

The background is a blurred image of a conference or workshop. In the foreground, the back of a person's head is visible. The background shows a stage with a speaker and an audience. A network diagram with blue nodes and white arcs is overlaid on the image.

# Workshop 4

**Data exchange and digitalisation across borders**

**Future-proof  
social security from  
an international perspective**



*Future-proof  
social security from  
an international perspective*

## *Your hosts*

- **Prof. Paul Schoukens**
- **Joanna Vallistu**
- **Kathleen Harteel**
- **Angela Liebregts**
- **Anne-Floor Bakker**



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# Kathleen Harteel

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**Data exchange within an international perspective**



## Contents

- UWV: our core tasks
- Data exchange: what do we already do?
- Bottlenecks
- Way forward

## UWV: our core tasks

- ❑ **work:** helping the client to remain or find employment, in close cooperation with the municipalities.
- ❑ **benefits:** ensuring that benefits are provided quickly and correctly if work is not (immediately) possible.
- ❑ **social medical affairs:** evaluating illness and labour incapacity according to clear criteria.
- ❑ **data management:** ensuring that the client needs to provide the government with data on employment and benefits only once.

## Data exchange: what do we already do? (UWV-SVB-competent institutions )

### (1) Death data

Countries with a (signed) agreement and (almost) operationable:



Countries almost ready for exchange:



## Data exchange: what do we already do?

### (2) Income data



- ✓ Several successful pilots with the RVA starting from 2018
- ✓ 2018 - 2019: UWV-RVA-RIZIV-Cross Point Bank unemployment & social assistance data
- ✓ 2021: unemployment & income data

**Mutual wish to exchange income data in a structured manner**

## Bottlenecks

- No foreign/European personal identification number present, having this could increase the hit ratio! (at the moment appr. 60%).
- Process/document of proof of being alive is still needed (error sensitive process).
- No or laborious response of foreign competent institution (technical difficulties,...).
- Also (bulk) data about income and addresses necessary --> clear legal basis in EU-Regulation 883/04 & 987/09 and in bilateral agreements (third countries).
- GDPR and national privacy legislation.



## Way forward

- Foreign/European identification number.
- Enhancing cooperation with foreign competent institutions (working together with NLO ELA).
- Implementing a clear legal basis for (bulk) data exchange in EU-Regulation 883/04 & 987/09 in correspondence with EU-R. 2016/679 and in bilateral agreements (third countries).
- Innovation?



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# Johanna Vallistu

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**Digital horizons in social security – envisioning digital social security on national and international level**





51,3% covered in trees



99% of services are online



# Which kinds of digital forests in the future?

**1st wave** - paper forms to digital forms, initial e-services approach



**2nd wave** - e-government, digital first, one stop shops



**3rd wave** - data science and AI technologies in policy making and planning, service and social robots

→ **digital social security**



*According to: Dunleavy&Margetts, 2023, data science, artificial intelligence and the third wave of digital era governance*



# The roots of digital social security



## 1) Data storage

Data privacy and security

Trash in trash out

Energy limits

Open data

## 2) Data exchange

Data quality

Data intermediaries

Interoperability

Data consents

Fraud prevention

Automatic decision making (ADM)

## 3) Digital applications - portals and accessibility

Alternative channels for accessibility

Single gateway

Proactiveness

Values and expectations

**Essential nutrients:** connectivity, legislation, digital skills and literacy, data science skills, cybersecurity, digital infrastructure, standards, public trust, ethical principles

## What if in the future of social security....

- all benefits would be received automatically as proactive services (invisible state)?
- benefits and services would be needs-based, for example child benefits depended on income?
- at pension age one gets a recommended choice between different payment options depending on their savings and situation?
- more emphasis would be on prevention – for example a timely reskilling suggestion at the risk of unemployment?



## Key elements of the digital social security :

### The digital layer:

#### **User-centric**

Single gateway/portal (*joined-up government*)  
Digital communication channels

#### **Personal/Needs-based**

Analysis and interoperability of personal data  
AI support for officials or AI-enhanced/data analysis based  
decisions

### Services and benefits:

**Needs-based:** for example income-related, regional, family  
composition

Stronger focus on **prevention** by data-based risk assessment

#### **An ideal future?**

- Invisible state – easy to „operate“
- According to my needs
- Prevention-centered
- Minimum bureaucracy
- Cost effective for the state

#### **But also:**

- More virtual state-citizen communication
- Algorithmic governance
- Administrative functions move to „system’s belly“
- Data (analysis) intermediaries
- Visible and invisible robots
- Higher reliance on private sector

# The case of Estonian personal state project

Vision: A **personal state** is **invisible digital state** with **needs-based** services and benefits.

And will be very cost-effective!

## Enablers

- X-road data exchange
- High digitalisation levels
- Proactive services
- Consent service  
(*nõusolekuteenus*)
- Favourable attitudes towards automation and e-government

## Barriers

- Multiple service portals
- Low data interoperability: social assistance benefit requires manually searching 7 registries and providing
- Digitalisation does not take into account structural change – for example the entrepreneur account
- No legal or technological framework for permanent data consents
- Local-central government divide
- Lack of alternative channels

## Key uncertainties:

- how to determine needs? → Which welfare state aims?
- how to create a consent system?
- how to retain privacy – data intermediaries?
- micro-services digital architecture → proactive services



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## What about international data sharing perspective?

Estonian and Finnish population registry data moves to X-Road platform



We find a way when there is a need

Riigiäpi ja EL-i mobiilirakenduse ühilduvus selgub alles töö käigus



„Compatibility of state app and EU mobile app will be clarified in the course of the work“  
(19.02.2024, ERR)

# Personal state scenarios for EU's social security

- A coherent approach to personal state on the EU-level:
  - Data intermediaries to protect privacy?
  - Uniform consent systems?
- A personal state (on EU level) for the few brave who have not opted out?
- A personal private digital state? – a global services view, just without the state
- A personal state as a set of divided state structures with little in common?





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# In-depth discussion

- **Discussion in subgroups**
- **Plenary reflection (public and panel)**



## Working Method

- We are splitting up into four groups.
- You will be working on two central themes:
  - Theme 1: Data exchange and –storage
  - Theme 2: Digital Applications
- Each group works on the three questions provided on the handouts next to your flip over.
- The discussion may take place in Dutch, but please consider your colleagues.
- We ask each group to select a group coordinator who will write down the output on the flip over and gives a short summary of your answers at the end (both in English).
- You have 20 minutes to complete the three questions. Please use a new page of the flip over for each question.
- After the 20 minutes are done, we ask the group coordinators to briefly share their findings in a pitch. The audience and experts reflect on these pitches.



# FUTURE-PROOF SOCIAL SECURITY FROM AN INTERNATIONAL PERSPECTIVE

## Relevant European legislations

- **Interoperable Europe Act**
  - Secure cross-border exchange & interoperability
- **Data Governance Act**
  - Data exchange and big data
  - Facilitate re-use of data from the public sector
- **European Digital Identity (eIDAS 2.0 A and B)**
  - Guarantee very secure log in (2.0A)
  - Digital wallet for citizens (2.0B)
- **Single Digital Gateway (SDG)**
  - Easy access to digital public services in the EU
  - Exchange data through OOTS (once only technical system)

## Relevant IT-systems and applications

- **EU Digital Identity Wallet**
- **ESSPASS:**
  - European Social Security Pass
  - Digitalisation of verification mobile citizens' social security coverage
  - EU Health Insurance Card (EHIC)
  - A1 certificate
  - DC4EU Consortium
- **EESSI**
  - Electronic exchange of social security data between sister bodies within Europe