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Acronyms and Abbreviations

AARP	American Association of Retired People
ADL	Activities of daily living
AFJP	Pension Fund Manager of Argentina (Administradora de Fondos y Jubilaciones de Pensiones)
AFP	Pension Fund Manager of Chile (Administradora de Fondos de Pensiones)
AM	Account maintenance
ANSES	Social Security Institute of Argentina (Administracion Nacional de la Seguridad Social)
BSC	Balanced scorecard
CC	Customer care
CEN	Nutrition and education centers (centros de educacion nutricional)
CINAI	Integral care centers for children (centros infantiles de atencion integral)
CISS	Inter-American Conference on Social Security (Conferencia Interamericana de Seguridad Social)
CMS	Centers for Medicare and Medicaid services
DB	Defined benefit
DEA	Data envelopment analysis
EAP	Economically active population
ECG	Evaluation Cooperation Group
EITC	Earned income tax credit
EMA	Accreditation Institute of Mexico (Entidad Mexicana de Acreditacion)
EMS	Environmental management systems
ENESS	National Employment and Social Security Survey (Encuesta Nacional de Empleo y Seguridad Social)
FA	Family allowances
GDP	Gross domestic product
HCB	Welfare community homes (Hogares comunitarios de bienestar)
HEDIS	Healthcare Effectiveness Data and Information Set
HHA	Home health agencies
HRQL	Health-related quality of life
IAF	International Accreditation Forum
IAOB	International Automotive Oversight Bureau
ICBF	Colombian Institute for Family Welfare (Instituto Colombiano de Bienestar Familiar)
IDB	Inter-American Development Bank
IEG	Independent Evaluation Group

IHEA	Institute of Hospital Engineering, Australia
ILO	International Labor Organization
IMR	Infant mortality rate
IMSS	Mexican Social Security Institution (Instituto Mexicano del Seguro Social)
INN	Normalization National Institute, Chile (Instituto Nacional de Normalizacion)
INSS	Social Security Institute of Nicaragua (Instituto Nicaraguense de Seguridad Social)
IRS	Internal Revenue Service
ISO	International Organization for Standardization
IT	Information technology
KP	Kaiser Permanente
LA	Latin America
LAC	Latin America and the Caribbean
LDC	Less-developed countries
LTC	Long-term care
MRA	Multilateral recognition arrangement
NCB	National child benefit
NCQA	National Committee for Quality Assurance
NGO	Non-governmental organization
NH	Nursing homes
NHS	National Health Service
OAA	Accreditation Institute of Argentina (Organismo Argentino de Acreditacion)
OECD	Organization for Economic Co-operation and Development
OMCC	Organization and management of healthcare consumption
OR	Operations research
OSCAR	Out-of-school care and recreation
OSFI	Office of the Superintendent of Financial Institution
OVE	Office of Evaluation and Oversight
PAHO	Pan American Health Organization
PAYG	Pay-as-you-go
PBGC	Pension Benefit Guaranty Corporation
PCC	Partial collective capitalization
PFM	Pension fund manager
PWBA	Pension and Welfare Benefits Administration
QALY	Quality-adjusted life year
QM	Quality management
QMI	Quality Management Institute

QMS	Quality management systems
SA	Social assistance
SCC	Standards Council of Canada
SEDESOL	Ministry of Social Development, Mexico (Secretaria de Desarrollo Social)
SISBEN	System for the Identification of Potential Beneficiaries of Social Programs (Sistema de Identificacion de Potenciales Beneficiarios de Programas Sociales)
SNBF	National System for Family Welfare (Sistema Nacional de Bienestar Familiar)
SSA	Social Security Administration
UN	United Nations
UNEG	United Nations Evaluation Group
U.S.	United States
WB	World Bank

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FOREWORD

The Inter-American Conference on Social Security (CISS) prepares the yearly Americas Social Security Report. The goal of this publication is to be a tool to improve the understanding of the status of social security programs in the Americas, through the evaluation of topics that the General Assembly selects every year. It is addressed to the social security community, including governments, agencies, social groups, employers, users, and anyone interested in the improvement of social protection in the contemporary society.

This 2009 Report on *Evaluation in Systems of Social Security* has a natural link to the issue of last year. Then, we dealt with *Innovating Models of Social Insurance*, a field where administration and organization are keywords. Now, we deal with evaluation, which is a way to measure and administrate activities, results, and expectations.

The contemporary best practices in administration include that evaluation and management are part of one and the same integrated activity. Historically, evaluation has often been seen as an extra, as an additional action that social security agencies or governments can do to improve communication, correct deviations and gain support for the agencies or for a reform process. A basic tenet of the approach of this Report is that good administration cannot be separated from effective evaluation. The last feeds back with administration and policy making. While this may have been true and recognized always in well designed and well managed cases, technological change has meant that the circle moves at a much higher speed.

As in previous years, this Report aims to provide a balanced map of the field. Each government and agency shall find the more adequate approach to evaluation, depending on its human capital, resources, vision and goals. Yet, we would like to stress one feature that surface repeatedly in this and last year's reports: administration and evaluation have evolved towards and individual centered approach. Current technologies allow a level of personalized attention that was impossible to achieve in decades past: to workers, to the elderly, to children, to the disabled, to employers, and in general to each individual that receives benefits or contributes to social security. This Report builds on this idea.

We hope that this Report can help those interested in the region as a support for the evaluation of social protection and social security programs.

Gabriel Martinez
Secretary-General