



MIS FOR SOCIAL PROTECTION

UNLOCKING DATA-DRIVEN IMPACT IN SOCIAL PROTECTION SYSTEMS

INTRODUCTION

Behind every effective social protection programme is a simple objective: **reaching the right people, at the right time, with the right support**. Yet in many contexts, fragmented data systems, siloed programmes, and weak coordination make this goal difficult to achieve.

Integrated Management Information Systems (MIS) addresses these challenges by bringing data together into a unified platform. They reduce duplication, strengthen oversight, and improve coordination across programmes and sectors. More importantly, they enable governments and partners to allocate public resources more fairly and efficiently.

We view MIS not merely as technical infrastructure but as the backbone of accountable and responsive social protection systems. When well designed and properly implemented, MIS platforms empower decision-makers to rely on real-time evidence, respond swiftly to emerging needs, and build resilience into service delivery.

In this edition, we highlight research, policy insights, case studies, and our own practical experience to demonstrate how strong data systems translate policy into measurable impact.



THE SYSTEMS BEHIND KENYA'S SOCIAL PROTECTION

Social protection programmes depend on more than funding and policy frameworks. They rely on digital systems that help governments determine who needs support, what support they receive, and when. In Kenya, several MIS platforms demonstrate how digital systems strengthen service delivery in practice:



Enhanced Single Registry (ESR)

What is it ?

The Enhanced Single Registry is a detailed database with household-level information on poor and vulnerable populations to enable more effective, coordinated, and shock-responsive social protection delivery. The ESR integrates data from core cash transfer programs under the National Safety Net Programme and the Hunger Safety Net Programme and makes use of the harmonized targeting tool and proxy means testing variables to identify and enroll vulnerable households.

What does it do ?

The ESR serves as the national socio-economic database that systematically collects, updates, links, and manages data on poor and vulnerable households to enable accurate targeting and delivery of social protection services across multiple programs. The registry further serves the purpose of reducing duplication, improving coordination, and supporting scalable shock-responsive interventions when such shocks manifest.

Why does it matter ?

The registry is intended to transform the Kenya social protection system into a cohesive, data-driven architecture that ensures faster, more accurate, and equitable delivery of cash transfers and other assistance to the poorest and most vulnerable households, while minimizing waste, duplication, and exclusion errors, enabling rapid scale-up during shocks.

Consolidated Cash Transfer Programme Management Information System (CCTPMIS)

What is it ?

The CCTPMIS is the primary operational MIS underpinning Kenya's flagship Inua Jamii cash transfer programme. The system plays a critical role in managing some of the key processes requisite for the successful delivery of the Inua Jamii Programmes including targeting and enrolment, case management, and payments. The system has linkages to national databases like the Civil Registration Services (CRS) for automatic identification of deceased beneficiaries and exit management.

What does it do ?

The system ensures efficient, transparent, and traceable delivery of regular cash transfers to over a million vulnerable households across the three core schemes that include, CT-OVC, OP-CT and PWSD-CT.

Why does it matter ?

The CCTP-MIS digitizes and streamlines the day-to-day execution of Kenya's flagship cash transfers under Inua Jamii. It is an important tool for curbing leakage through automated verification and integrations (e.g., with CRS for exits), facilitating efficient electronic disbursements and case handling, reducing manual errors and fraud risks, supporting accurate payroll management and grievance resolution, and providing the essential operational data pipeline to the ESR.

Community Development Management Information System (CDMIS)

What is it ?

The CDMIS is a web-based, digital platform under the Directorate of Social Development that supports the effective implementation of complementary non-cash and economic empowerment components within Kenya's broader social protection framework, particularly under the Kenya Social and Economic Inclusion Project (KSEIP) and related initiatives.

What does it do ?

Manages key processes including self-registration and formalization of self-help groups (SHGs), community-based organizations (CBOs), volunteer management and the delivery of economic inclusion programmes, especially under the Kenya Social and Economic Inclusion Project (KSEIP).

Why does it matter ?

The CDMIS digitizes and strengthens the community-level and economic inclusion pillars of Kenya's social protection system, moving beyond cash transfers to enable formalized group registration, efficient volunteer mobilization for resilient communities, automated tracking of economic empowerment outcomes for the ultra-poor and marginalized and reduced administrative burdens through self-service portals.

Hunger Safety Net Programme Management Information System (HSNP MIS)

What is it ?

The HSNP MIS is the dedicated digital platform that supports the management of the country's Hunger Safety Net Programme, an unconditional cash transfer scheme implemented by the National Drought Management Authority. The programme targets chronically poor and vulnerable households in arid and semi-arid lands (ASAL) counties that include Turkana, Mandera, Wajir, Marsabit, Garissa, Isiolo, Samburu, and Tana River.

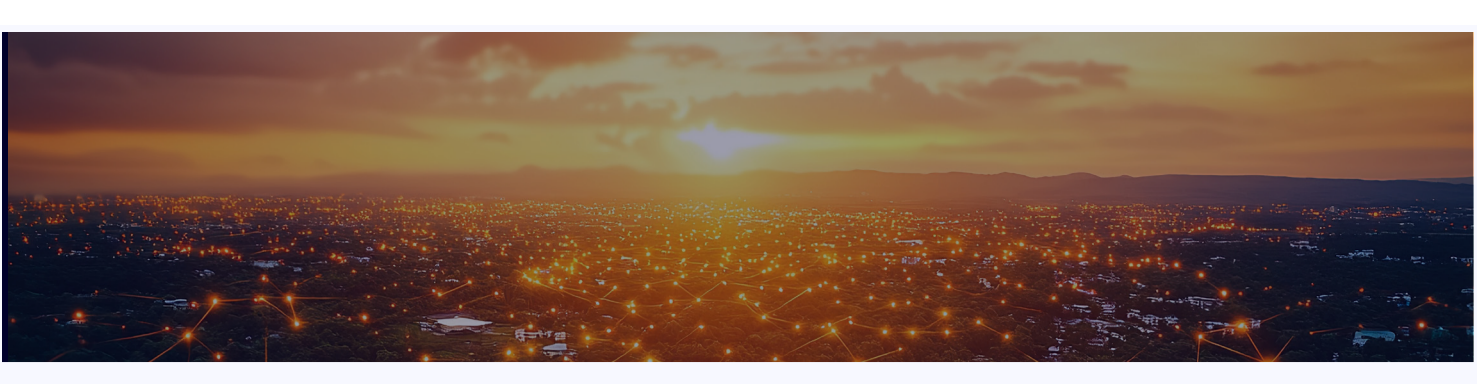
What does it do ?

The system manages end-to-end programme delivery processes including large-scale household registration, beneficiary enrolment, case management, payment preparation and reconciliation, real-time monitoring via dashboards and automated reporting, deduplication, and emergency scaling for drought/flood responses.

Why does it matter ?

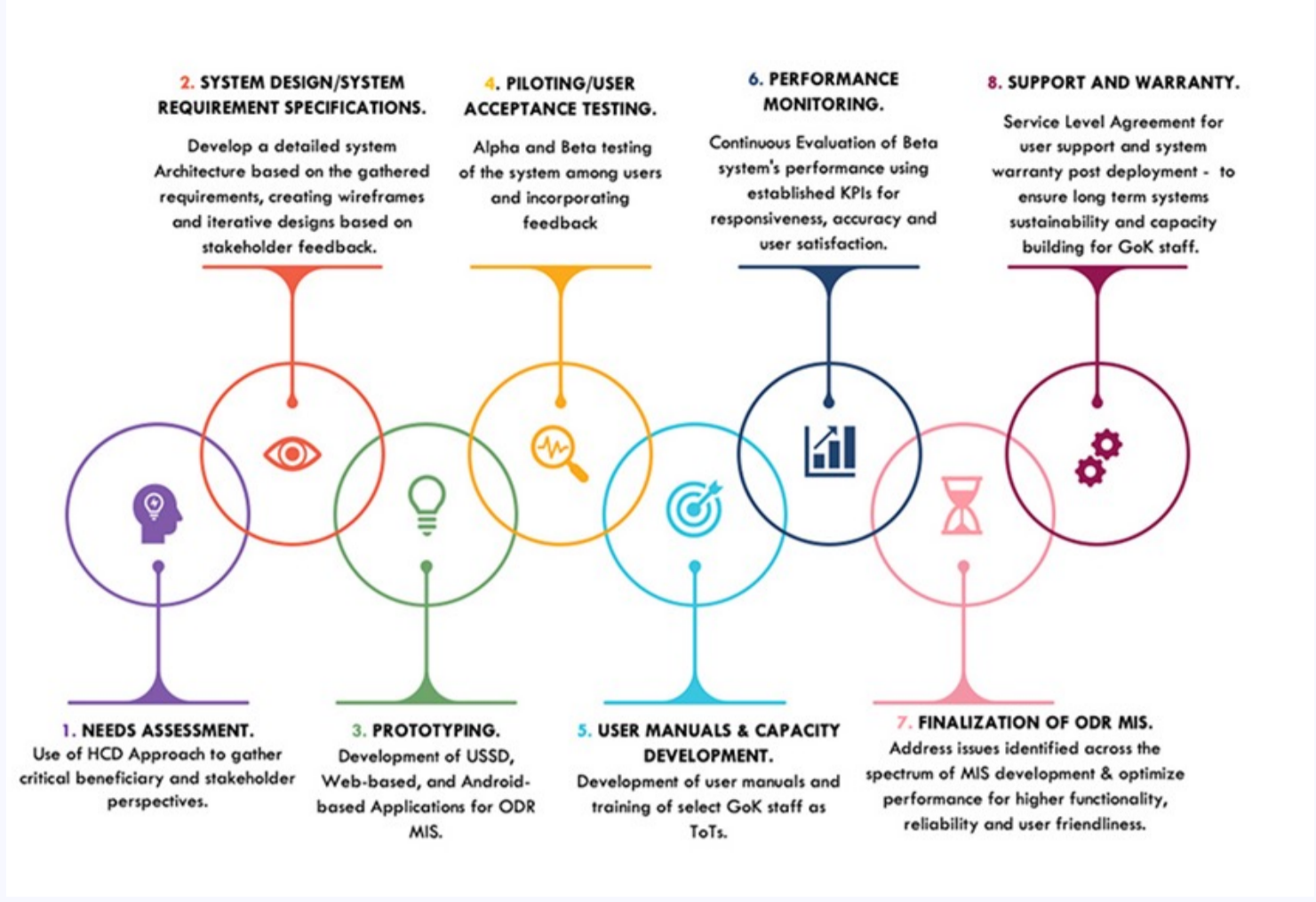
The HSNP MIS enables the efficient, transparent, and shock-responsive delivery of predictable regular cash transfers to core beneficiaries (Group one) and rapid scaling to hundreds of thousands more households (Group 2) during shocks within the programme counties.





OUR WORK ON MANAGEMENT INFORMATION SYSTEMS

NICHE ODR MIS



The NICHE programme, implemented under the Kenya Socio-Economic Inclusion Program and led by the Department of Children Services with support from UNICEF, linked beneficiaries of the National Safety Net Programmes to integrated nutrition, child protection, and parenting services.

To ensure continuous enrollment of eligible households, the programme strengthened its On Demand Registration (ODR) approach by developing a simplified, technology-driven ODR MIS.

Designed using a human-centered approach, the system leveraged USSD, mobile, and web interfaces to enable low-cost self-registration, reduce reliance on paper based processes, and improve efficiency and interoperability within Kenya's broader social protection architecture.

Field based testing in Turkana and Kilifi counties demonstrated strong system reliability, with 99 percent uptime, and confirmed USSD as the most accessible and effective channel, with 58 percent of requests successfully completed, most within 50 seconds.

Beneficiaries reported that the system was easy to use when supported, though network limitations and language barriers highlighted areas for improvement. Recommended enhancements included SMS based tracking, integration of disability data, strengthened grievance linkages, and ensuring toll-free USSD access.

Overall, the NICHE ODR MIS marked a significant advancement in modernizing social protection delivery through accessible, scalable, and user centered digital systems.

Development of an Electronic Voucher Management System



We are developing an eVoucher Management System designed to streamline the distribution of cash and in-kind assistance. This solution addresses inefficiencies and challenges in beneficiary disbursement programmes for humanitarian organizations, governments, and partners.

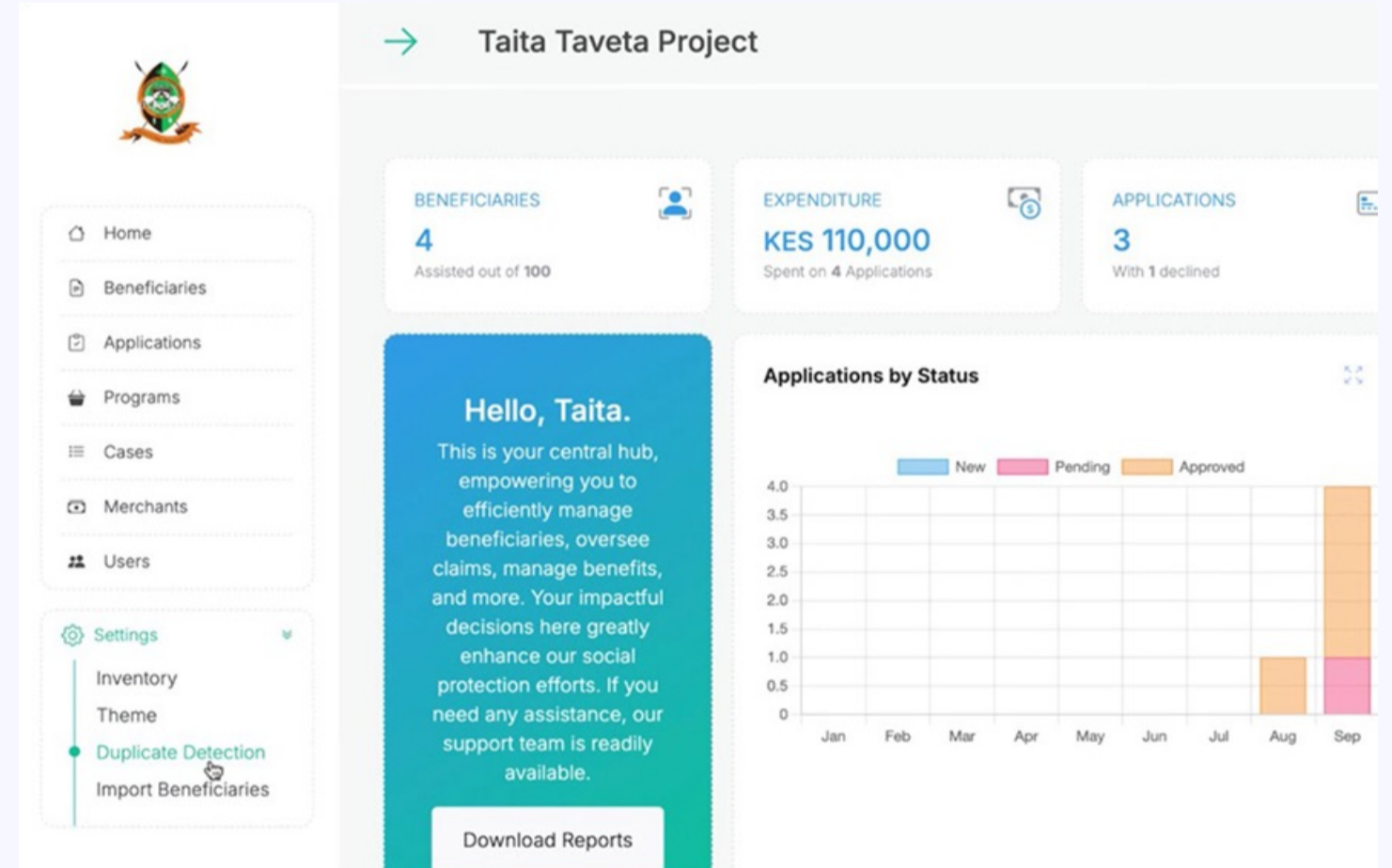
The system is a secure, web-based, and mobile-enabled platform that enhances transparency, accountability, and efficiency in aid delivery.

Key features include:

- Seamless digital transactions for faster, more reliable distribution
- Real-time monitoring and reporting for improved decision-making
- Multi-stakeholder integration to support coordinated service delivery
- A user-friendly interface for diverse beneficiary groups

ULTRA POOR GRADUATION WORKSTREAMS

Development of an Integrated MIS for the UPG Programme

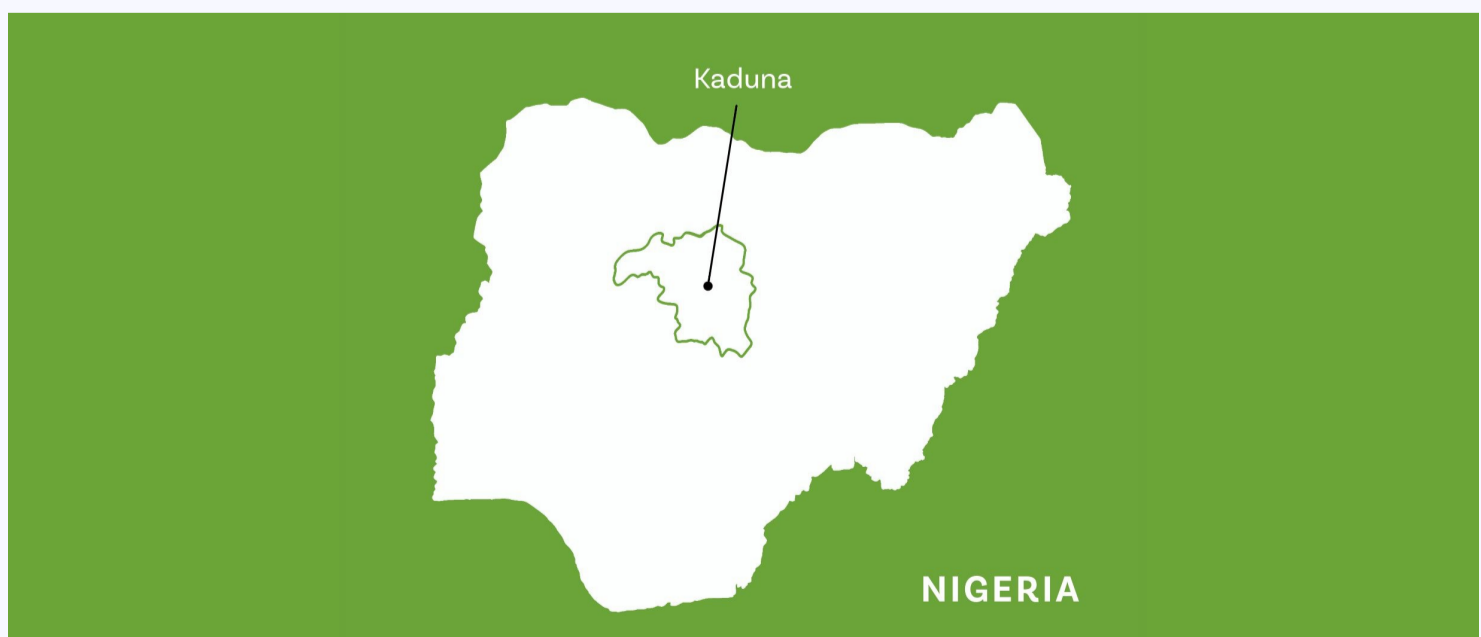


We are partnering with Village Enterprise to develop an Integrated Management Information System (MIS) for the Ultra-Poor Graduation (UPG) program. This digital platform will collect, store, and analyze data, making it easier to track progress, measure impact, and support informed decision-making.

By serving as a central hub, the MIS will enable county governments to efficiently manage graduation programs, enhance poverty alleviation efforts, and strengthen institutional capacities.

Effective poverty alleviation requires accurate data and efficient tracking. This initiative introduces a user-friendly MIS, which will enable county governments to independently manage graduation programs and support ultra-poor households in achieving self-sufficiency.

Development of a UPG MIS for Kaduna State, Nigeria



We are providing technical leadership in the design and rollout of a Management Information System for the Ultra Poor Graduation (UPG) programme in Kaduna State, Nigeria. The initiative, commissioned by the Kaduna State Social Investment Programme Agency in partnership with Village Enterprise, aims to strengthen digital infrastructure for social protection and economic inclusion programming.

Designed as the digital backbone of the UPG programme, the MIS streamlines data collection, beneficiary tracking, service delivery monitoring, case management, and graduation assessment.

Built using a human centered design approach, the system integrates with existing state platforms while retaining offline functionality to support field operations.

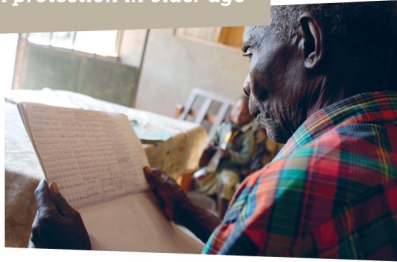
By addressing gaps in data management, coordination, and accountability, the UPG MIS strengthens Kaduna State's ability to deliver a coherent, data-driven graduation programme that reaches the most vulnerable households more effectively and efficiently.



PUBLICATIONS

Pension watch

Briefings on social protection in older age



GOOD PRACTICE IN THE DEVELOPMENT OF MANAGEMENT INFORMATION SYSTEMS FOR SOCIAL PROTECTION

This briefing by HelpAge International highlights the importance of MISs as the operational backbone of social protection programmes. It emphasizes that MIS goes beyond technology to include the full processes for collecting, managing, and using programme data.

[READ MORE](#)



SINGLE REGISTRIES & INTEGRATED MISS: DE-MYSTIFYING DATA & INFORMATION MANAGEMENT CONCEPTS

This paper by Valentina Barca and Richard Chirchir explains how countries can better integrate and manage social protection data through single registries and MISs. It clarifies key concepts, highlights benefits like improved coordination and reduced duplication, and draws lessons from Chile, South Africa, and Indonesia on designing effective integrated information systems.

[READ MORE](#)



TRANSFORM: MANAGEMENT INFORMATION SYSTEMS FOR SOCIAL PROTECTION

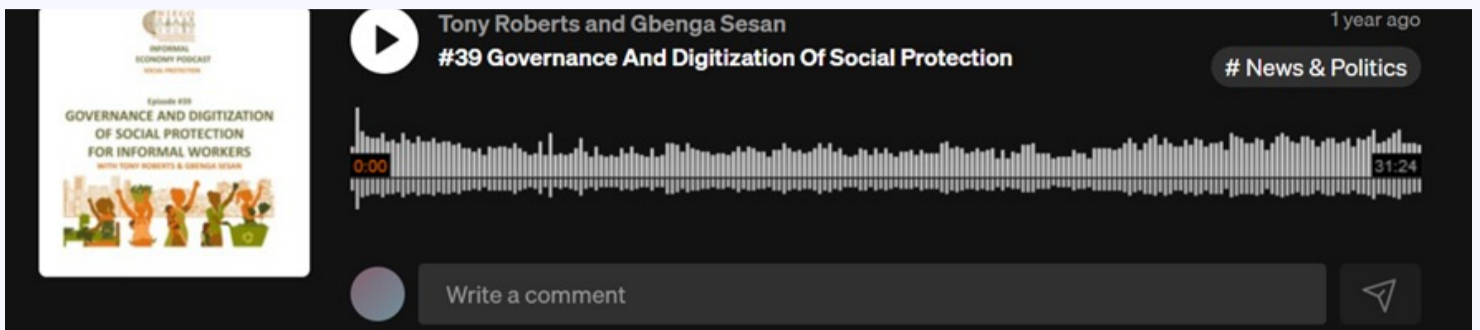
This guide from the TRANSFORM initiative outlines how robust management information systems support effective social protection delivery, covering key functions such as data collection, beneficiary tracking, case management, payments, and reporting. It highlights good practice principles for system design, interoperability, and user-centered workflows, showing that well-integrated information systems can improve coordination, reduce errors, and strengthen programme transparency.

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INFORMAL ECONOMY PODCAST EPISODE ON DIGITALIZATION & SOCIAL PROTECTION



In this episode, we look at how Lebanon built a digital social protection system during a national crisis. The discussion shows how collaboration helped move beyond emergency relief toward a more inclusive financial system. Hear from the Government of Lebanon, CGAP, the World Bank, and Siren Associates on how working together made the DAEM programme possible, even in very challenging conditions.

[LISTEN HERE](#)



Introduction to Management Information Systems

This free online course by Alison covers fundamentals of information systems, including MIS concepts and components.

[CLICK HERE](#)



MIS Fundamentals

This free on demand course by XuetangX provides core MIS concepts useful for understanding system design and data management.

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advisory@chasp.co.ke
+254 705 898 968
CHASP.CO.KE

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