



Dr. Dina Omar Ismail

International Social Protection & Healthcare Consultant

CURRENT LEADERSHIP & ADVISORY ROLES

- Founder & Chief Executive Officer, Phoenix IHSCS
- International Social Protection Consultant, World Bank Social Protection and Jobs
- Social Protection Advisor to the Gulf Cooperation Council and the League of Arab States

SESSION

What Egypt's Social Protection System Reveals About
Financing and Data Coordination

NASSCO Study Tour to Egypt | Cairo | 23 July 2026

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PROFESSIONAL BIOGRAPHY

Dr. Dina Omar Ismail is an international social protection and public policy consultant with more than 20 years of experience advising governments and development partners across the Middle East and North Africa. She is the Founder and Chief Executive Officer of Phoenix IHSCS, a consultancy specialising in social protection, institutional reform and public-service transformation.

She serves as an International Social Protection Consultant with the World Bank's Social Protection and Jobs practice and advises the Gulf Cooperation Council and the League of Arab States. Her regional portfolio includes major reform assignments in Egypt, Saudi Arabia, Qatar, Lebanon, Libya and the United Arab Emirates.

Her expertise spans integrated social protection systems, targeting and eligibility, administrative data and interoperability, service mapping, case management, grievance mechanisms, benefit design, monitoring and evaluation, and cost-of-vulnerability analysis for evidence-based budgeting.

For the NASSCO Study Tour, Dr. Dina will draw on Egypt's experience to examine how integrated data, coordinated financing and institutional governance can improve programme effectiveness, reduce fragmentation and strengthen the resilience of national social protection systems.

RELEVANCE TO THE NASSCO TECHNICAL LEARNING
PROGRAMME

DATA COORDINATION AND
INTEROPERABILITY

Design and reform of targeting, assessment, administrative data and cross-government delivery systems.

EVIDENCE-BASED FINANCING

Cost-of-vulnerability analysis, budgeting and benefit design financing decisions.

PROGRAMME INTEGRATION

Service mapping, case management and integrated delivery models that reduce fragmentation and duplication.

POLICY REFORM AND IMPLEMENTATION

Translation of policy priorities into systems, implementation to reforms.

SELECTED AREAS OF EXPERTISE

Social protection financing • Data governance and interoperability • Targeting and eligibility • Integrated registries
Cost of vulnerability • Service mapping • Case management • Benefit design • Monitoring and grievance redress