting audiences in West and Northern Africa—51 people from 20 countries enrolled for this run.

STRENGTHENING THE USE OF POVERTY ANALYSIS TO ACHIEVE SDGS 1 AND 2

From 11 September to 18 October 2019, FAO and the IPC-IG offered the e-course "Strengthening the use of Poverty Analysis to achieve SDGs 1 and 2", a 15-hour instructor-paced online course that is part of a three-phase capacity-development programme targeting Ghana and Zambia. The online course is part of FAO's efforts to effectively help countries to achieve the SDGs, by emphasising the linkages between poverty, food security and nutrition. This 15-hour e-course had 39 participants, of whom 27 received passing grades and a course certificate.

POVERTY ANALYSIS TO ACHIEVE SDGS 1 AND 2 (SELF-PACED)

Following the success of the instructor-led course, FAO and the IPC-IG launched “Poverty Analysis to achieve SDGs 1 and 2”, a self-paced adaptation course, free to all socialprotection.org members. The 15-hour e-course specifically targets government policymakers and decision-makers, heads or technicians from development departments/programmes, and technical experts and practitioners from or focusing on sub-Saharan countries. As of August 2020, the course had 181 participants enrolled and had issued 27 certificates of completion.

MICRO COURSE SERIES ON SOCIAL PROTECTION

In April 2020, socialprotection.org launched “[What is social protection? An Introduction](#)”, the first of a micro-course series on social protection fundamentals and topics, sponsored by GIZ. As of 31 August 2020, 473 students had enrolled and 163 had already obtained their certificate.

The micro-courses are free, open and self-paced, with a duration ranging from one to five hours. Five additional micro-courses in the series will be launched by the first quarter of 2021. The first two of the series will cover the fundamentals of social protection. The remaining three will address important and pressing issues related to themes that intersect with social protection:

- **What is social protection? An introduction**—This course, developed by the IPC-IG, introduces the concept of social protection by discussing how it has evolved over time, presenting different social protection conceptual approaches and definitions and, finally, discussing how social protection cuts across other policies.
- **Social protection programmes**—Developed by the IPC-IG, this course introduces different types of social protection programmes and their main design features. It also discusses how these programmes can be classified under the main instruments of social protection, namely social insurance, social assistance and labour market policies, including possible overlaps and grey zones in classifications. Finally, it shows specific examples of social protection programmes in Brazil, India and Kenya.
- **Integrated social protection information system**—This course is still under development and will address the main components and pillars of a digital and integrated social protection system. It will be based on the publication [Building an integrated and digital social protection information system](#).
- **Adaptive social protection**—This course is under development and will address the topic based on the publication [Adaptive Social Protection: Building Resilience to Shocks](#).
- **Social protection and rural poverty**—To enhance knowledge on the contribution of social protection in rural settings, this course will propose to further knowledge and comprehension on 1) the dimensions and drivers of rural poverty and vulnerability in different livelihood contexts; 2) the pathways to reduce rural poverty; and 3) how social protection strategies and programmes can impact the reduction of rural poverty. This micro-course will be based on selected content from the course [Strengthening the use of Poverty Analysis to achieve SDGs 1 and 2](#), jointly developed by the IPC-IG and FAO.

3.7 PROGRAMME PROFILES

The Programme Profiles area offers information on public policies focused on social protection, displaying the main features and characteristics of social protection programmes from all over the world. Each profile includes specific data, such as programme objectives, legal framework, expenditure and targeting methods.

In total, 536 programme profiles are available in the platform. During the reported period, 18 new programmes were added, mostly by the socialprotection.org team in partnership with other institutions, especially the IPC-IG (see Figure 10).

FIGURE 10. CUMULATIVE NUMBER OF PROGRAMME PROFILES



Using the platform's tailored and detailed taxonomy, members can search for programmes by different categories, such as geographic location, programme type, targeting methods and more. Table 6 shows the distribution of profiles per region.

TABLE 6. PROGRAMME PROFILES BY REGION

Region	Number of profiles	Percentage of the total
Latin America and the Caribbean	156	29%
Middle East and North Africa	137	26%
Sub-Saharan Africa	111	21%
East Asia and the Pacific	82	15%
South Asia	50	9%

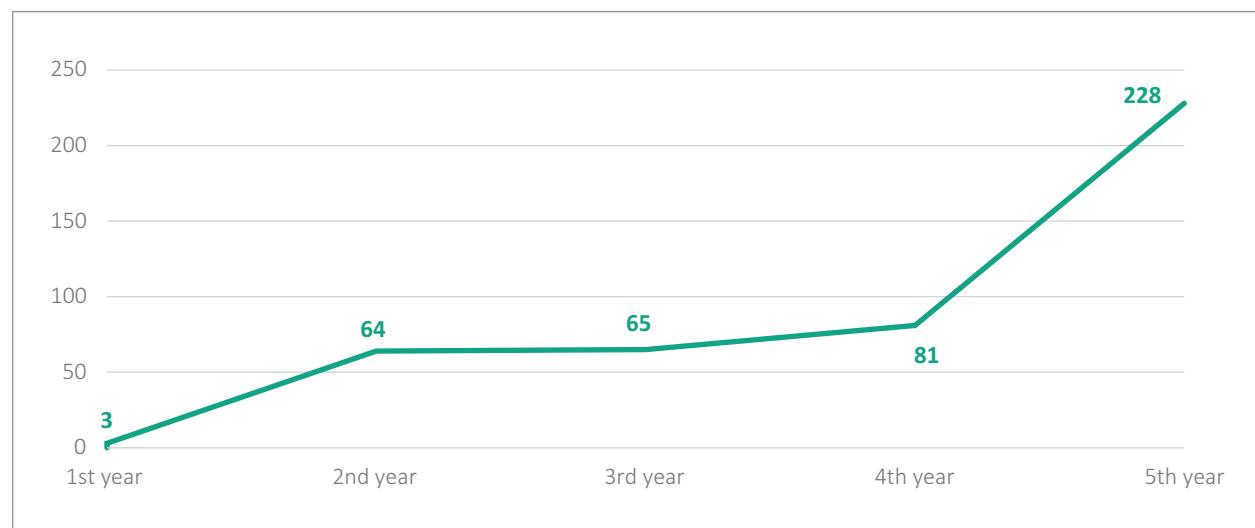
Many improvements were made to this section over the past five years to create a free and accessible space to exchange information related to social protection programmes. In the last 12 months, several programme profiles focusing on Latin American countries were updated according to the UNECLAC database, as they are a live content.

Technical developments are being planned for the upcoming months, including a more user-friendly layout and updated profiles provided by the IPC-IG research team. The platform will continue to focus on establishing new partnerships to expand the Programme Profiles section and keep it up to date.

3.8 BLOGS

The Blog section was created in 2017 and has since become one of the platform's most accessed content types. During the reported period, the number of published blogs almost tripled in comparison with last year: 228 blog posts were shared at socialprotection.org, reaching a total number of 441 blogs posts.

FIGURE 11. PUBLISHED BLOGS PER YEAR



Since the beginning of the COVID-19 pandemic, we have noticed a significant growth in the amount of blog submissions. Many individuals and institutions have been willing to contribute to the discussion around social protection responses to the health crisis by sharing measures, policies and country-specific experiences from all over the world.

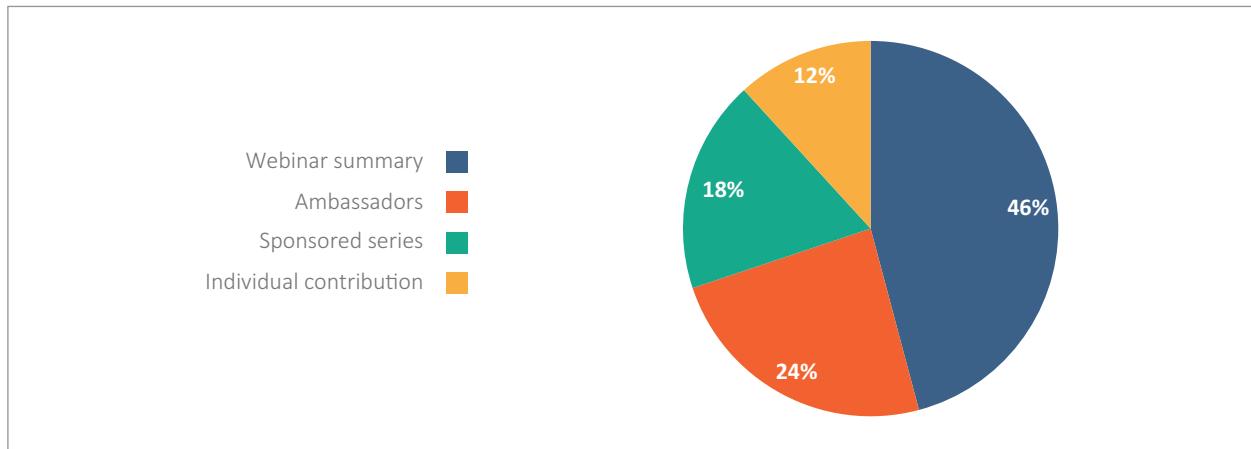
This significant increase in the number of blog posts is also the result of two recently-adopted strategies: 1) accept posts that had already been published in other websites, provided that they include up-to-date information about relevant social protection content, to support policymakers and practitioners in the dissemination of their work; and 2) translate our webinar summaries (which are published as blog posts on the platform) to languages other than English, such as French and Spanish. This was requested by members and webinar attendees who participated in the *Social protection responses to COVID-19* webinar series.

Our blog posts can be divided into four types:

- **Webinar Summaries:** posts in which the author summarises the content of a webinar hosted by socialprotection.org;
- **Ambassador Series:** posts written by our global socialprotection.org Ambassadors;
- **Sponsored Series:** posts around a specific topic, usually produced by social protection experts; and
- **Op-ed:** individual contributions by members.

This year, we have continued to feature Ugo Gentilini's Social Protection Links Newsletter as weekly blog posts at the platform, which are part of our Sponsored Series. These blogs are issued every Friday, presenting the latest updates in the social protection field.

FIGURE 12. BLOGS PER TYPE



During the reported period, we also received a prominent contribution from social protection experts Gibran Cruz-Martinez, Armando Barrientos and Joan Miguel Tejedor. The three-part Social Protection in Latin America series aimed to disseminate some of the results of a book recently published by Routledge, titled “Welfare and Social Protection in Contemporary Latin America”.

Our most-read blog posts over the reported period were:

- Health care in Nigeria: Challenges and recommendations (07 February 2019) by Bolaji Aregbesola (27,081 page views), which is the most-viewed page in the platform (after the home page).
- The healthcare and education impacts of the Pantawid Pamilyang Pilipino Programme (09 December 2018) by Christina Braganza (3,856 pageviews).
- The Philippines Sustainable Livelihood Programme: Performance, opportunities and recommendations (31 October 2018) by Aline Peres (2,227 pageviews).

3.9 LIVESTREAMS

Since the launch of the Livestream section, in 2017, members and stakeholders have the possibility of reaching a larger audience by livestreaming their face-to-face events on the platform. However, due to the hardships imposed by the COVID-19 pandemic, several events and meetings originally scheduled for the first semester of 2020 were cancelled, postponed or restructured, resulting in a decrease in the number of live transmissions (five events) if compared to the same period of last year (seven events).

In September 2019, two significant events were livestreamed. The Asia Pacific Social Protection Week 2019: Securing the Future of the Region (September 9-12) was organised by the Asian Development Bank (ADB) and transmitted in English. The conference aimed to discuss the challenges and opportunities to expand social protection in the Asia-Pacific region as a response to demographic shifts and to achieve the Sustainable Development Goals.

The conference Resilient Social Protection for an Inclusive Future (September 18-19) was promoted by the Government of Nepal—National Planning Commission and focused mainly on discussing how social protection programmes in South Asia could be scaled-up and strengthened. The event, held in English, provided an opportunity for policymakers and practitioners from Nepal and other countries in the region to exchange experiences, while supporting the Government of Nepal and the relevant ministries in their efforts to promote the social protection agenda for a more inclusive future for all.

In November 2019, the [Global Social Protection Week](#) on "Achieving SDG 1.3 and Universal Social Protection in the Context of the Future of Work" (25-28 November), organised by the [ILO](#), was transmitted in English, French and Spanish. Its main goal was to analyse and discuss the possible pathways ahead for social protection in face of the ILO's Centenary Declaration for the Future of Work.

On 2 December 2019, the Social protection and humanitarian cash event was broadcast on the platform. Promoted by [OXFAM](#) and the [Collaborative Cash Delivery Network \(CCD\)](#), this special session was a contribution to Cash Week 2019 and the future of humanitarian cash and voucher assistance (CVA). Through case studies and discussions focusing particularly on the role of NGOs, participants could explore the main trade-offs, challenges and opportunities in linkages between social protection and the humanitarian sector.

The first unique livestream session of 2020 was the Launch of the SDG Fund Joint Programme "Universal Adaptive Social Protection to Enhance Resilience and Acceleration of the Sustainable Development Goals in the Eastern Caribbean", on 29 May. The event was organised by the [SDG Fund Joint Programme on Universal Adaptive Social Protection in the Eastern Caribbean](#), which supports the governments of Barbados and Saint Lucia, as well as the OECS Commission, to ensure access to social protection programmes for people in need during times of crisis, including tropical storms and hurricanes.

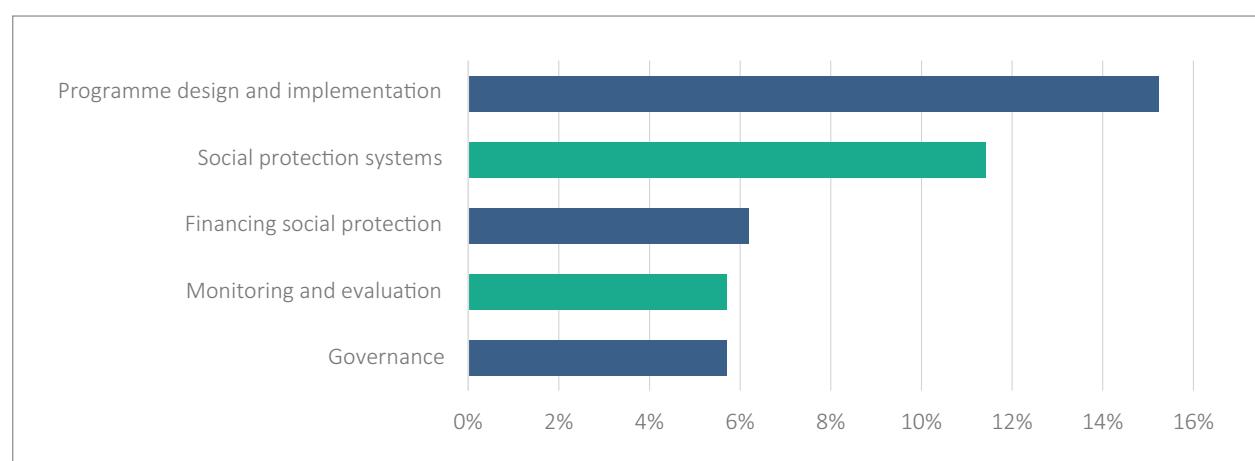
As face-to-face events are currently on hold, the demand for online events has significantly increased. During these uncertain times, [socialprotection.org](#) is also investing in virtual formats for seminars, conferences and workshops, and is available to share its best practices with interested stakeholders.

3.10 EVENTS

The Events section helps social protection policymakers and practitioners to stay up to date with global, regional and local discussions. This feature provides us the opportunity to support our partners by disseminating their events and engaging with our users and members through social media and other communications channels. Since early 2020, we have not only been sharing free open events, but also paid events, providing more options for our members to engage in global-level discussions.

During the report period, 78 events were uploaded to the platform (of a total of 641 over the past five years). Most of the events shared over the last 12 months had a global focus (52.63 per cent), followed by those discussing social protection issues in Latin America and Caribbean (17.11 per cent), and in Europe and Central Asia (7.89 per cent). The most popular topics discussed in these events are displayed in Figure 13.

FIGURE 13. EVENTS BY SOCIAL PROTECTION TOPIC



Note: Not all events specified their topics of discussion.

4.

Communications strategy

Over the past year, socialprotection.org has upgraded its communications strategy to meet the platform's substantial growth, consolidating its role in the field. To carry out this strategy, the following channels were used: newsletters, webinar announcements, and an active social media presence, including [Facebook](#), [Twitter](#), [LinkedIn](#), [YouTube](#) and [Instagram](#), all of which have progressively grown in reach and engagement.

Aligned with the platform's goals, the main objective of the communications strategy is to promote knowledge-sharing and exchange on a variety of programmes, policies, courses and diverse materials related to social protection. Furthermore, it aims at showcasing the different services and content types provided by socialprotection.org, reaching practitioners worldwide through different media and leading them back to the platform.

Over the past year, some key features and products were incorporated to the communications strategy to provide more opportunities for engagement in the platform's various activities, while keeping members up-to-date with the most recent developments in the field of social protection. These features and products include:

- a. a special newsletter titled "[Social protection in times of #COVID19](#)";
- b. Online Community announcements, offering a direct channel for administrators to communicate with members;
- c. special campaigns, such as the launch of the micro-course "What is social protection? An introduction";

- d. monthly reports of social media and newsletter statistics, to better track the results of our communication efforts; and
- e. media packages to promote webinars and other joint activities, to strengthen the relationship with donors and partners, engaging them in dissemination of events.

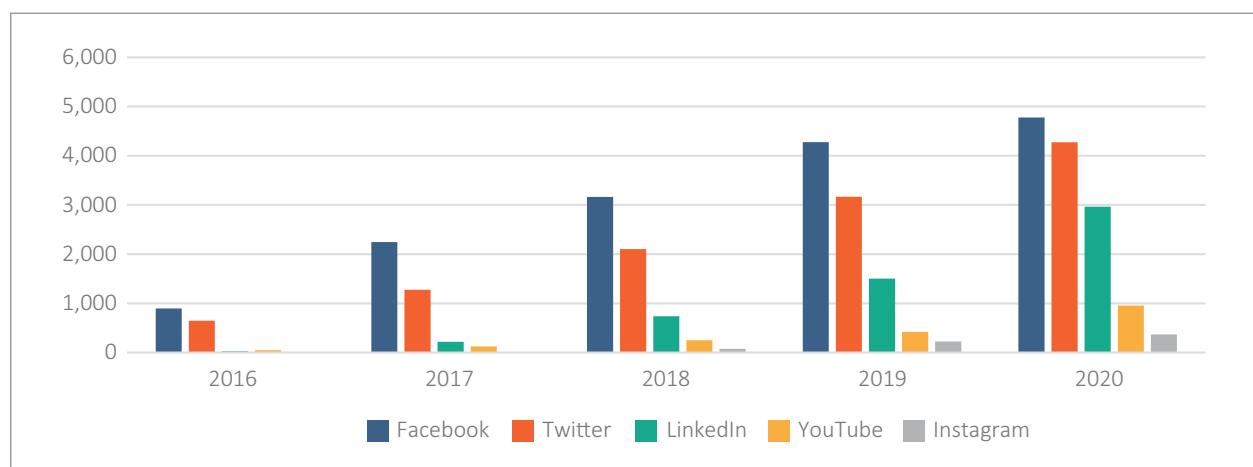
COMMUNICATIONS HIGHLIGHTS FOR THE REPORTED PERIOD

- more than 2,200 new newsletter subscribers, totalling 5,700 subscribers by 31 August 2020;
- an increase of almost 130 per cent in the number of YouTube subscribers. The channel had 950 followers and almost 70,000 views as of 31 August 2020.
- an increase of more than 90 per cent in our LinkedIn's reach, with a total of 1,462 new followers during the reported period, for a total of 2,964 followers by 31 August 2020;
- growth of almost 65 per cent in Instagram followers.

4.1 SOCIAL MEDIA

Since the launch of socialprotection.org, our social media accounts have been paramount in improving communications with our members and stakeholders, as well as in raising public awareness regarding the platform and its content. Over the last five years, we have seen a steady increase in followers and engagement, reflecting our adopted strategies. This has allowed us to create a broad mosaic of users from all over the world.

FIGURE 14. GROWTH IN THE NUMBER OF SOCIAL MEDIA FOLLOWERS



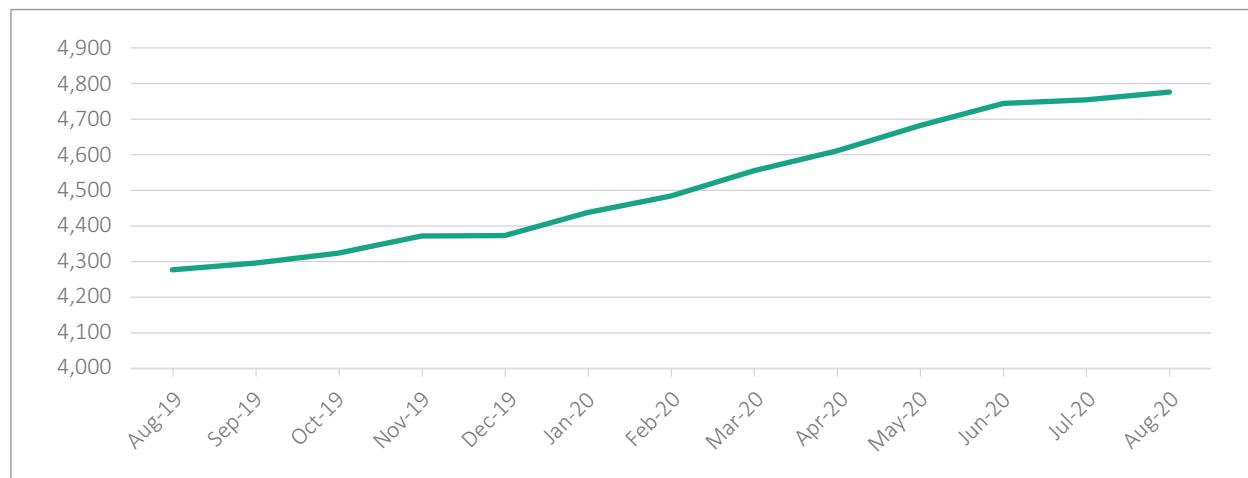
Each social media channel involves a tailored approach to engagement and content promotion. Our communications team works with a pre-planned calendar to ensure daily posts covering a wide variety of content, featuring different organisations, individuals and partners. All posts are presented in a timely manner, focusing on the target audience.

We have recently implemented communication reports to track our results more efficiently and to develop even better strategies. These efforts have led to solid results:

FACEBOOK

Facebook is our largest social media presence in number of followers (over 4,700). Over the past year, this channel has attracted 499 new followers, representing an increase of 12 per cent during the reported period.

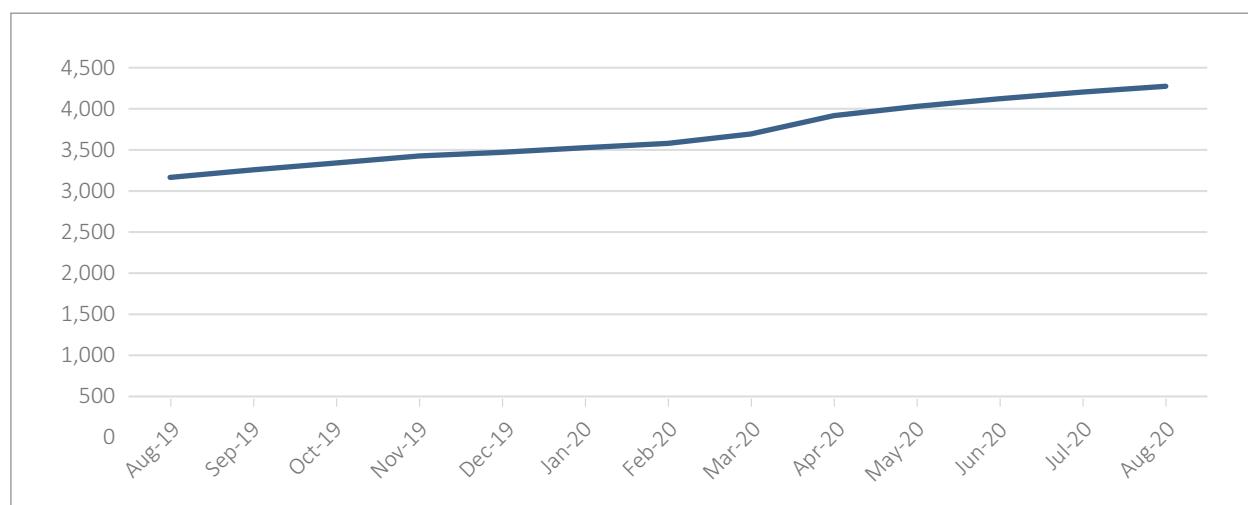
FIGURE 15: GROWTH IN THE NUMBER OF FACEBOOK FOLLOWERS



TWITTER

Our Twitter account comes next, with over 4,270 followers. In the past year alone, more than 1,100 twitter users have started following us in this social media—an increase of 35 per cent.

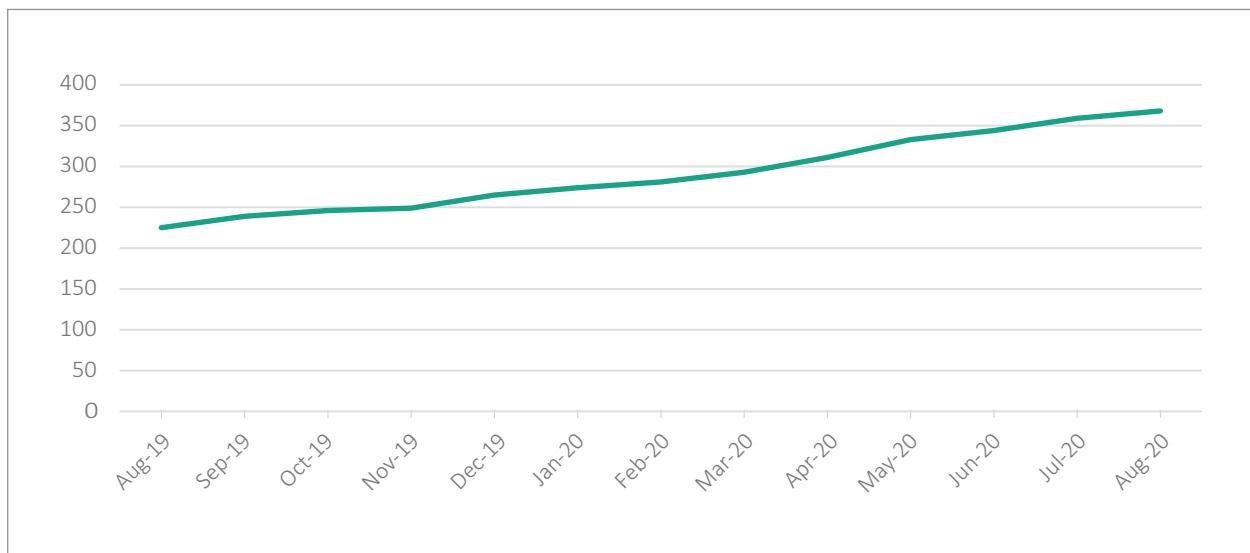
FIGURE 16. GROWTH IN THE NUMBER OF TWITTER FOLLOWERS



INSTAGRAM

Created in 2018, Instagram is our most recent social media account. Over the past year, the number of followers increased 64 per cent, adding up to 368 followers.

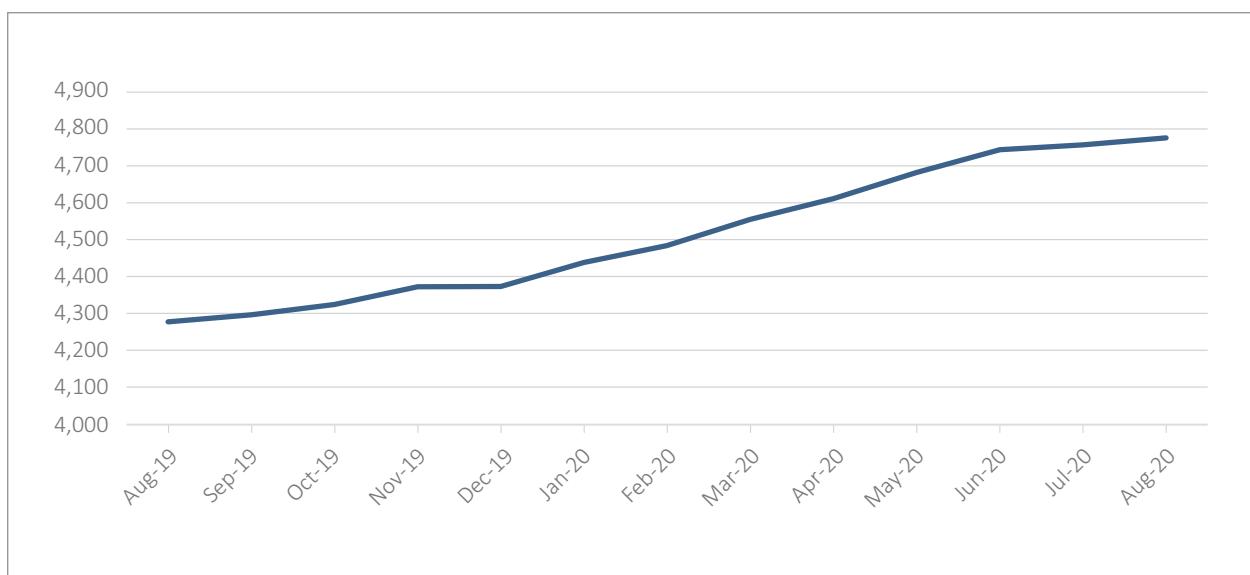
FIGURE 17. GROWTH IN THE NUMBER OF INSTAGRAM FOLLOWERS



LINKEDIN

LinkedIn is the social media channel that has gained the most followers in absolute figures: 1,462 people started following us during the reported period, which represents an increase of 97 per cent. In total, we have 2,964 LinkedIn followers.

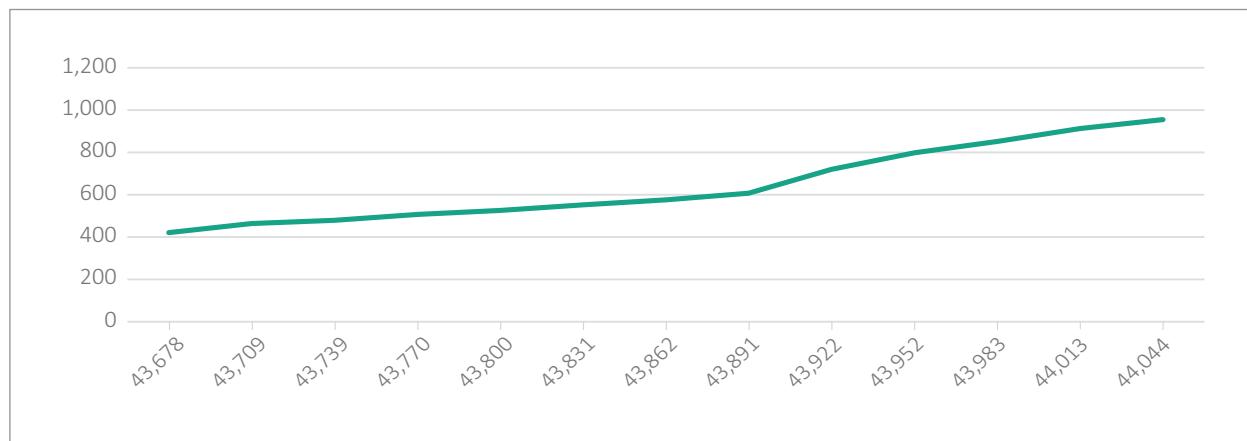
FIGURE 18. GROWTH IN THE NUMBER OF LINKEDIN FOLLOWERS



YOUTUBE

Our YouTube channel is used as a repository for webinar recordings and livestream videos; therefore, it is not included in our daily posting strategy. Even so, proportionally, we have more than doubled our number of followers. It registered the largest growth among our channels (127 per cent), with 534 new subscribers over the past year. The increased number of videos posted due to the COVID-19 webinar series might have attracted more followers, which also attests to the effective promotion of webinars and livestreams through our other channels.

FIGURE 19. GROWTH IN THE NUMBER OF YOUTUBE FOLLOWERS



SPECIAL CAMPAIGNS

One of the main endeavours carried out over the past 12 months was the elaboration of special communication campaigns to disseminate key activities. For these occasions, the team developed integrated communication and dissemination plans for our media channels. Relevant examples include:

ASIA PACIFIC SOCIAL PROTECTION WEEK

The *Asia Pacific Social Protection Week* was organised by the Asian Development Bank (ADB) and livestreamed by socialprotection.org. The event took place in Manilla, Philippines, from 09-12 September 2019, and discussed challenges and opportunities to expand social protection in the Asia-Pacific region. The platform's communications team was involved from the beginning to disseminate the event, including 'save the date' messages and calls for registration. In addition to the livestream, our team live-tweeted the event and, after the sessions, disseminated follow up posts on social media summarising the main points that were discussed.

The campaign included:

- 7 posts on Facebook, which were viewed 1,220 times and generated 46 engagements.
- 7 posts on LinkedIn, which were viewed 1,962 times and were engaged with 46 times.
- 55 tweets, which had 25,824 impressions² and generated 486 engagements.

2. Impressions measure the total number of times the post/tweet has been seen. This includes not only the times it appears in a follower's timeline, but also the times it has appeared in a search or as a result of someone liking and sharing it.



#SporgLivestream Panellists discussed how to factor men into programs that are intended to empower women and tackle gender inequality.
#ADBSocialProtection



6:24 AM · Sep 9, 2019 · Twitter for iPhone

3 Retweets 5 Likes

This tweet had the highest number of impressions for this campaign across all social media channels: 851.

COVID-19 TASK FORCE

The COVID-19 Task Force is a joint effort by the IPC-IG, GIZ and DFAT, in collaboration with the socialprotection.org platform. The initiative includes a special newsletter, a dedicated Online Community, and a webinar series, featuring worldwide social protection responses to COVID-19.

Since March 2020, we have shared the COVID-19 Task Force's work on social media, through posts promoting the resources available on the Online Community, content from different organisations that are mapped and compiled for the newsletters, calls for volunteers and webinar materials from the series. By 31 August 2020, this initiative had resulted in:

- 21 issues of the newsletter, which were delivered to more than 5,500 contacts
- 68 posts on Facebook, reaching 36,697 followers and generating 1,892 engagements
- 71 posts on LinkedIn, which had 26,974 impressions and 821 engagements.
- 91 tweets (this number does not include the live tweeting of the webinars' sessions), which had 140,971 impressions. 5,530 Twitter users engaged with them by replying, commenting, liking and retweeting it.
- 24 posts on Instagram, which were viewed 2,712 times and generated 52 interactions on this social channel.

The socialprotection.org platform
3,107 followers
6mo •

[+ Follow](#) [...](#)

Do you want to follow and discuss the latest on social protection responses to the **#COVID19** crisis?

socialprotection.org has a new Online Community created to foster exchanges and provide updates on the **#SPresponses** to the pandemic, with a focus on showcasing how countries all around the world are responding to it.

Both individuals and organisations can support the COVID-19 task force by joining the community, mapping content, recommending experts, moderators and potential panellists to conduct our webinars and disseminating these joint initiatives on networks and social media.

Join the OC and learn more: <http://bit.ly/39q5R9q>

#SPcovid19

International Policy Centre for Inclusive Growth (IPC-IG) Australian Department of Foreign Affairs and Trade



12 · 1 Comment

First LinkedIn post inviting the audience to join the Online Community.

MICRO-COURSE: *WHAT IS SOCIAL PROTECTION? AN INTRODUCTION*

“What is Social Protection? An introduction” is a self-paced micro-course, developed by IPC-IG, GIZ and socialprotection.org, which was launched in April 2020. The socialprotection.org team developed a special communications plan to reach the course’s target audiences, including:

- a proposal for a joint effort to disseminate content in collaboration with all partners;
- the announcement of the e-course in our monthly newsletter;
- posts featuring the launch of the course; and
- monthly posts (scheduled until December 2020) to remind/invite members and users of the platform to join the course.

To promote our first micro-course, we created a quiz on social protection definitions and approaches, an animated GIF and a special card, all of which were shared on our social media channels. So far, more than 473 people have registered the course.

This campaign achieved the following results:

- 4 posts on Facebook reached 1,488 people and 82 engagements.
- 4 posts on LinkedIn were viewed 2,057 times and 153 users interacted with them.
- 5 tweets generated 5,001 impressions and 222 engagements.
- 2 posts on Instagram, reaching 242 users and generating 9 interactions.

The image shows a Twitter post from the account @SP_Gateway. The post features a profile picture with a green, orange, and blue abstract design. The text reads: "Replying to @SP_Gateway". Below the reply text is a message: "To spread #SPKnowledge, socialprotection.org, in partnership with the @IPC_IG and @giz_gmbh, developed a new self-paced micro-course! It's free of charge and, after concluding the activities, you can earn a certificate of completion: bit.ly/2yKAhqv". A photo of three smiling children is included, with the text "Micro-course WHAT IS SOCIAL PROTECTION? An introduction" overlaid. The post was made at 6:08 PM on April 27, 2020, via the Twitter Web App. It has 6 Retweets, 2 Quote Tweets, and 12 Likes.

Tweet disseminating the first micro-course developed by socialprotection.org.

4.2 NEWSLETTER

Since December 2015, socialprotection.org has been issuing a monthly newsletter. It provides an overview of the platform's progress and activities by showcasing its latest and most relevant content, including news, events, upcoming webinars, livestreams, and online courses.

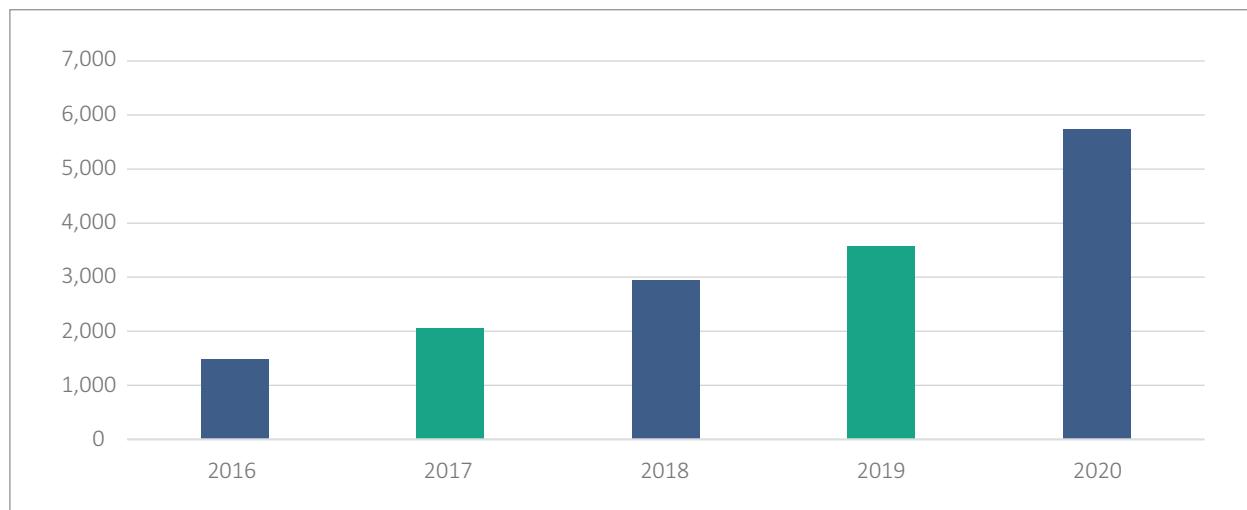
In 2019, socialprotection.org's newsletter adopted a different strategy and featured a specific region of the world each month, promoting different perspectives. In 2020, thematic monthly newsletters were produced, featuring the most prominent topics on social protection, as presented:

TABLE 7. SOCIALPROTECTION.ORG MONTHLY NEWSLETTER

Month	Theme
August 2020	The COVID-19 bias against women and girls and the role of social protection in its mitigation
July 2020	The impact of COVID-19 on food security and rural areas
June 2020	The impact of COVID-19 on refugees and forcibly displaced persons
May 2020	Formal and informal workers' crisis response in the face of COVID-19
April 2020	Social protection as a tool against the COVID-19 crisis
March 2020	Can social protection narrow gender gaps?
February 2020	South-South cooperation and lessons from the global South
January 2020	Migration
December 2019	The highlights of 2019
November 2019	Regional perspectives: Europe and North America
October 2019	Regional perspectives: East and West Africa
September 2019	It's socialprotection.org's fourth anniversary!

The “Social protection in times of #COVID19” newsletter, created as part of the *Social Protection Responses to COVID-19* initiative, features a compilation of news articles, reports, legal documents and other relevant materials from all over the world on social protection initiatives dealing with the social and economic challenges resulting from the pandemic.

Since the beginning of the initiative, in late March, 1,609 new subscribers have signed up to receive our newsletters. During the entire reported period, the number of subscribers increased by 60 per cent, up to 5,700 subscribers by 31 August 2020. The increase was almost three times higher if compared with the growth detailed in the previous report.

FIGURE 20. NUMBER OF NEWSLETTER SUBSCRIBERS BY YEAR

5.

Outreach and engagements

Participation in face-to-face and virtual events is a key component of the platform's outreach and engagement strategy. Over the past year, our team members joined a variety of events and meetings organised by different institutions, which contributed to socialprotection.org's increased visibility, and resulted in the development of new content to be shared with members on the platform, such as livestreams and blog posts.

The Ambassadors Programme continues to play an important role in generating engagement with students, academics, experts and social protection practitioners worldwide. This year, the ambassadors contributed with more than 30 blog posts on key topics related to social protection. They were also asked to share information about the platform on their social media accounts, disseminating our features and activities among their network.

5.1 EVENTS AND MEETINGS

- 09-12 September 2019: socialprotection.org livestreamed the event **Asia Pacific Social Protection Week 2019: Securing the Future of the Region**, which took place in Manila and was organised by the Asian Development Bank (ADB). Mariana Balboni (IPC-IG Senior Project Officer), Aline Peres (IPC-IG Senior Knowledge Management Consultant) and Anna Carolina Machado (IPC-IG Researcher) joined the event, which gathered leaders in political and development arenas, programme heads, researchers, policymakers and experts. Mariana presented the socialprotection.org platform in the panel *Learning from Regional Cooperation: Innovative Approach for Capacity Development in Developing Countries*.

- 18-19 September 2019: socialprotection.org livestreamed the International Conference titled **Resilient Social Protection for an Inclusive Future**, organised by the Nepal National Planning Commission. Patricia Velloso (IPC-IG Senior Knowledge Management Assistant) attended the event and produced two blogs posts ([part I](#) and [part II](#)) on the main points discussed during the sessions.
- 24-29 November 2019: socialprotection.org livestreamed the **ILO Social Protection Week**, which took place in Geneva, Switzerland. Mariana Balboni (IPC-IG Senior Project Officer), Marina Carvalho (IPC-IG Senior Knowledge Management Assistant) and Anna Carolina Machado (IPC-IG Researcher) attended the event. Marina and Anna Carolina presented the socialprotection.org platform and the IPC-IG, respectively, during the “Speed Networking Marketplace: Initiatives on Social Protection” panel, and produced a [blog post](#) for the platform after the event.
- 07-09 March 2020: Marina Balboni (IPC-IG Senior Project Officer) participated remotely in the MENASP networking meeting, sharing information about the socialprotection.org platform. The event aimed to discuss and plan further steps to the development of the project titled “**GCRF-AHRC Network Plus Social protection and sustainable peace in the Middle East and North Africa region: building a new welfare-centred politics**”.
- 23 April 2020: Mariana Balboni (IPC-IG Senior Project Officer) participated in the **Interagency Social Protection Assessments (ISPA) Review**, presenting the Social protection responses to COVID-19 [Task Force]. The virtual meeting gathered about 50 representatives of international organisations.
- 24 April 2020: Mariana Balboni (IPC-IG Senior Project Officer) participated in the **Social Protection Inter-Agency Cooperation Board (SPIAC-B) meeting**, presenting the Social protection responses to COVID-19 [Task Force].

5.2 AMBASSADORS PROGRAMME

socialprotection.org's Ambassadors Programme selects volunteers from all over the world to engage in different activities on the platform. Operated through the United Nations Volunteers website, the Programme leverages the support of young professionals to:

- increase the visibility of socialprotection.org within the Ambassador's personal network and region by promoting the platform's activities on social media;
- contribute to the platform's database by adding relevant and up-to-date content from their own regions or themes of interest;
- promote discussions and share country experiences on key social protection topics by writing blogs focused on different regions and topics.

Drawing on the lessons learned from previous editions of the programme, this year we selected a reduced number of volunteers, aiming to enhance their engagement with the platform by providing more detailed feedback and more personal interactions with the socialprotection.org team.

Nine volunteers from various countries completed [this year's Programme](#), which happened from March to August 2020. In total, 176 volunteers from over 59 countries have participated in the Ambassadors Programme since its first edition in 2015. This year, the Ambassadors contributed with over 30 blogs on varied social protection topics and provided support to our dissemination strategy by sharing content from the platform on social media several times a week.

Moreover, the Programme provided an opportunity for young professionals to advance their careers by sharing their work through the platform, and provided a space for young professionals to interact with social protection experts and broaden their network, while supporting our team in the delivery of relevant activities to the social protection community.

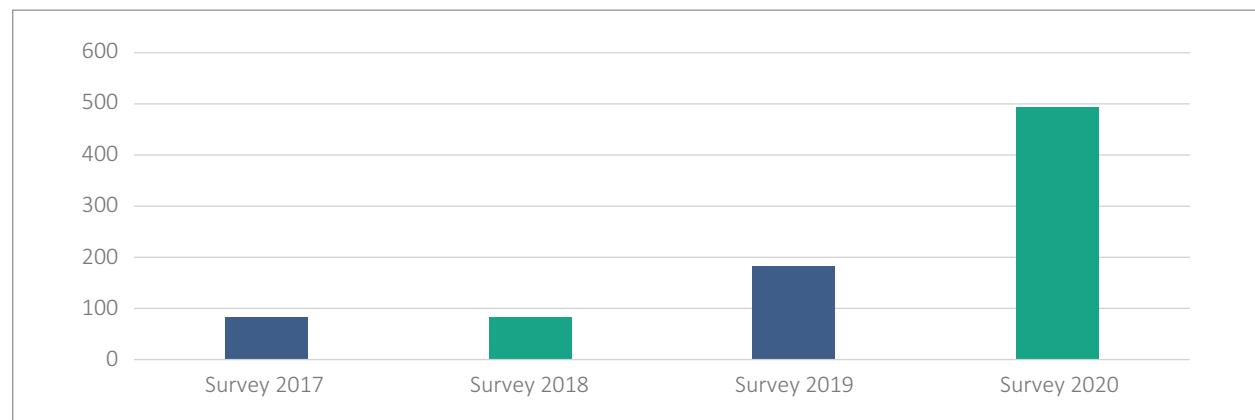
6.

User satisfaction survey

Our annual satisfaction survey is an important tool to understand the satisfaction levels of users. The tool allows for the rating of socialprotection.org's services and features, and provides insights on how users interact with the platform. It supports our efforts towards continuous monitoring and improvement, and is a key instrument for future decisions and strategies. The 2020 survey was active from 9 June to 5 July 2020. For the first time, it was also available in French and Spanish, allowing members who are not fluent in English to participate.

This year's questions were developed not only to measure user perceptions regarding services offered, but also to gather their opinions about the role of the platform in contributing to the social protection community. We received 493 responses, an increase of 169 per cent over the previous year, as illustrated in Figure 21.

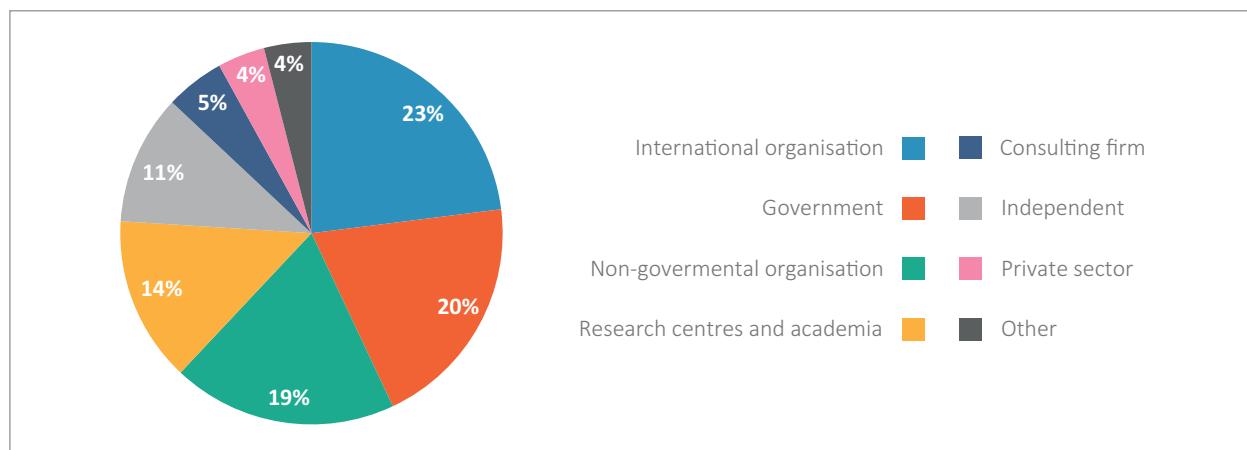
FIGURE 21. NUMBER OF RESPONDENTS PER YEAR



6.1 RESPONDENTS' PROFILE AND INITIAL FEEDBACK

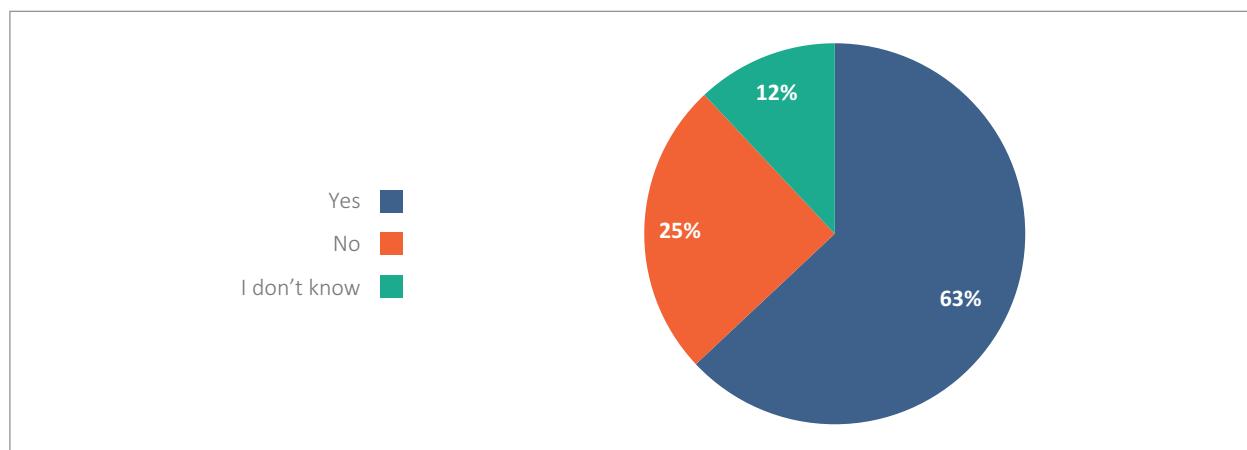
Results demonstrated that a diverse group of respondents from different types of institutions participated in the 2020 survey. Most working for international organisations (23 per cent), followed by government (20 per cent), and non-governmental organisations (19 per cent).

FIGURE 22. RESPONDENTS BY TYPE OF INSTITUTION



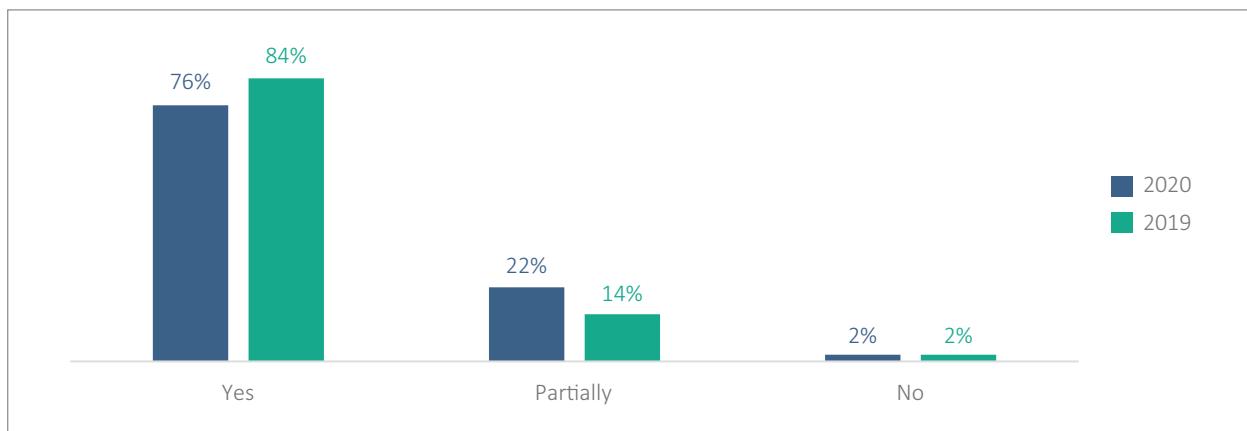
As shown in Figure 23, over 60 per cent of respondents were registered members of the platform. 25 per cent were not members—some of whom are probably part of the broader audience of our webinars, not necessarily registered as socialprotection.org members, but who were nonetheless invited to answer the survey. The team has recently adopted a strategy to invite unregistered webinar attendees to become members, offering the opportunity for registration via the webinar's follow up e-mail.

FIGURE 23. PERCENTAGE OF REGISTERED USERS



Regarding users' perception of the platform's role in increasing overall knowledge of social protection, 76 per cent of respondents stated that socialprotection.org has helped expand their knowledge in social protection, as indicated in Figure 24. This result shows that the platform is fulfilling its objective of generating and sharing relevant content, promoting knowledge exchange among the social protection community and encouraging return visits.

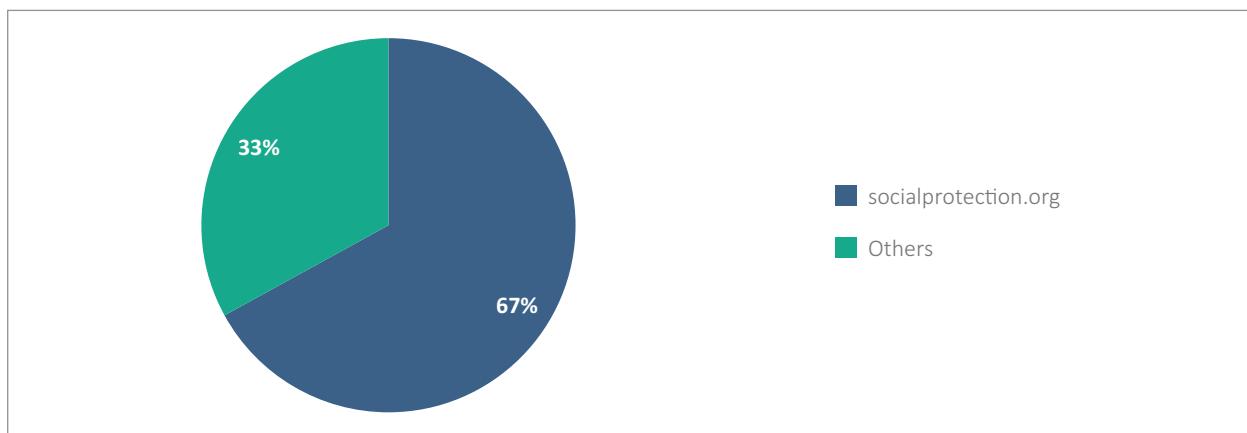
FIGURE 24. PERCENTAGE OF USERS WHO FELT THAT THE PLATFORM HAS HELPED EXPAND THEIR KNOWLEDGE ON SOCIAL PROTECTION



Moreover, socialprotection.org was considered by 67 per cent of respondents as their main source of information on social protection. Likewise, 96 per cent of respondents stated that the platform hosts relevant discussions that could directly influence innovation and policies in the area.

The answers obtained through these two new questions, introduced in 2020, show that the platform stands out in the social protection community, and it is recognised as a key source for those who wish to obtain information on the topic and also as a space where crucial discussions are being held.

FIGURE 25. MAIN SOURCE OF INFORMATION



6.2 FREQUENCY AND PURPOSE OF ACCESS

In 2020, almost 40 per cent of respondents stated that they access socialprotection.org regularly (at least once a week), following the same pattern as last year, as shown in Figure 26. Conversely, there was an increase in the percentage of users who have never accessed the platform or have only accessed it once. This result demonstrates that some respondents are probably using services provided by socialprotection.org that can be accessed directly by external links, and as such do not require them to access the platform, such as webinars and newsletters.

As in 2019, the most selected reasons for accessing the platform this year were: 'staying up to date on social protection' (64 per cent) and 'accessing social protection best practices' (58 per cent), followed by 'knowledge sharing', 'social protection design and/or implementation' and 'capacity building' with 46 per cent each—as can be seen in Figure 27.

FIGURE 26. FREQUENCY OF ACCESS

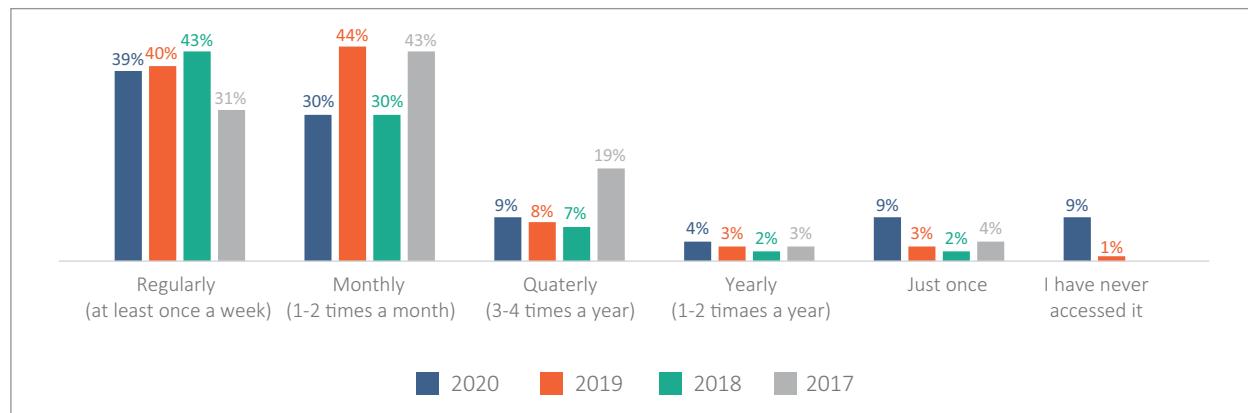
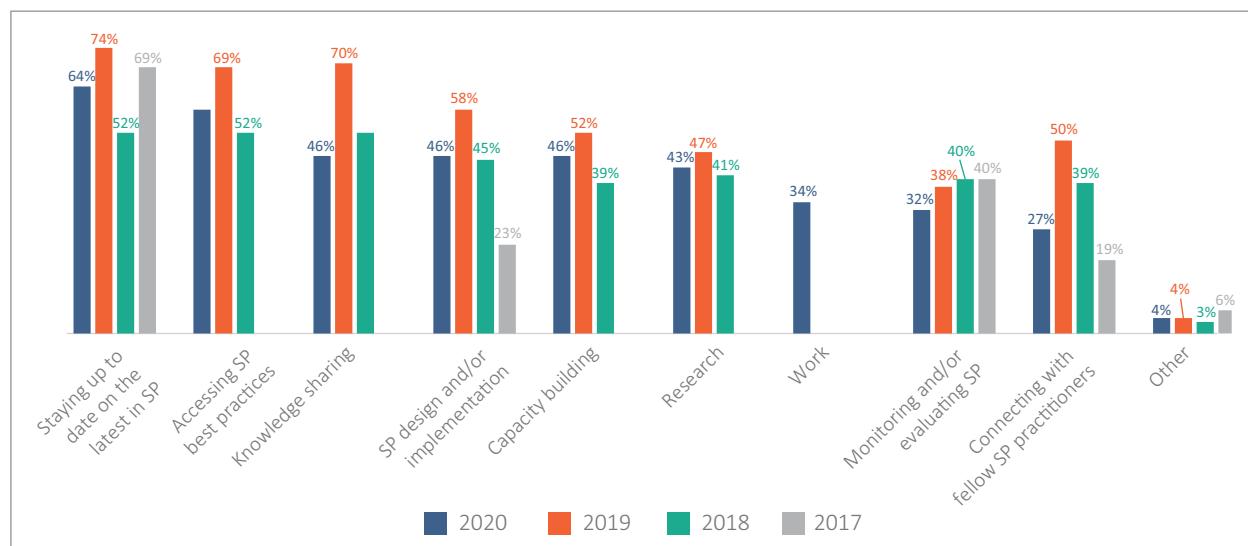


FIGURE 27. REASONS FOR ACCESSING THE PLATFORM (MULTIPLE ANSWERS)



A new response option was introduced this year: 'work', which was selected by 34 per cent of respondents as their main reason for accessing the platform. In addition, there was a decrease in respondents' interest in 'connecting with fellow SP practitioners' (27 per cent) compared with 2019.

6.3 MOST POPULAR FEATURES

Figure 28 shows that 'Publications Search' was the most sought-after feature in 2020, being selected by 71 per cent of respondents, followed by 'Webinars' and 'Online Courses', which were highlighted by 63 and 57 per cent of respondents, respectively. The interest for 'Programme Profiles', 'Blog Articles' and 'Livestreams' remained stable, while there has been a significant decrease in the interest for 'news and events', 'job opportunities', 'sharing content', and 'Online Communities', as illustrated below.

The diminished interest for events and job opportunities could be related to the COVID-19 outbreak. As for knowledge sharing, users seem to be more interested in browsing existing information rather than sharing it themselves.

The decreased interest in Online Communities—from 47 to 31 per cent—can be partially explained by the challenges with the notification system that we experienced throughout the year, which prevented people from following OC activities more closely. The team is investing in technical improvements, and a new format is expected to be launched by the end of the year.

In addition to being the most popular feature in 2020, ‘Publications search’ was also selected as the most useful (52 per cent). This contrasts with last year’s results, when ‘Webinars’ was chosen as the most useful feature. However, Webinars still garnered considerable interest this year, followed by the e-learning area.

FIGURE 28. FEATURES GARNERING THE MOST USER INTEREST (MULTIPLE ANSWERS)

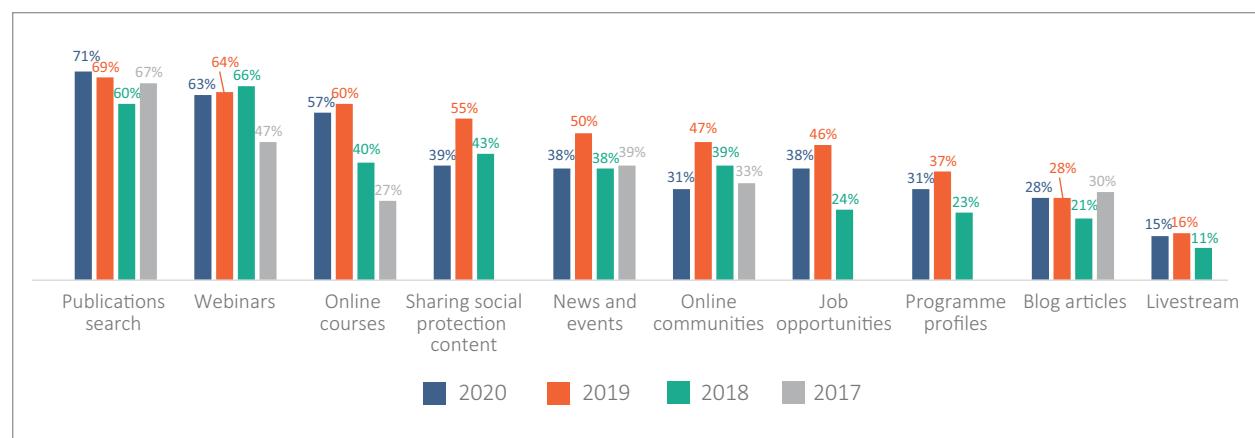
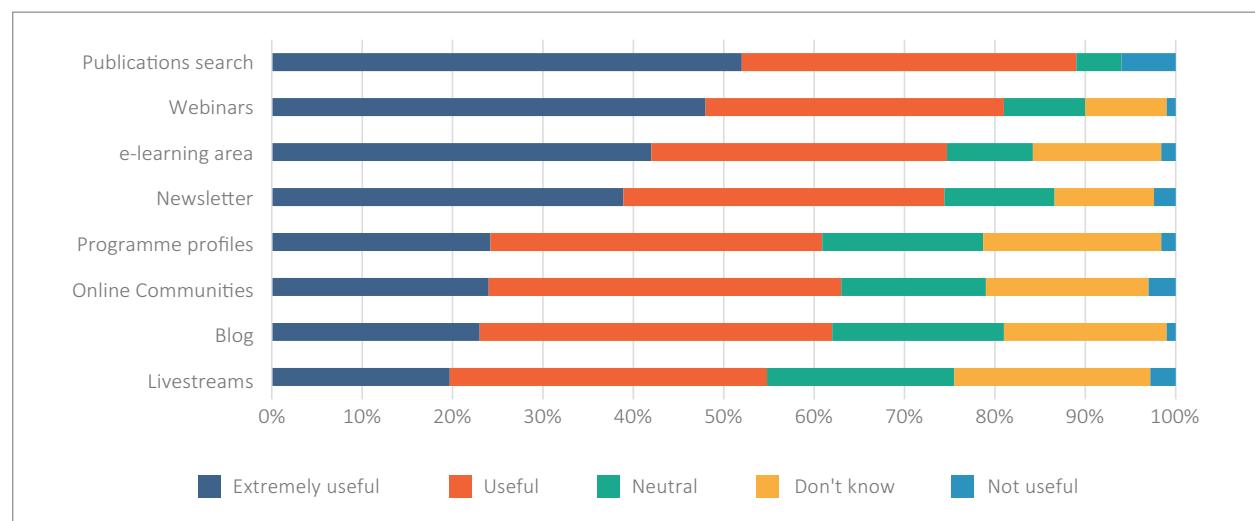


FIGURE 29. RATING OF SOCIALPROTECTION.ORG’S FEATURES



As seen in Figure 29, the results also demonstrated that socialprotection.org’s newsletter is highly valued, as it was considered the fourth most useful service offered by the platform. As in previous years, the platform’s features were well rated. Most were classified as ‘extremely useful’ or ‘useful’, showing the satisfaction of users concerning the available features.

6.4 NEW INITIATIVES AND SOCIALPROTECTION.ORG ATTRIBUTES

The activities promoted by the *Social protection responses to COVID-19* initiative were also analysed by respondents. Results show that the webinar series generated the most traction, being deemed 'extremely useful' or 'useful' by 85 per cent of respondents, followed by the weekly newsletter, as shown in Figure 30. The Online Communities have garnered less interest, coming in at third place. The overall initiative was well rated: most of the respondents considered it 'extremely useful' or 'useful' (41 and 40 per cent of answers, respectively), which is very positive considering the challenges involved in developing a joint initiative of this size during an unprecedented crisis.

FIGURE 30. RATING THE COVID-19 TASK FORCE INITIATIVE

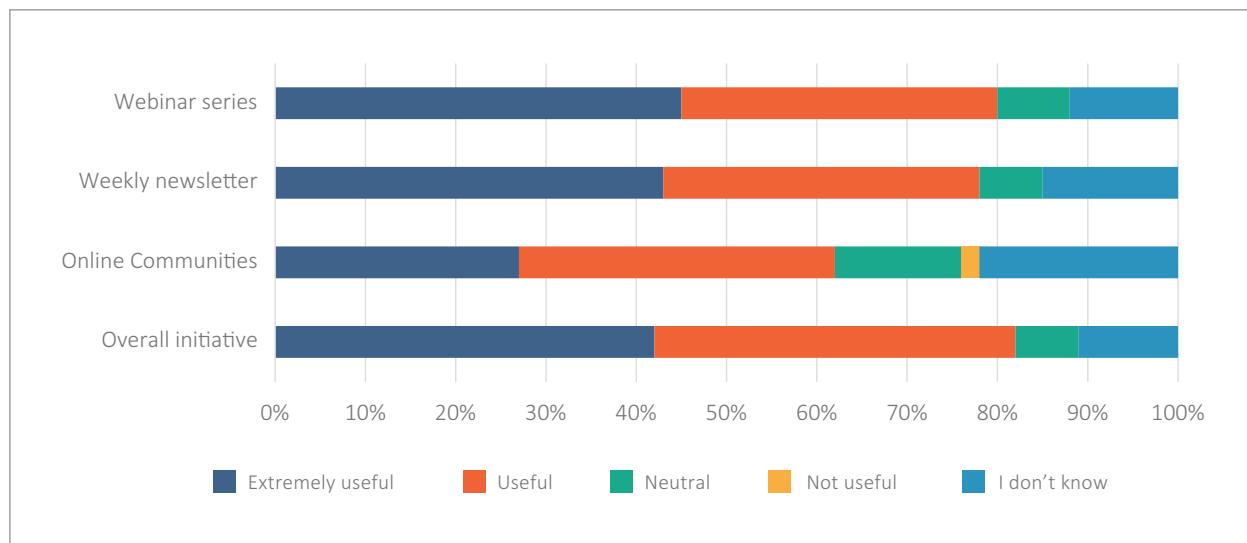
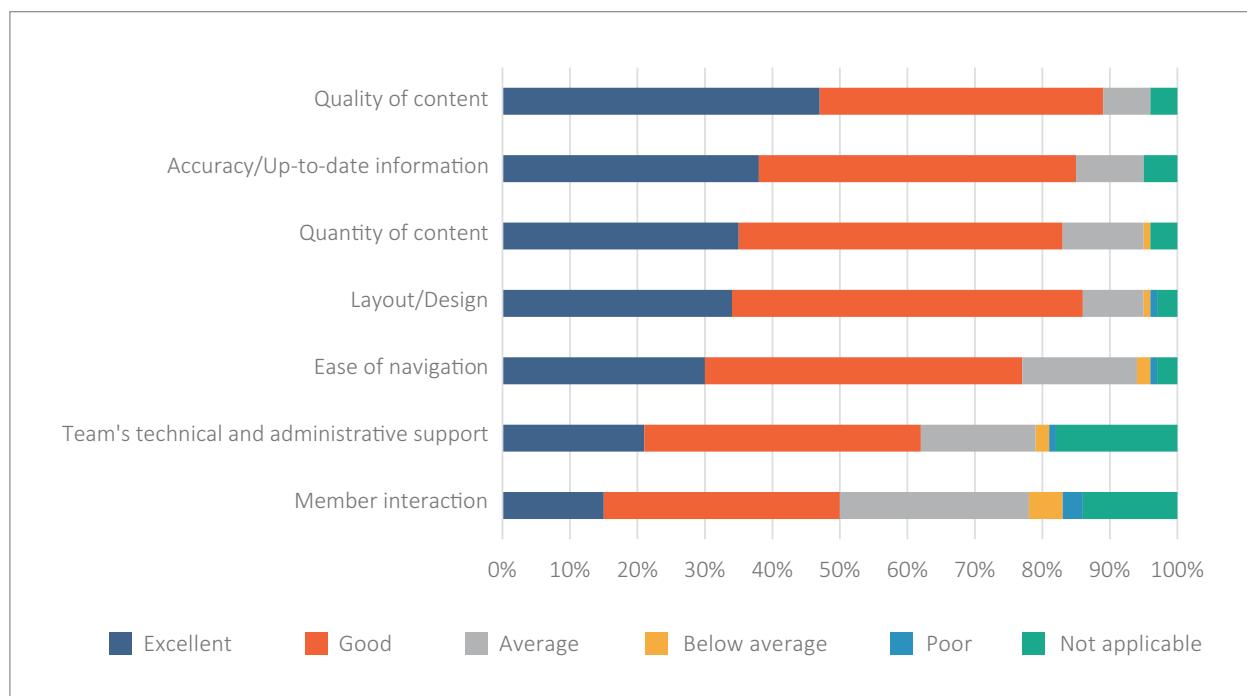


FIGURE 31. RATING OF SOCIALPROTECTION.ORG'S ATTRIBUTES

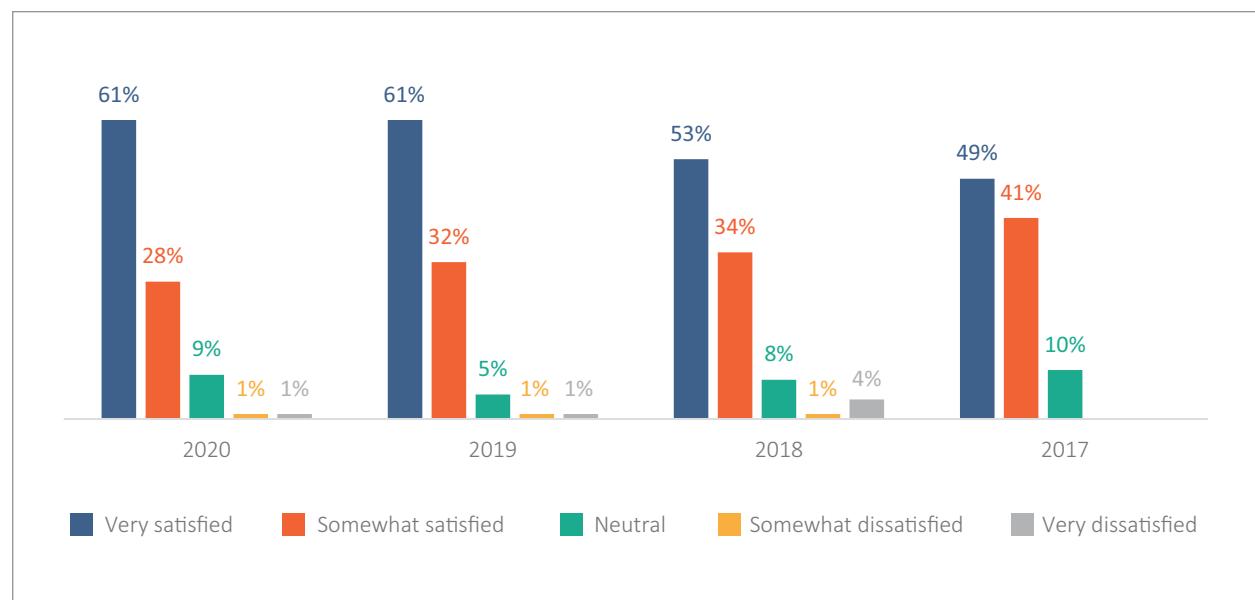


Regarding socialprotection.org's attributes, 'quality of content' and 'accuracy/up-to-date information' were classified as 'excellent' by 47 and 38 per cent of respondents, respectively, as shown in Figure 31. In general, the attributes were very well evaluated by users, who considered most of them as 'excellent' or 'good'. As it happened last year, 'member interaction' received the lowest rating. To tackle this problem, the team is investing in improving the collaborative tools, including Online Communities, and in refining the notifications systems, which will allow members to properly follow up on discussions and other members' activities.

6.5 OVERALL USER SATISFACTION

As presented in Figure 32, 61 per cent of users are 'very satisfied' with the services provided by the socialprotection.org platform—the same rate as in 2019. This positive result demonstrates that the platform is serving its purpose well and reflects the team's efforts to continuously improve the platform's services and features to maintain its high standards.

FIGURE 32. OVERALL USER SATISFACTION



USER COMMENTS RECEIVED REGARDING THE SURVEY:

"Thank you, I have acquired more knowledge on social protection thanks to this platform."

"The team is doing a great job, especially during the COVID-19 pandemic. I sincerely appreciate your efforts and good work."

"It is a wonderful platform and I strongly appreciate the learning journey I had during the 4th run of the TRANSFORM course."

"Improving the notification system is definitely the top measure you could take."

7.

The way forward

The most significant challenge in working with both technology and development is keeping up to date with the constant changes and evolutions in the field. Therefore, flexibility and adaptation are the core values of socialprotection.org.

As a member-based platform, the socialprotection.org team believes in the free exchange of knowledge, cooperation and sustainable development, and is committed to developing new activities and continuing to promote diverse opportunities for engagement and interaction among the social protection community.

In the following sections, we present the lessons learned during the report period, as well as upcoming challenges and our plans for the future.

7.1 LESSONS LEARNED

This was a highly active year, which demanded adaptation from our team to different tasks and gave us important insights on how to plan for future challenges. Here are some of the valuable lessons gained throughout this period:

- The platform's fast pace and (sometimes) unpredictable demands require a flexible and committed team to handle a diverse range of tasks and challenges.
- The ability to work well as a team, combining the strongest capacities of each member and specific training, as well as the ability to collaboratively manage tasks in adverse situations, such as working from home for an indefinite period of time during the COVID-19 crisis, have proven to be essential for the platform.
- Collaboration in the development of the activities for the *Social Protection Responses to COVID-19* initiative was crucial to strengthen capacities and provide high-quality content to our members and users in a timely-manner.
- Working with constantly-evolving technology, it is crucial to keep up to date with tools that could improve the performance of both the team and the platform.

- Accurate and consistent monitoring of the platform's progress is essential to facilitate evaluation, adapt activities and ensure smooth functioning.
- Analysing the platform's performance through different perspectives and tools is crucial to tailor specific strategies and plan the next phase of developments.

7.2 UPCOMING CHALLENGES AND FUTURE DEVELOPMENTS

socialprotection.org encountered many challenges during the past year—its technical nature requires constant revision, improvement, and adaptation. Moreover, to keep members involved in the most up-to-date discussions and topics related to social protection, our team needs to be constantly informed, engaged and ready to promote innovative activities to support our members.

Some of the upcoming challenges that the team must face include:

- Ensuring a smooth transition from Drupal7 to Drupal8. As mentioned previously, this system migration will be one of the platform's most significant challenges.
- Staying up to date with the latest research and discussions on social protection worldwide.
- Maintaining a well-functioning and updated platform, in touch with new technological developments and users' needs.
- Planning a new phase of technical developments, which will involve gathering feedback, researching potential tools and features, and analysing the platform's data.
- Improving member interaction, specifically allowing for easier communication among users, remains one of the platform's main challenges, as seen in the 2020 User Satisfaction Survey.
- Expanding e-Learning activities by integrating new tools and using learning activities to foster the platform's mission.
- Securing financial support for both human resources and the platform's future technical developments and improvements.

Following are some key developments currently on the platform's wish list:

- Performance improvements.
- New features:
 - Podcast page
 - A page with academic courses on social protection
 - Country Profiles with social protection data from different sources and institutions
 - National and Legal Frameworks page, detailing legal instruments and policies related to social protection
 - An interactive page displaying information on social protection responses to the COVID-19 crisis around the world.
- Improvements to the Online Communities.
- Improvements to the notifications system.
- Improvements to the reports system.
- Better monitoring and protection against cyber-attacks.
- New layout and adjustments of the Programme Profiles.
- Continuous update of existing features, as well as of the layout and user experience.

8.

The socialprotection.org team

Mariana Balboni, Senior Project Officer

Aline Peres, Senior Knowledge Management Consultant

Ana Romano, Knowledge Management Support

Arthur Pires de Andrade, e-Learning

Carolina Lopes, Knowledge Management Consultant

Fabiana Pullen, Communication Officer

Gabriel Mazaro, Knowledge Management Consultant

Isabelle Araújo, Knowledge Management Support

Karine Farinha, Knowledge Management Support

Marina Brunale, Knowledge Management Assistant

Marina Carvalho, Senior Knowledge Management Assistant

Paula Ayumi Osakabe, Knowledge Management Consultant

Paulo Sodré, Knowledge Management Consultant

Patricia Velloso, Senior Knowledge Management Assistant

Ricardo Pravia Jácomo, Knowledge Management Assistant

Roberta Brito, Researcher

Stefan Trifunovic, Knowledge Management Support

Thais de Bakker Castro, Knowledge Management Consultant

Yannick Roulé, Web Development / IT

WE ACKNOWLEDGE THE SUPPORT OF THE IPC-IG, THE HOST OF SOCIALPROTECTION.ORG:

Katyna Argueta, Director a. i.

Diana Sawyer, Senior Research Coordinator

Fábio Veras Soares, Senior Research Coordinator

Rafael Guerreiro Osorio, Senior Research Coordinator

Andre Lyra, IT Coordinator

Flávia Amaral, Desktop Publishing Assistant

Guilherme Berdu, Programme and Operations Assistant

Isadora Rutuolo, Executive and Travel Assistant

Ligia Batista, Communication Assistant

Lorena Vedekin dos Santos, Project and Operations Analyst

Maria Beatriz Vargas Nakatani, Project Analyst

Manoel Salles, Assistant Editor

Priscilla Minari, Desktop Publishing Assistant

Roberto Astorino, Publications Manager

FORMER COLLEAGUES:

Jose Carlos Toledo, Intern

Julia Guimaraes, Intern

Helio Sales Jr, UX Consultant

Larissa Mascarenhas Coutinho, Intern

Rayra Fortunato, Intern

Sabrina Sabatovicz, Intern

Sergei Soares, Senior Research Coordinator

Sergio Coletto, UX Consultant



International Policy Centre for Inclusive Growth

SBS, Quadra 1, Bloco J, Ed. BNDES, 13º andar
70076-900 Brasília, DF - Brazil
Telephone: +55 61 2105 5000

publications@ipcig.org • www.ipcig.org