

THE INTERSECTORAL ASPECT OF BRAZILIAN SOCIAL ASSISTANCE



SOCIAL PROTECTION SERIES - POLICY BRIEF #5

THE INTERSECTORAL ASPECT OF BRAZILIAN SOCIAL ASSISTANCE

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ACRONYMS

ABC	Agência Brasileira de Cooperação (Brazilian Cooperation Agency)
ACT	Acordo de Cooperação Técnica (Technical Cooperation Agreement)
BPC	Benefício Prestação Continuada (Continuous Cash Benefit Program)
CadSUAS	Cadastro Nacional do Sistema Único de Assistência Social (National Register of the Unified Social Assistance System)
CBT	Community Based Targeting
CRDH	Centros de Referência em Direitos Humanos (Reference Centers for Human Rights)
CEAS	Conselhos Estaduais de Assistência Social (State Councils of Social Assistance)
CECAD	Consulta, Seleção e Extração de Informações do CadÚnico (Consultation, Selection and Extraction of the Unified Registry Information)
CMAS	Conselhos Municipais de Assistência Social (Municipal Councils of Social Assistance)
CNAS	Conselho Nacional de Assistência Social (National Social Assistance Council)
CNIS	Cadastro Nacional de Informações Sociais (National Registry of Social Information)
CPF	Cadastro de Pessoas Físicas (Social Security Number)
CRAS	Centro de Referência da Assistência Social (Reference Centre for Social Assistance)
CREAS	Centros de Referência Especializado da Assistência Social (Specialized Reference Centres for Social Assistance)
DPDI	Serviço de Proteção Social Básica no Domicílio para Pessoas com Deficiência e Idosas (Basic Social Protection Homecare Service for People with Disabilities and the Elderly)
DFNAS	Diretoria Executiva do Fundo Nacional de Assistência Social (Executive Board of the National Social Assistance Fund)
FNAS	Fundo Nacional da Assistência Social (National Social Assistance Fund)
GeoSUAS	Sistema de Georreferenciamento e Geoprocessamento do SUAS (Georeferencing and Geoprocessing System of SUAS)
InfoSUAS	Sistema de Informações de Repasses de Recursos (Information System on Transfer of Resources)
INSS	Instituto Nacional do Seguro Social (National Social Security Institute)
LA	Liberdade Assistida (Probation)
LGBT	Lésbicas, Gays, Bissexuais e Transgêneros (Lesbian, Gay, Bisexual, and Transgender)
MDA	Ministério do Desenvolvimento Agrário e Agricultura Familiar (Ministry of Agrarian Development and Family Agriculture)
MDS	Ministério do Desenvolvimento e Assistência Social, Família e Combate à Fome (Ministry of Social Development and Assistance, Family, and Fight against Hunger)
MEC	Ministério da Educação (Ministry of Education)
MRE	Ministério das Relações Exteriores (Ministry of Foreign Affairs)
MS	Ministério da Saúde (Ministry of Health)
MSE	Serviço de proteção social a adolescentes em cumprimento de medida socioeducativa de Liberdade Assistida e de Prestação de Serviços à Comunidade (Social Protection Service for Adolescents under Probation and Community Services Measures)
PAA	Programa de Aquisição de Alimentos (Food Acquisition Program)
PAIF	Serviço de Proteção e Atendimento Integral à Família (Protection and Integral Support Service to the Family)
PAEFI	Serviço de Proteção e Atendimento Especializado a Famílias e Indivíduos (Protection and Specialized Care Service for Families and Individuals)
PB	Policy Brief
PBF	Programa Bolsa Família (Bolsa Família Program)
PCD	Pessoa com Deficiência (People with Disabilities)
PCDIF	Serviço de Proteção Social Especial para Pessoas com Deficiência, Idosas e suas Famílias (Special Social Protection Service for People with Disabilities, the Elderly and their Families)
PCF	Programa Criança Feliz (The Happy Child Program)
PEN	Processo Eletrônico Nacional (National Electronic Process)
PETI	Programa de Erradicação do Trabalho Infantil (The Child Labor Eradication Program)
PNAS	Política Nacional de Assistência Social (National Policy on Social Assistance)
PRONATEC	Programa Nacional de Acesso ao Ensino Técnico e Emprego (National Program for Access to Technical Education and Employment)
PSB	Proteção Social Básica (Basic Social Protection)

PSC	Prestação de Serviços à Comunidade (Provision of Community Services)
PSE	Proteção Social Especial (Special Social Protection)
Rede SUAS	Sistema Nacional de Informação do Sistema Único de Assistência Social (National Information System of SUAS)
RMA	Sistema de Registro Mensal de Atendimentos (Monthly Service Record System)
SAA	Sistema de Autenticação e Autorização (Authentication and Authorization System)
SAGI	Secretaria de Avaliação e Gestão da Informação (Secretariat for Evaluation and Information Management)
SAI	Serviço de Acolhimento Institucional (Institutional Shelter Services)
SAR	Serviço de Acolhimento em República (Communal Housing Services)
SCFV	Serviço de Convivência e Fortalecimento de Vínculos (Service of Coexistence and Strengthening of Bonds)
SEAS	Serviço Especializado em Abordagem Social (Specialized Care for Vulnerable Populations)
SEI	Sistema Eletrônico de Informações (Electronic Information System)
SEPS	Serviço Especializado para Pessoas em Situação de Rua (Specialized Service for the Homeless)
SFA	Serviço de Acolhimento em Família Acolhedora (Foster Family Care Services)
SGD	Sistema de Garantia de Direitos (Rights Guarantee System)
SIAFI	Sistema Integrado de Administração Financeira do Governo Federal (Integrated System of Federal Government Financial Administration)
SIAORC	Sistema de Acompanhamento Orçamentário do SUAS (SUAS Budget Monitoring System)
SIBEC	Sistema de Benefícios ao Cidadão (Citizens' Benefits System)
SICNASweb	Sistema de Informação do Conselho Nacional de Assistência Social (National Social Assistance Council Information System)
SICON	Sistema de Condicionalidades do Programa Bolsa Família (Bolsa Família Program Conditionalities System)
SIGPBF	Sistema de Gestão do Programa Bolsa Família (Bolsa Família Program Management System)
SigSUAS	Sistema de Gestão do SUAS (SUAS Management System)
SIMPETI	Sistema de Monitoramento do Programa de Erradicação do Trabalho Infantil (The Child Labor Eradication Program Monitoring System)
SINE	Sistema Nacional de Emprego (National Employment System)
SIS ACESSUAS	Sistema de Acompanhamento do Programa Acessuas Trabalho (Monitoring System for the Acessuas Trabalho Program)
SISC	Sistema de Informações do Serviço de Convivência e Fortalecimento de Vínculos (Information System of the Service of Coexistence and Strengthening of Bonds)
SISCON	Sistema de Gestão de Convênios (Contract Management System)
SISFAF	Sistema de Transferências Fundo a Fundo (Fund-to-Fund Transfer System)
Sistema V7	Sistema do Cadastro Único (Unified Registry System)
SNA	Sistema Nacional de Adoção e Acolhimento (National Foster Care and Adoption System)
SUAS	Sistema Único de Assistência Social (Unified Social Assistance System)
SUASWEB	Sistema de Informações do Cofinanciamento Federal (Federal Co-financing Information System)
SUPERA	Sistema para detecção do uso abusivo e dependência de substâncias psicoativas: encaminhamento, intervenção breve, reinserção social e acompanhamento (System for detecting psychoactive substance abuse and dependence: referral, brief intervention, social reintegration, and follow-up)
UNICEF	The United Nations Children's Fund



1. Introduction

As discussed in previous publications in this series of Policy Briefs, one of the key characteristics of the social protection landscape in Brazil is the presence of a unified social assistance system, responsible for enabling social transfers and providing social assistance services. This provision of services and local support for social programs is mainly carried out by the Unified Social Assistance System (SUAS). One of the unique aspects of this system is its intergovernmental operational approach.

In this Policy Brief we delve into the specific elements that facilitate and promote intersectoral collaboration within SUAS. Chapter 2 starts by introducing an instrumental definition of intersectorality and goes on to assert that SUAS is intersectoral in its very design, as it fosters the convergence and coordination of various policies that affect the welfare of the population.

Chapter 3 highlights the significance of appropriately referring the population to diverse public policies as a key component of SUAS's intersectoral lines of action, also implying that being at the forefront of different policies and programs represents a comparative advantage that helps the system fulfill its mandate in a highly efficient way.

Chapter 4 discussed how SUAS not only supports policies managed by other institutions but also provides its own services and programs. Priority access to these services are given to beneficiaries of the initiatives that the system supports operationally. These policies are labeled as "+" initiatives because, apart from their specific interventions, they provide additional access to behavioral interventions, psychosocial support, and referral actions that enhance the effectiveness and breadth of the outcomes.

In Chapter 5, the focus shifts to the specific services and programs provided by SUAS, arguing that the composition, classification, and connection of these system-specific initiatives play a significant role in promoting intersectorality. This is because they enable social assistance teams and facilities to specialize in their respective areas. Consequently, they can handle diverse demands more effectively without breaking up the different components of the system.

In Chapter 6, the concept of SUAS networking is explored, highlighting its ability to provide support with different levels of formal involvement. Within this context, we present a range of possible partnerships at local level, while illustrating that roles of the system may differ depending on specific contexts and arrangements. These examples are crucial for understanding the level of intersectoral networking.

Chapter 7 discusses the tools and instruments that enable SUAS to operate across multiple sectors. This includes the utilization of various administrative records as well as of structured and semi-structured instruments to document and track cases and to monitor facilities within the system.

Lastly, Chapter 8 presents a short summary of the five key mechanisms that play a role for the intersectoral functioning of SUAS: (1) the governance structure and the potential for dialogue with leaders who shape public policies that impact the welfare of the population; (2) the active involvement of teams in supporting various public policies as facilitators of referral and case management; (3) the availability of tools that enable cross-sectoral collaboration in case management and the development of social diagnoses as part of socio-assistance monitoring; (4) the specialization of various services and facilities without a negative impact on their integrated collaboration; (5) the multiplier effect that the system's services and programs have on the policies and programs of other institutions.



2. The central role of intersectorality in social assistance and SUAS

The main aim of the Unified Social Assistance System is to enable citizens to access their social rights and achieve social inclusion. To achieve this goal SUAS incorporates intersectoral elements, which involve coordinating and integrating different sectors and public policies (GoB, Min. Social Development, 2013). The intersectoral approach adopted by the Brazilian state represents one of the strategies by which to address the complex issue of multidimensional poverty (UNICEF, 2023c).

Intersectorality entails integration of various fields and sectors with the aim to enhance collaboration and to collectively address societal issues. Within the realm of social protection, the Mato Grosso State Secretariat for Social Assistance and Citizenship describes intersectorality as a guiding principle for social policy management. This principle emphasizes the integration of policies throughout their lifecycle, including preparation, implementation, monitoring, and evaluation. By doing so, it aims to address the issue of policy fragmentation and acknowledge the unique needs of different areas (Mato Grosso State Government, 2021; Souza and Dabello-Araújo, 2021). In the context of SUAS intersectorality plays a crucial role as the demands and needs of users and the target audience extend beyond one specific area. These demands are thus often cross-sectoral in nature (UNICEF, 2023d; Medeiros, 2019).

The centrality of intersectorality within SUAS derives from the importance of this concept within the area of social assistance as such, to which the system is functionally and formally linked. It can be argued that social assistance, in general, is a segment with an eminently intersectoral vocation, since the vast majority of its objectives are reflected in improved living conditions related to various areas, such as health, education, work and employment, income, justice and human rights, child protection, food and nutritional security, housing,

the environment, culture, sport and leisure. At the end of the day, one could even argue that there is no such thing as a social assistance policy disconnected from other areas. Even more so, the very distinctive element of social assistance lies precisely in its ability to coordinate and integrate with other more specific sectoral policies, such as those listed above and illustrated in Figure 1.

Figure 1. Organizational chart illustrating the intersectoral linkages between SUAS (and social protection in general) and other dimensions of well-being.



Source: Elaborated by the author.

While certain social assistance policies may focus on specific sectors and immediate actions, SUAS, as shown in Figure 1, serves the specific purpose of ensuring a balanced and coordinated supply of social assistance policies that can cover a wide range of areas in a fair manner. Moreover, the system not only aims to promote fairness in this offer but also to address social challenges that arise and are resolved at the intersections of various areas and sectors. To illustrate this type of situation, we can look at the challenge of educational deficit caused by underlying factors that span areas like healthcare, housing, and income. Similarly, the role of social assistance is evident when considering health issues that are often a consequence of human rights violations and challenges in finding employment, rather than solely a lack of available healthcare services. It should be noted that these examples are but a few, as SUAS encounters a wide range of intersectoral challenges that are largely context specific.



3. The role of SUAS for intersectoral social policies

While SUAS has a broader role than simply implementing social policies for sub-national and federal governments, it may be useful to begin by examining how the system promotes intersectoral implementation, as informed by its mandate. The role of SUAS in supporting various social assistance policies and policies from other thematic areas is an important pillar in this regard. The purpose of this role is to manage the inclusion of new families into the Unified Registry, as well as regularly updating the records of previously registered families and individuals whenever there are significant changes in their sociodemographic profile, or, typically, every two years (UNICEF in press; Barbosa et al. 2021). The Unified Registry informs the targeting of over 28 public policies towards the most vulnerable groups (GoB, Ministry of Social Development, 2023a; 2023b), specifically those with a monthly per capita family income of up to ½ the minimum wage or a total family income of up to 3 minimum wages¹ (GoB, Caixa Econômica Federal, n.d.). Hence, the responsibility of SUAS in managing this database has immediate consequences for all related public policies.

However, SUAS does not only provide information to the Unified Registry. In numerous instances, it also serves as an official implementing partner for important components of several public policies. This role is well-known in relation to the PBF, involving tasks like providing assistance to families who fail to meet the program's conditionalities (regarding healthcare and children's education) to avoid negative consequences such as benefit suspension or termination (Arruda et al. 2022). SUAS also has important roles in other programs, like the Continuous Cash Benefit, which provides cash transfers to elderly and disabled individuals living in poverty. The system often collaborates with the population to simplify the process of obtaining necessary documentation for accessing the program or meeting specific requirements. This may include providing proof of life, which is necessary to continue receiving benefits (UNICEF in press).

In other situations, like the Cisterns Program (which supplies cisterns to homes and schools in semi-arid areas without access to treated water), SUAS can be crucial in helping communities mobilize and advocate for this valuable resource. In the same vein, SUAS can contribute to the Food Acquisition Program (PAA), which buys products from local farmers and distributes it through public facilities and food programs, by assisting family farmers in becoming accredited suppliers and by facilitating the distribution of food to intended recipients (UNICEF in press).

The list of examples goes on, as SUAS plays a significant role in nearly all social policies in Brazil. This allows the system to prevent each policy from having to create its own decentralized networks, which is a complex undertaking in a country with 5,570 municipalities spread across 26 states and the Federal District.

SUAS plays a crucial role in not only reducing administrative costs of social policies but also in facilitating communication between national policies and populations across various territories in Brazil, ensuring that the population is directed towards policies that are most suitable for their needs (Colin and Pereira, 2013; Colin, Pereira and Goneli, 2013).

The fact that SUAS is an integral part of the implementation of multiple social policies means that its social assistance teams must be well-versed in the specific details of each policy and the procedures that the population must follow to access them. Furthermore, the strong connection between the system, its technical teams, and the key Brazilian social policies helps establish connections among its operators. In practical terms, this helps with regular communication and in addressing technical and bureaucratic issues related to service provision (Luchesi, 2022; Colin and Pereira, 2013; Colin, Pereira and Goneli, 2013).



4. SUAS as an aggregator of additional “+” elements to other Brazilian social policies

In addition to backing diverse social policies, SUAS provides a wide array of its own programs and services. While these are not exclusively for the recipients of the supported social policies, they are extended also to these target groups. As shown in Box 1, this offer is often prioritized for the target audience of other social policies that have been implemented with the assistance of SUAS (UNICEF in press; GoB, Min. Social Development, 2014).

Box 1. Targeting programs with parameterized selection criteria as a beneficial practice across multiple sectors within SUAS.

In Chapter 5, we will discuss the nationally typified SUAS services and the indicative guidelines that support their targeting. Nevertheless, the determination and prioritization of these services rely on non-parametric analyses carried out by social assistance teams, who evaluate each unique situation. This process can be compared to what is known as “community-based targeting” (CBT) in literature.

There is evidence supporting the effectiveness of this targeting model in achieving equitable and progressive coverage, even in the context of social transfers. Nevertheless, the absence of clear parameters can make a public policy vulnerable to co-option by local elites or undermine its fairness and progressiveness. When it comes to social transfers, it can be beneficial to create targeting systems that blend community-based and parametric criteria (Schnitzer and Stoeffler, 2021; McCord, 2013).

However, when it comes to targeting of social assistance services, the specific circumstances of vulnerability that need to be addressed can differ significantly from one situation to another and even across different services. The demand for these services is often driven by various factors that go beyond a single measure of well-being. Demands can thus be driven by various vulnerabilities such as environmental concerns, housing issues, and even access to justice and human rights violations. These vulnerabilities may not always align with traditional indicators of vulnerability like monetary poverty or food insecurity. This is the reason why the typified SUAS services do not utilize specific targeting criteria.

However, it is crucial to mention that the services provided under Basic Social Protection (which primarily cater to vulnerable families who have not yet experienced violations of their rights), follow the guideline of prioritizing families that fall within the target audience of programs like the PBF and the Continuous Cash Benefit (BPC) (UNICEF in press; GoB, Min. Social Development, 2014). The targeting of these programs is based on parametric criteria that consider factors such as family income and sociodemographic composition.

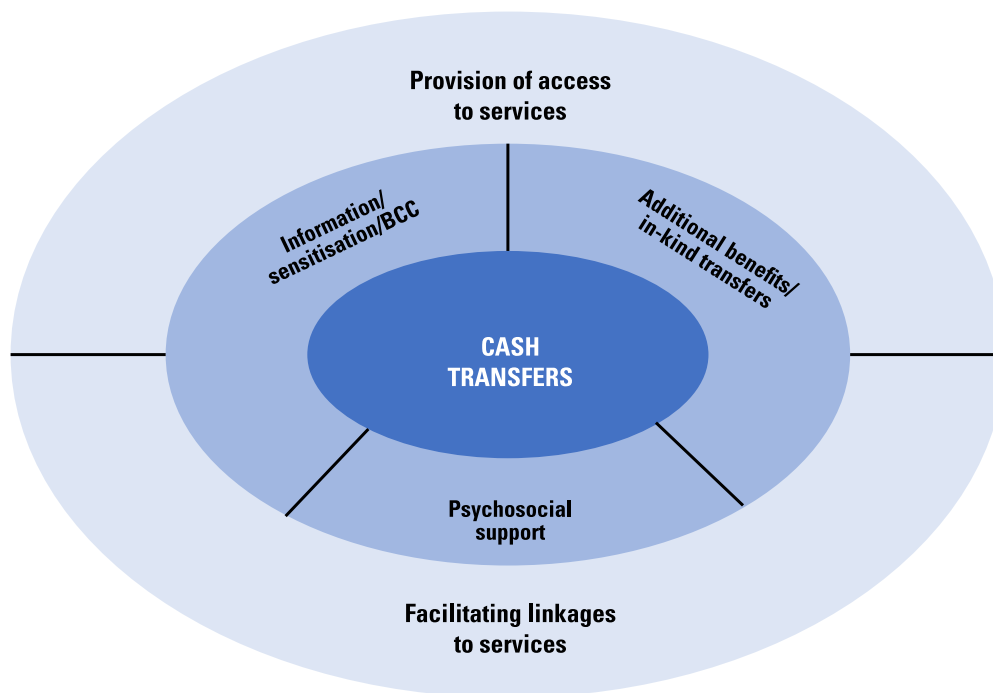
In addition to guiding the Basic Social Protection teams on prioritizing these groups, there is also a significant effort to ensure that the monitoring of services reflects the potential coverage of these groups. While there are no specific quotas to meet, monitoring enables managers to evaluate any potential disparities in the coverage of these services. This approach helps identify situations where it may be strategic to determine whether the reduction in public coverage accurately reflects the needs of specific contexts or if there is indeed an inequitable loss.

Source: *elaborated by the authors.*

As described more in depth in Chapter 5, the services offered by SUAS, although extremely relevant in their own right, fall within the scope of practices that also amplify the “income effect” of social transfers. The evaluation of the impact of these transfers is often done in conjunction with services. In the literature these kinds of transfers are referred to as “Cash+” programs, which in turn are recognized for their ability to generate broader and more substantial impacts compared to programs that only provide social transfers.

There is no single list of definitions on what additional interventions to social transfers can entail. However, according to a study conducted by UNICEF, the effectiveness of the so called “+” initiatives in making a difference is often linked to interventions that provide psychosocial support, supplementary transfers or other forms of assistance, and the implementation of information and awareness campaigns that encourage positive behavioral changes (refer to Figure 2) (Roelen et al. 2017). UNICEF’s Theory of Change, which explains the differential impact of “+” initiatives, highlights the importance of systematically providing a range of social transfers and complementary actions in an environment that supports connections with and access to other policies and services (Ibid.).

Figure 2. Schematic table with options for composing “Cash +” programs.



Source: Extracted from (Roelen et al. 2017).

SUAS plays a crucial role in supporting the implementation of national programs at the local level. It not only helps guide the population towards a wider range of policies but also reshapes the nature of these policies, transforming them into “+” initiatives. This way, the PBF and BPC go beyond being solely cash transfer programs and transition into Cash+ programs (i.e, programs that combine cash transfers with social assistance services, resulting in a broader and more impactful approach compared to programs that only provide monetary benefits) (UNICEF in press).

Similarly, when SUAS is involved in asset transfer programs (also referred to as livelihood programs in international literature), like the Cisterns Program, it enhances the initiative and turns it into a “livelihood+” program. When SUAS is involved in food transfer and structured purchase programs like the PAA, it can redefine these initiatives as “Food transfer and structured purchase+” programs. (UNICEF in press).



5. The supply and management of SUAS services as a catalyst for cross-sector collaboration

SUAS deserves recognition not only for incorporating social assistance services into existing Brazilian benefits but also for successfully tackling two key challenges by efficiently organizing its own set of services. First, it establishes an inter-federative supply system that can create coordination among various levels of government, which is a significant challenge considering the country's federal structure. The federal government does not directly contract a task force to provide its services; instead, sub-national governments hire their teams, yet with the obligation of providing nationally typified services. Additionally, local teams are offered basic and essential resources as defined by the nation, with the aim of minimizing the state's potential to worsen regional disparities resulting from varying institutional capabilities at the local level. As mentioned in previous texts (UNICEF, 2023b; 2023a), this agreement is the outcome of a governance structure that encourages active participation and provides appealing financial incentives for sub-national governments.

The second key problem addressed by SUAS involves creating a system that ensures consistency and coordination in service delivery without imposing overly rigid rules that hinder social assistance teams from tailoring national guidelines to their unique contexts. This is made possible by the national typification of 12 social assistance services, along with continuously improving technical guidelines, which together enable a significant alignment in the implementation of services by states and municipalities (GoB, Ministry of Social Development, 2014). The balance provided by SUAS in the typification of services offered nationwide helps prevent the excessive fragmentation of social policy (Luchesi, 2022; Colin and Pereira, 2013; Colin, Pereira and Goneli, 2013).

When it comes to social assistance, where the potential areas for interlocution can encompass a vast range of other areas, being able to prioritize the most urgent needs in each situation is crucial for effective public policy that can address challenges promptly and according to their level of importance. This way, the prominence of sub-national governments, along with the approach of valuing the priorities of each territory, are ways of prioritizing and promoting cooperation with the most relevant thematic areas in each context.

Integrity should guide SUAS and social assistance programs, emphasizing the need to strengthen connections with all social domains. However, it is important to prioritize actions in areas experiencing significant welfare deficits. It is logical to prioritize social assistance actions in municipalities with deteriorating health conditions, as they can help address these deficiencies. Similarly, it is common for municipalities facing challenges such as limited access to rights to prioritize and enhance social assistance initiatives with a specific thematic focus. It is common for sub-national governments to take the lead in effectively prioritizing and implementing social assistance services within the SUAS.

Another advantage of the system's organization of its nationally typified services is the integration of service blocks, which are categorized based on the varying levels of complexity they address. These blocks work together to provide a comprehensive network of protection against the key factors of vulnerability that individuals may experience throughout their lives. The SUAS national typified services (which are described briefly in Table 1) offer valuable guidance in determining the scenarios that should be utilized to ensure the best possible match between the beneficiary and the most suitable service. This guidance provides a framework on the minimum requirements for service delivery and indicates specific actions that can be taken across various sectors depending on the situation.

This method of classifying services based on their intended audience and the complexity of the demand also has the merit of providing a clear definition of specialized facilities for each set of services. For instance, the Reference Centres for Social Assistance (CRAS) are fully equipped to provide all the services of Basic Social Protection (PSB)ⁱⁱ. When it comes to the DPDI program, designed for the elderly and people with disabilities (PCD), the offer is complemented by the use of Social Centers that provide specialized facilities for these individuals. These centers allow for exclusive access to this group, promoting greater freedom for the elderly and people with disabilities to use the spaces as socializing environments among their peers.

In the realm of the Special Social Protection (PSE), all the instruments that offer these services have highly skilled professionals who are adequately equipped to address matters concerning rights violations. The Specialized Reference Centre for Social Assistance (CREAS) is the key facility of the PSE, directly providing Medium-Complexity PSE Services and managing specialized facilities for High-Complexity PSE services. Within the Medium-Complexity PSE services, the PCDIF service, designed for elderly and disabled individuals who have faced rights violations, can also be offered by Community Centers, which have infrastructure specifically tailored to meet the needs of this population. Even in the context of PSE's High Complexity services, where the primary focus is to provide housing for people experiencing homelessness, there are various types of sheltering units available. In addition to promoting grouping based on socio-demographic characteristics, these units also differ in terms of the level of independence and the involvement of the beneficiaries in managing the spaces they occupy. For instance, the Republics provide more than just housing - they are places where homeless individuals can gradually improve their skills in managing their living space and social interactions.

While the division of social assistance services and the specialization of teams in various facilities may seem like a fragmented system, it helps with strategic planning and managing the demands of social assistance. It is improbable that a single social assistance team will be capable of addressing all challenges, including inadequate income, lack of documentation, barriers to accessing public services, rights violations, and more. With these specialized services, a facility that receives a request beyond its scope can easily determine the best place to resolve each case. This intersectoral aspect is naturally enhanced by the integration of specialized services and facilities within a unified system, which follows strategic guidelines that converge and complement each other, while sharing a common set of tools that make it easier to refer cases within the SUAS itself.

Table 1. Summary description of the nationally typified SUAS services.

Level of Social Protection	Service	Short description	SUAS facilities that can offer the service
Basic Social Protection (PSB)	Protection and Integral Support Service to the Family (PAIF)	Organized and continuous monitoring of families in situations of social vulnerability.	CRAS
	Basic Social Protection Homecare Service for People with Disabilities and the Elderly (DPDI)	Organized and continuous monitoring of vulnerable elderly and/or PCD individuals, as well as their families. In addition to regular home visits, there are group activities and supplementary services for this target demographic.	CRAS and Social Centers
	Service of Coexistence and Strengthening of Bonds (SCFV)	Group-oriented activities, mainly on a regular basis, for vulnerable families.	CRAS and Social Centers
Medium Complexity Special Social Protection (PSE)	Protection and Specialized Care Service for Families and Individuals (PAEFI)	Organized and consistent monitoring of families with individuals who have been subjected to or are enduring violations of their rights.	CREAS
	Special Social Protection Service for People with Disabilities, the Elderly and their Families (PCDIF)	Systematic and ongoing monitoring of elderly individuals and/or individuals with disabilities who have encountered or are encountering rights violations, including interventions that encompass their family members.	CREAS and Day Centers
High Complexity Special Social Protection (PSE)	Specialized Care for Vulnerable Populations (SEAS)	Mobile operation that approaches individuals experiencing homelessness and invites them to explore other structured services aimed at helping them overcome this situation, such as SEPS, SAI, and SAR.	CREAS and Pop Centers
	Specialized Service for the Homeless (SEPS)	Establishment of a space dedicated to meeting the hygiene needs of homeless individuals during daytime, while providing supportive activities to assist them in overcoming homelessness.	Pop Centers
	Social Protection Service for Adolescents under Probation and Community Services Measures (LA) and Provision of Community Services (PSC) - (MSE)	Support for adolescents who are sentenced to Probation or Community Services Measures. This includes identifying suitable activities for them to fulfill their sentences and collaborating with the Judiciary to ensure compliance.	CREAS
	Institutional Shelter Services (SAI)	Transitory accommodation in institutional shelters for individuals who would otherwise be homeless. The service additionally provides social aid to empower the beneficiaries in their independent efforts to overcome homelessness.	Shelter Units
	Communal Housing Services (SAR)	Temporary housing in communal residences, for individuals who would otherwise be homeless, with some level of self-governance. The service additionally provides social aid to empower the beneficiaries in their independent efforts to overcome homelessness.	Communal Housing
	Foster Family Care Services (SFA)	Families are accredited to provide foster care for orphaned or displaced children until a permanent guardianship solution is identified.	Foster Families

Source: Elaborated by the authors based on (UNICEF in press; GoB, Min. Social Development, 2014).



6. Main partners and initiatives in the SUAS intersectoral network

The structure of SUAS provides for a certain degree of independence for local SUAS teams. Therefore, it is not feasible to create a complete inventory of all cross-sector initiatives and partnerships involved in the system. Nevertheless, we can point out certain recurring actions that play a crucial role in the SUAS network of partnerships and services. In the field of health for instance, it is common for technical teams to extend their efforts beyond specific health programs and services, including those to which they provide operational support. For instance, SUAS has collaborated with healthcare teams to conduct vaccination campaigns, preventive measures, and comprehensive care, particularly through focused initiatives targeting the most vulnerable communities (Machado, Vaz and Damásio, 2020). Although primarily centered around state or municipal efforts (Souza and Dabello-Araújo, 2021), these partnerships also encompass important endeavors on a national scale. An instance of this is the Technical Cooperation Agreement (ACT) between the Ministry of Social Development and Assistance, Family, and Fight against Hunger (MDS) and the Ministry of Health (MS). This agreement aims to enable SUAS social workers to identify individuals with leprosy and HIV/AIDS at an early stage and refer them to healthcare facilities for diagnosis and treatment (GoB, Ministry of Health, 2022).

When considering the overlap between health and human rights, it becomes essential to emphasize initiatives such as SUPERA. This system aims to detect and address substance abuse and dependence through methods like referral, brief intervention, social reintegration, and follow-up. Collaborative efforts like these unite health teams, social assistance programs, and other members of the Rights Guarantee Systemⁱⁱⁱ (SGD) (GoB, Ministry of Justice and Citizenship, 2017). Generally speaking, SUAS services help ensure that people and families who have historically faced challenges can access their rights and identify instances of violence. Some examples of programs that enable social assistance teams to understand intra-family dynamics are the Protection and Integral Support Service to the Family (PAIF), The Child Labor Eradication Program (PETI), and The Happy Child Program (PCF) (UNICEF in press; GoB, Min. Social Development, 2014).

SUAS teams often collaborate with the Reference Centers for Human Rights (CRDH) in various situations. These centers, officially established by the Ministry of Human Rights and Citizenship, aim to promote, protect, and advocate for human rights. They handle cases of human rights violations and provide guidance to victims regarding their rights and available protection measures. In addition to highlighting cases to the attention of the CRDHs and other judicial bodies and the SGD, SUAS is frequently employed as a solution to implement precautionary or corrective measures. Institutional foster care services, communal housing, and most importantly, foster care, provide the means to temporarily separate children and adolescents from their families, while the MSE helps in applying corrective actions to juvenile delinquents. (Fazendo História Institute, 2021; GoB, Min. Social Development, 2014).

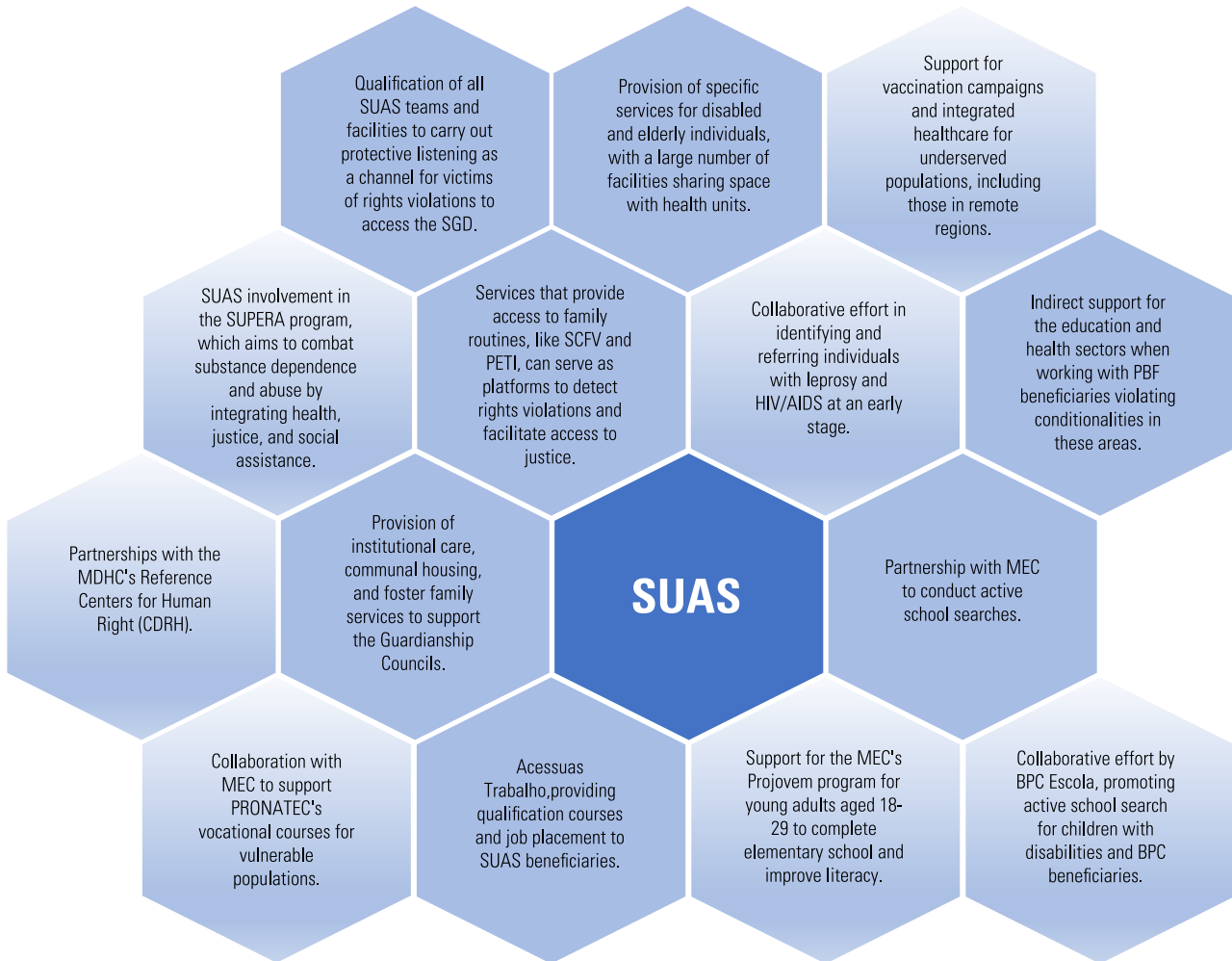
Within the education sector, SUAS has consistently served as a partner to the Ministry of Education and its local teams, actively engaging in school search initiatives, identifying families with children who may encounter obstacles during the enrollment process, while actively working to ensure the inclusion of these children in schools (Reis, 2019).

The Projovem program is another initiative that can be highlighted. Co-managed by MDS, the Ministry of Education (MEC) and the Ministry of Agrarian Development and Family Agriculture (MDA), and in collaboration with the SUAS system, the program brings together issues of education and access to the job market, with focus on improving literacy rates and ensuring that individuals aged 18 to 29 successfully finish elementary school (Filho and Fiuza, 2017). *Acessuas Trabalho* is another noteworthy initiative that aims to enhance employment opportunities for individuals receiving social assistance. It provides training programs, helps with job placement, and offers guidance on effective job-hunting techniques (GoB, Min. Social Development, 2023c). Additionally, SUAS collaborates with the National Program for Access to Technical Education and Employment (PRONATEC) to increase the availability of professional technical courses, offering training and employment opportunities to individuals in vulnerable situations (GoB, Ministry of Social Development, 2012).

Finally, it is important to note that SUAS services offer foster care facilities that are utilized by Guardianship Councils and Children's Courts in cases involving child protection, such as abandonment, orphanhood, or separation from their homes. Additionally, it is crucial to highlight the significance of other services, including those of the Special Social Protection, in identifying instances of violation that may otherwise go unnoticed by the judicial system (UNICEF in press; GoB, Min. Social Development, 2014).

The SUAS network is visually represented in Figure 3 using a color scheme, which is based on the actions described in this section. Darker shades of blue indicate actions that pertain to the more immediate sphere of activities within the system. On the other hand, lighter shades of blue represent actions that take place regularly but with less formal participation. These actions are within the purview of other sectoral leaders and their institutions.

Figure 3. Examples of initiatives and partnerships that characterize the SUAS network



Source: Elaborated by the author.



7. Systems and operational tools that promote intersectoral coordination within SUAS

The intersectoral operation of SUAS is facilitated by the set of information systems available to SUAS teams. These systems enable social assistance teams to take action in the sense of creating local assessments of

vulnerabilities in the realm of social assistance monitoring and making necessary referrals, while handling administrative tasks. Annex 1 provides an overview of key information systems that facilitate the cross-sector operation of SUAS (however, there are more systems than those included in the list).

Among the resources listed there are systems that can compile and analyze both aggregated and personalized information about individuals registered in the Unified Registry. Furthermore, SUAS has access to data systems that track the transfer and execution of funds from the federal government. Having information about resource allocation enables strategic planning, while data on execution helps managers at the state level to identify municipalities facing greater challenges in resource implementation, allowing them to better address these issues.

Equally important are information systems that provide comprehensive details about the various social assistance resources available at the state and municipal level. For instance, this system includes a compilation of SUAS professionals, management bodies, funds, councils, and registered implementing partners, among other things.

It is crucial for each front-line operator within the collegiate management structure of SUAS to have access to systems that offer guidelines derived from collegiate deliberations.

SUAS also provides other crucial systems, such as the electronic medical record. This system not only supports the delivery of care in each service, but also serves as a comprehensive record of referrals and offers guidance on how to handle common types of demands that are already pre-coded in the system.

When it comes to monitoring and evaluation, it is important to emphasize the incorporation of SUAS into electronic systems. These systems facilitate the implementation of thematic surveys and censuses, which provide valuable data for conducting diagnoses, strategic planning, and allocation of federal resources. In this context, the SUAS Census gathers information on the human resources and infrastructure of each facility, granting additional funding to those units experiencing the most significant obstacles. Conversely, programs like the IGD-Bolsa Família utilize data on the instrument's effectiveness to determine fund allocations to each municipality, taking into account their level of commitment in supporting the Bolsa Família initiative.

Finally, it is important to mention the systems that enable SUAS teams to access information from different sectors that has significant implications for the welfare of the population. SUAS teams use this type of access to follow up on families who violate conditionalities under the PBF. In some instances teams are able to access data regarding their interactions with the public health service. They also have information about the demand for labor in the labor and employment sector, as well as important data provided by the SGD and public security services.



8. Final remarks

One of the crucial defining characteristics of social protection lies in the capacity to coordinate actions of different sectors that together promote social welfare. The Brazilian experience stands out in this regard given the deliberate implementation of a unified social assistance system, the SUAS. This system fosters intersectorality and coordination among public policies through at least five complementary approaches.

First of all, the governance structure of the SUAS is characterized by active participation and collaboration among different levels of government. This structure, which includes representatives from national and sub-national governments, has a significant impact on the development and implementation of public policies, influencing their conception, design, and strategic management. For instance, the National Social Assistance Council (CNAS) enables the collegiate body to engage in discussions with federal executive leaders, like the MDS, giving them the ability to influence policies that may not officially fall under the SUAS' jurisdiction. Likewise, the Municipal Councils of Social Assistance (CMAS) and the State Councils of Social Assistance (CEAS) have comparable capacities to act within the realm of local and state government, respectively.

SUAS contributes to coordination between different public policies through a second mechanism, namely the active role of its local teams in supporting various programs and policies led by other institutions. This helps SUAS teams in becoming familiar with the wide range of programs offered at both the national and sub-national levels. It supports their mission to guide individuals towards eligible policies and programs that offer the greatest potential in helping overcome vulnerabilities and/or rights violations.

A third way that can improve the intersectoral action of SUAS is by having a wide range of instruments and operational tools at its disposal. Along with the ongoing support and training provided to the SUAS teams, the system also has extensive access to a wide range of public records. These records consist of those handled and/or provided by SUAS itself (SUAS Network and the Unified Registry), as well as those handled and provided by other sector leaders (such as health or SGD records). In any case they are used to facilitate referrals and active searches within the context of social assistance monitoring.

Within the realm of instruments and tools that advance intersectorality in SUAS, the value of structured and semi-structured instruments, such as medical records and censuses, need to be highlighted. While these instrumentos do not have a monitoring function, they do provide additional guidance for frontline workers, which in turn helps inform decision-making processes. Census forms often provide response options that can guide teams on how to handle demands, serving as valuable tools alongside primers and other training instruments. Similarly, guidelines on how to document the progress of each case can serve a broader purpose that extends beyond mere record-keeping with impact on case-management.

A fourth crucial factor that contributes to the intersectorality of SUAS is its wide range of services and programs. While it is instructive to start examining the intersectoral nature of SUAS by emphasizing how it supports policies of other institutions, it is important to recognize that SUAS has its own array of services and programs, which are managed and operated independently. While the various services and programs differ in terms of how facilities are specialized and equipped, they all follow a robust structure of referrals and complementarity.

The fifth component of intersectorality in SUAS arises from the system's tendency to prioritize access to its own services and programs for beneficiaries of other initiatives that it supports operationally. As a result, SUAS contributes to these programs by incorporating what is known in international literature as the "+" factor. This refers to the provision of additional services such as referrals, psychosocial support, and awareness-raising initiatives to complement social transfers and promote positive behavioral practices. As the impact assessment literature points out, the addition of this "+" component enhances the impacts of social transfers in the sense of intensifying their outcomes and expanding them beyond the "income effect".

To summarize, this Policy Brief has categorized and examined important intersectoral factors of SUAS and how the system connects with other social policies. These intersectoral elements represent sophisticated approaches aimed at tackling the complex and multidimensional nature of poverty, which tend to result from the intersection of various violations of rights that go beyond mere income. The intricate nature of the challenges calls for complex solutions, often dependent on intersectoral approaches. The Brazilian SUAS focuses on addressing the vulnerabilities and social risks faced by the population. It aims to enhance access to services, rights, and opportunities by improving living conditions for families, strengthening the capacity to protect and care for family units, and ensuring the rights of children and adolescents.

i According to Law No. 14.663 of August 28, 2023, as of May 1, 2023, the minimum wage in Brazil is 1320 BRL (USD 261).

ii For operational purposes, the social protection provided by SUAS is divided into two categories: Basic Social Protection (PSB) and Special Social Protection (PSE). Simply put, the distinction between the two lies in the level of complexity of the needs they address. PSB focuses on providing assistance to individuals and families facing vulnerability, ensuring their rights are protected. On the other hand, PSE deals with cases where rights have already been violated, aiming to address the aftermath for individuals and families affected. In this particular context, rights violations encompass various situations such as neglect, physical and/or mental mistreatment, sexual exploitation, substance addiction, adherence to socio-educational measures, homelessness, child exploitation in labor, and more. Insufficient income, limited access to vital public services (such as health and education), and weakened community and family ties (families with unhealthy dynamics or individuals who lack connections to their communities) are vulnerabilities that increase the risk of rights violations (GoB, Min. Social Development, 2014).

iii The Rights Guarantee System, established in 2006 (Resolution 113/2006) by the National Council of the Rights of the Child and the Adolescent (CONANDA), aims to bring together various national systems (such as health, education, social assistance, labour, justice and public security) to effectively implement public policies that promote, protect, and monitor human rights.

Annex 1. List of the main information systems available to SUAS teams

The following list highlights some of the key information systems that play a critical role in the strategic and operational effectiveness of SUAS (Mato Grosso State , 2021; Júnior et al. 2007).

National Information System of SUAS (Rede SUAS)

The purpose of the system is to facilitate communication within the SUAS and provide access to data regarding the implementation of the National Social Assistance Policy (PNAS). The SUAS Network consists of tools that collect and distribute data on resource transfers, monitor and process information about social assistance programs, services, and benefits, handle agreements, aid in budget management, and perform other tasks related to SUAS information management. Specifically, the Network is composed of the following information systems:

- **SUASWeb:** accessible to every municipality and state. It includes the Action Plan, which outlines co-financed actions, as well as the Physical Synthetic Financial Statement, which digitally presents the accounts and management information.
- **Georeferencing and Geoprocessing System of SUAS (GeoSUAS):** accessible to anyone through the internet. It covers the retrieval and cross-referencing of information on MDS actions and programs, as well as socio-economic variables. This expands the potential for utilizing geoprocessing operations in decision-making.
- **Transfer of Resources Information System (InfoSUAS):** allows free access and has a web interface that provides information on the amounts transferred to the municipalities, along with service forecasts. It mirrors the operations of SUASweb and the financial management systems.
- **National Register of the Unified Social Assistance System (CadSUAS):** includes registration information for municipalities, management bodies, social assistance funds, councils, the network of entities offering social assistance services, and the registration of SUAS workers nationwide. The system monitors the corporate relationship among the SUAS Network applications, receiving and transmitting data. Access to the app's restricted area, where information is entered and updated, is only granted to municipal and state technicians who have logins and passwords linked to their Individual Social Security Number (CPF). Anyone who is interested can access the general CadSUAS data without requiring passwords.
- **SUAS Management System (SigSUAS):** the main objective of this system is to gather additional data from state- and local governments regarding the implementation and financial aspects managed by sub-national entities. This system allows municipal and state managers to efficiently oversee and report on various forms of direct execution and transfers within the SUAS execution network. The data collected is connected to the services offered by the social assistance services network. This data will be used to generate annual consolidated reports that need approval from the municipal councils, CNAS, and the MDS, and will ultimately produce the Management Report.
- **Fund-to-Fund Transfer System (SISFAF):** simplifies and updates the process of transferring funds from the National Social Assistance Fund to municipal and state funds. It enables automated file transfers to the Federal Government's Integrated Financial Administration System (SIAFI) to make the transfers operational. The complete payment database can be accessed through the InfoSUAS system.
- **SUAS Budget Monitoring System (SIAORC):** specifically pertains to the budget management of resources overseen by the Executive Board of the National Social Assistance Fund (DFNAS). The system communicates with SISFAF and receives data from SIAFI, which is then processed and updated in both

SIAFI and SISFAF.

- **Contract Management System (SISCON):** it is a component of the SUAS Network and is responsible for contracts and partnership agreements, overseeing the entire process from creating work plans to finalizing the agreement and managing financial records.
- **National Social Assistance Council Information System (SICNASweb):** handles tasks related to the National Council of Social Assistance and is also a part of the SUAS Network. It was created according to the new SUAS guidelines and to comply with the Council's updated protocols established in its previous two terms. The system consists of web modules that enable the monitoring of registration and certification processes for entities, as well as the printing of certificates for interested individuals. In addition to the existing components, the new SICNASweb includes modules for protocol, registration, analysis, and publication.
- **Authentication and Authorization System (SAA):** manages access to the SUAS Network and any other applications that fall under its jurisdiction. The model operates in a decentralized manner, with the responsibility of registering users lying with state, municipal, and Federal District managers. Users will be provided with a unique login and password, which will be linked to their name and CPF. These credentials will grant them access to the systems, with the level of access determined by the manager based on the selected profile.
- **The SUAS Census Filing System:** One of the primary tools for evaluating and monitoring SUAS services, programs, and benefits. Information is collected through questionnaires that are exclusively answered using an electronic application. The information gathered from these questionnaires offers a comprehensive and current evaluation of the social assistance network's infrastructure, services, staff, coordination, and more. The questionnaires and their corresponding manuals can be accessed on the portal of the MDS Secretariat for Evaluation and Information Management (SAGI). This includes both the electronic and printed versions of the annual censuses.
- **SUAS Electronic Medical Record:** a federal government tool utilized by CRAS, CREAS, and shelters for children and adolescents to document the assistance provided to families and individuals in various municipalities.
- **Monthly Service Record System (RMA):** a federal government system that tracks attendance at social assistance services offered by CRAS, CREAS, and POP Centers in all municipalities within SUAS. This information makes it possible to measure and quantify the services offered by the social assistance network in terms of type, volume, and quality standards. RMA data enables the social assistance monitoring sector to oversee service provision at the municipal and state levels.
- **Information System of the Service of Coexistence and Strengthening of Bonds (SISC):** a federal government tool created to track and oversee the services offered by municipalities, while also evaluating the services provided in order to calculate federal co-financing. Managers at state level will have access to reports that enable them to monitor the service status in the municipalities under their jurisdiction. Accessing the system requires a login and password. The manager of the municipality has the authority to assign the SISC access profile to other professionals through the SAA.
- **Unified Registry System - V7 System:** a tool created by the federal government to identify and analyze Brazilian families who are living in poverty and extreme poverty. Municipal administrations record this information, which is then utilized by the federal government, states, and municipalities to implement public policies that can enhance the quality of life for these families. The Unified Registry is utilized by social programs from all levels of government to identify and select their beneficiaries.
- **Consultation, Selection and Extraction of the Unified Registry Information (CECAD):** a federal government system that supplies the Unified Registry database with details about individuals and

families with low income. Besides income data, CECAD also offers information on various population groups, including indigenous people, quilombolas, homeless individuals, and more. The database plays a crucial role in guiding the actions of social assistance monitoring teams by providing valuable information.

- **Citizens' Benefits System (SIBEC):** a tool used by the federal government to manage benefits of the Bolsa Família Program at the administrative level. It provides access to information about a family's benefit status, including blocks or cancellations. It also offers comprehensive management information, including data on Bolsa Família payroll, beneficiary identification, and details of the types and amounts of benefits received by families.
- **Bolsa Família Program Management System (SIGPBF):** a government resource that offers information to assist in managing the Bolsa Família Program. The system enables the updating of local management data and provides functionality such as file upload and download, Unified Registry form requests, and access to other systems, applications, and crucial information for PBF and Unified Registry management. This system targets the management teams of Bolsa Família and the Unified Registry, as well as the technical reference team for social assistance and other professionals involved in consulting and monitoring PBF management actions, including the issue accountability.
- **Bolsa Família Program Conditionalities System (SICON):** a feature on the SIGPBF platform that combines data on monitoring requirements in the fields of health and education. It facilitates cross-sectoral management of the PBF's conditions by providing access to data on beneficiaries who do not meet the conditionalities, allowing online appeals, and the monitoring of families during stages of warning, blocking, and benefit suspension. Professionals involved in managing or supporting PBF conditionalities, including municipal and state PBF managers and technicians, health and education managers and technicians (both in basic and special social protection) as well as members of municipal and state social assistance councils and guardianship councils have access to Sicon.
- **Monitoring System for the Acessuas Trabalho Program (SIS ACESSUAS):** open to municipalities that have agreed to participate in the program starting in 2017. In order to use the system, professionals must be registered with the Unified Registry and possess an access profile with SAA. In the latter case, the access profiles controlled by SIS Acessuas determine the specific actions that users are allowed to perform in the system. There are four different access profiles to choose from, but only the 'acessuas.cras' and 'acessuas.municipio' profiles grant users the ability to enter and edit information within the system. Users with 'acessuas.uf' and 'acessuas.federal' profiles can only view and generate reports based on the data entered by the municipalities.
- **The Child Labor Eradication Program Monitoring System (SIMPETI):** a government tool used to monitor activities of the PETI's Strategic Actions through the social protection and intersectoral network. The goal is to enhance municipal and state management in order to accelerate the elimination of child labor. States and municipalities with high prevalence of child labor that receive co-financing for PETI's Strategic Actions are obliged to fill out the forms of the system. The state's access profile records the state activities carried out by PETI and displays the ones completed by their respective municipalities. Access to SIMPETI requires the use of the password provided by the User Authentication System (SAA).
- **Federal Co-financing Information System (SUASWEB):** developed to expedite the seamless and automated transfer of financial funds from the FNAS to state, municipal, and Federal District coffers. The information provided encompasses current account details, balances, transfers, registrations, as well as action plans and summary statements regarding both physical and financial execution. This data is helpful in assessing the volume and nature of services and can be utilized to create service standard indicators. Managers are given the opportunity to complete and submit the Action Plan and Synthetic Statement modules each year. These modules require an individual login and password, which are provided by the social assistance councils for approval. It's crucial to mention that only the chief or deputy administrators of the state/municipality can fill them out.

- **IMO System - Labor Intermediation:** its main goal is to handle the registration and monitoring of workers and employers, along with managing job vacancies and all labor intermediation processes. It can be accessed on the “Mais Emprego Portal” website. Workers have the option to use the SINE FÁCIL Trabalhador application to search for job openings.
- **Unemployment Insurance Management Database (BG SD):** its primary objective is to gather and provide statistical data on Unemployment Insurance actions, particularly in relation to the National Employment System (SINE).
- **Department of Informatics of the Brazilian NHS (DATA SUS):** DATA SUS is responsible for managing various types of information related to health, including health indicators, healthcare data, epidemiological and morbidity information, information about the healthcare network, vital statistics, and demographic and socioeconomic information. It also handles financial information such as the transfer of National Health Fund resources to municipalities, credits to healthcare providers, and public health budgets declared by states, the Federal District, and municipalities.
- **National Registry of Social Information (CNIS) - National Social Security Institute (INSS):** database specifically designed to store information about labor and social security of workers in Brazil.
- **National Foster Care and Adoption System (SNA) - National Council of Justice:** its purpose is to gather information from the Courts of Justice about institutional and family foster care, adoption, including *intuitu personae*, and other types of placement in substitute families. It also provides information on both domestic and international prospective adoptive parents.
- **Electronic Information System (SEI) - Ministry of Economy:** a tool designed to streamline electronic documents and processes, with the goal of improving administrative efficiency. The SEI is a component of the National Electronic Process (PEN), which is a collaborative effort among different public administration entities. Its purpose is to establish a public framework for electronic administrative procedures and records.
- **Human Rights Hotline (or Disque 100) - Ministry of Human Rights:** a phone service that receives, forwards, and monitors reports of human rights violations. Disque 100 receives, examines, and forwards reports of human rights violations concerning different groups and topics. These groups and topics include children, adolescents, the elderly, people with disabilities, individuals in restriction of liberty, the LGBT community, the homeless community, discrimination based on ethnicity or race, human trafficking, the use of forced labor, disputes over land and agriculture, conflicts related to housing and urban development, acts of violence towards various marginalized communities, such as gypsies, quilombolas, indigenous people, and other traditional communities, police violence (including incidents involving public security forces during the federal intervention in Rio de Janeiro), violence directed towards communicators, journalists, migrants, and refugees. The hotline Disque 100 operates 24/7, including weekends and public holidays.

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