

**Question #4** – (to Marcos) Could you explain to what extent the Cadastro Único touches upon the Bolsa Família? I am thinking about the feasibility of duplication and overlapping, how the team has worked to avoid it? (from Eloá Prado, [eloa.prado@gmail.com](mailto:eloa.prado@gmail.com))

Dear Eloá,

All Bolsa Família beneficiaries are included in the Cadastro Único. It is mandatory to be there. It is through data gathered in the Cadastro that the beneficiaries are identified and selected to receive the cash transfer. So there are no risks such as those you have mentioned. If you have any further questions, please let me know. Thanks for your participation!

**Question #6** – (to Marcos) What's the main data collection tool for Brazil and what has been the experience in data collection? (from Mc Mhango, [mc.mhango@giz.de](mailto:mc.mhango@giz.de))

Dear Mhango,

I couldn't tell you which one is the main tool, but for social policies, I would definitely say that it is the Cadastro Único. The experience has been extremely satisfactory. It is not easy at all, but over the last decade, we have managed to build a solid and massive data bank. Of course, it is not a federal government achievement. Local governments are the main actors of this effort, and their staff commitment has been crucial to the success of this enterprise. If you have any further questions, please let me know. Thanks for your participation.

**Question #7** – (to Marcos) What are the selection criteria for selection of beneficiaries (the poor and vulnerable)? (from Sugath Ranugee from Sri Lanka Welfare Benefits Board, [sranugge@gmail.com](mailto:sranugge@gmail.com))

Dear Sugath,

The criteria vary from program to program. Some of them, as the cash transfer program Bolsa Família, it is wage itself that determines whether a person or a family is eligible to participate. On other cases, different aspects concerning multidimensional poverty as a key concept are used to find beneficiaries, such as water supply, sanitation, schooling, age, gender etc. If you have any further questions, please let me know. Thanks for your participation!

**Question #10** - Thank you for the excellent presentations by the presenters from Austria and Brazil, ILO and the guiding questions by Veronika. In addition to these three questions I am interested to learn more about the Brazilian experience with the so-called agents (Caixa?). Could you tell more about how these agents work? What is the contractual relation to the municipalities or federal government? Who pays them and how are they paid for the service provision? I am from GIZ Pakistan, where we work together with ILO assisting the provincial government to set up a single window services at a sub-provincial level. (from Alexandra Plueschke, [alexandra.plueschke@giz.de](mailto:alexandra.plueschke@giz.de))

Dear Alexandra,

Caixa is a federal bank, and it plays some important roles on the Cadastro Único and the Bolsa Família programs.

Regarding Cadastro Único, Caixa holds the system and the database, assuring safety, confidentiality, and updating whenever is necessary to do so. On Bolsa Família, Caixa pays all beneficiaries directly, without any interference of local governments.

All payments are done by the federal government. It is a contractual relationship between us and Caixa.

But if you are interested in the social assistance agents as well, I could tell you that it works just the opposite. Their relationship is at the local level (municipalities), and we at the central government are completely out of this arrangement. If you have any further questions, please let me know. It will be a pleasure to answer them. Thanks for your participation!

**Question #11** – *(to Marcos)*: How do you ensure that you reach potential beneficiaries not only from remote areas, but from excluded population groups with little access to information (such as homeless people, informal workers etc.)? And then building up on this, how do you ensure that information is updated? Do beneficiaries have an obligation to come to the CRAS, what if they do not? *(from Michelle Lessa, [michelle.lessa@giz.de](mailto:michelle.lessa@giz.de))*

Dear Michelle,

To ensure, or to be as sure as it is possible to be, that nobody has been left behind, local teams perform what has been called active search. Social assistance teams leave their offices and just go out, searching for the excluded ones that you have mentioned. The fact that those teams really know their area is central to their success. As I have mentioned during the webinar session, there was an estimated number of poor and extremely poor people on the last census. Even if it doesn't make sense, we have reached 102% of poor people. And this number is due to active search because those people are not in the census database.

Regarding updating information, all beneficiaries have to go to the CRAS every two years, and this is our way of ensuring that what we have is updated. If they miss it, the active search starts again, and most of the times it fixes the problem. We also try to reach absent people by mail, phone, SMS and all means available to do so. If you have any further questions, please let me know. Thanks for your participation!