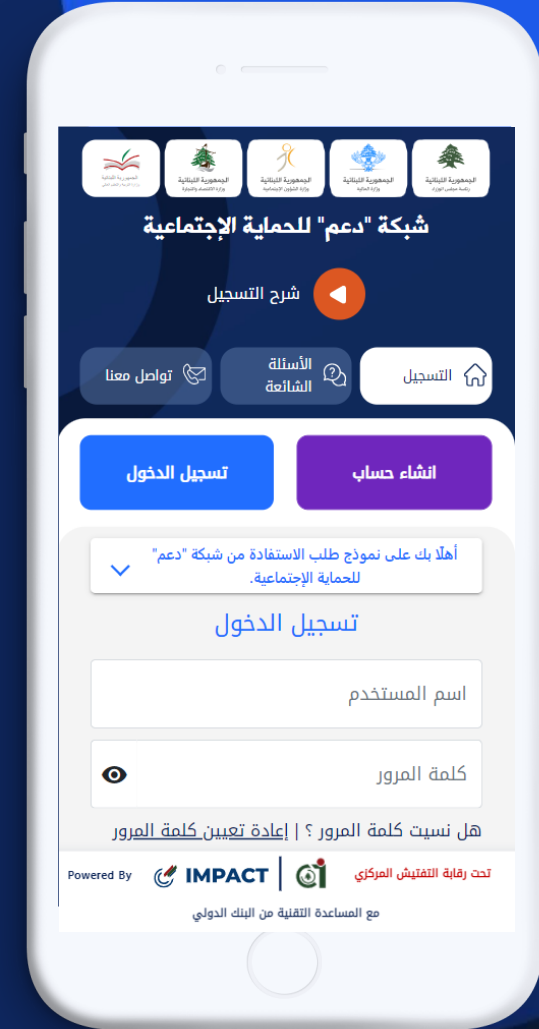


Social Safety Net Program "DAEM" Monthly Report

1 April – 30 April

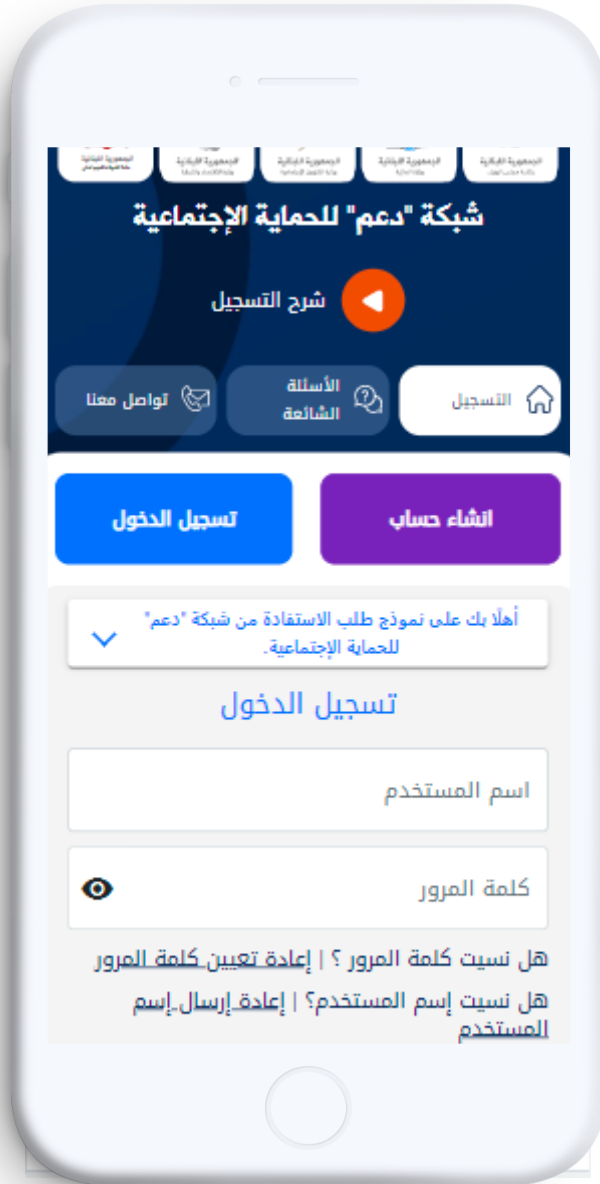


This report provides a general overview and key metrics regarding the various components of the **Social Safety Net Program “DAEM”** for the fourth month: **from April 1st, 2022, to April 30th, 2022.**

The report provides updates on the following:

- Technical development
- Analysis
- Call center operations
- The communication campaign

Post-Registration Phase in Numbers



Along with the ongoing household visits, payments for eligible applications that were validated have started to be disbursed in March. Households are notified about the payment through SMS that are being sent in batches every Monday.



165,189

Households selected for household visits



36,767

Payments enrolled as of April 30



11.1M USD

Paid to families in extreme need, as of April 30



16,050

Tickets logged by Call Center, processed on the GRM system



28,468

Duplicates found between NPTP and DAEM (suspended)



87,419

Household visits done across the Lebanese territory as of April 30

Development

ESSN Progress

Along with the ongoing household visits, payments for eligible applications which are WFP and PMT approved are being disbursed. NPTP duplicates were identified and excluded from payments lists.



165,190

Households selected for household visits



87,794

Household visits executed



7

Batches of SMS sent for payment



Batch 1: 84
Batch 2: 2,926
Batch 3: 5,092
Batch 4: 8,047
Batch 5: 7,765
Batch 6: 4,773
Batch 7: 8,076



36,767

Payments enrolled



10,154,555 USD

Paid to families in extreme need



Development Updates

- Payments were **suspended** the first week of April and transfers were delayed after discovering that **1,072** households benefiting from NPTP received a payment from ESSN. The team worked to solve the issue, suspended all the duplicates, making sure such incidents do not reoccur. A lot of effort has been put and communication between NPTP and DAEM teams to identify all duplicates and take the necessary measures.
- After applying the exclusion, inclusion and other selection criteria, **189,712** households were selected for household visits. After choosing **112,951** as the first batch to be visited, the **pool was extended** upon MOSA's request and confirmation of the technical committee.
- The team worked on the development of the **offline household visits tool** that will allow the enumerators to fill the ESSN form without being connected. This tool is ready to be deployed.



Tech: Validation Module

- Only **5 individual issues** were reported during this month by WFP which shows that the interface reached a stable phase where issues are limited to individual cases.
- **New features and enhancements** have been deployed during the month of April such as the ESSN case number has been unified and displayed on the Enumerator, supervisor and WFP's interface. WFP has been granted the ability to authorize or unauthorize submitted forms, to add comments in case of rejection. other minor enhancements and features have been added to the interface.
- The most important feature that was deployed this month was **the offline module**. Enumerators now can fill forms and save them even when they are not connected to a network.

الأسر المعينة

يتم تحديد زيارة منزلية لعدد من الأسر التي قدمت طلباً للإستفادة من برنامج التغطية الواسعة للمساعدات النقدية. بهدف التدقيق بالمعلومات التي قام رب(ة) الأسرة بإدخالها في الطلب من جهة، ويهدف تعبئة الإستمارة الخاصة بالزيارة المنزلية من جهة أخرى

ابحث حسب اسم رب(ة) الأسرة، العنوان، رقم الهاتف أو رقم ID

0 نماذج فشل إرسالها

إعادة الإرسال

0 نماذج في انتظار الإرسال

إعادة الإرسال

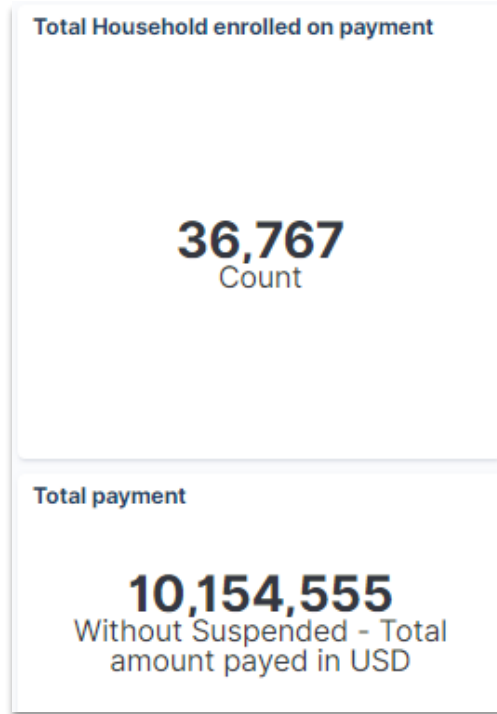


Payment Module

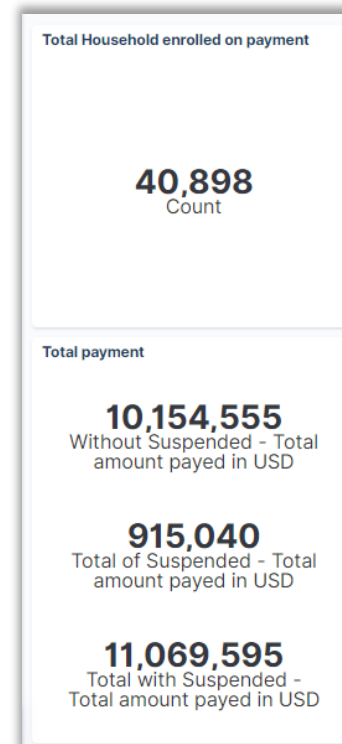
With the start of the payment phase, a dashboard was created for stakeholders to effectively track the disbursed payments. Issues with duplicated data with NPTP occurred this month that showed a specific amount of duplicate households that were disbursed an amount of money.

A new filter was added to the dashboard to track the payment module with/without the suspended duplicates. Data shows that **36,767** households entered the payment module (without the suspended duplicates)

With "Not suspended" filter



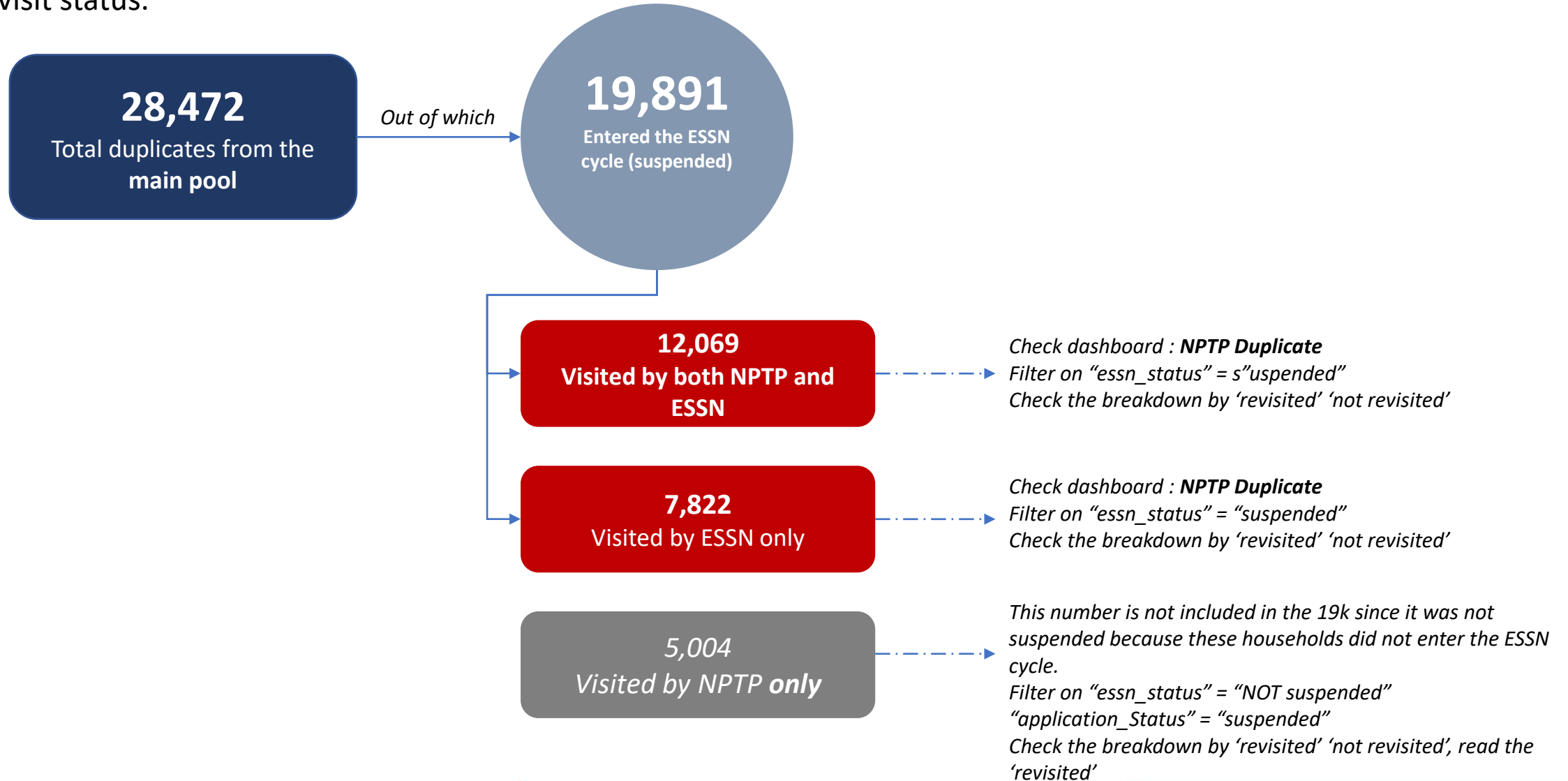
Without "Not suspended" filter





Duplicates Breakdown

The following breakdown shows how the duplicates found between ESSN and NPTP are distributed based on the visit status.



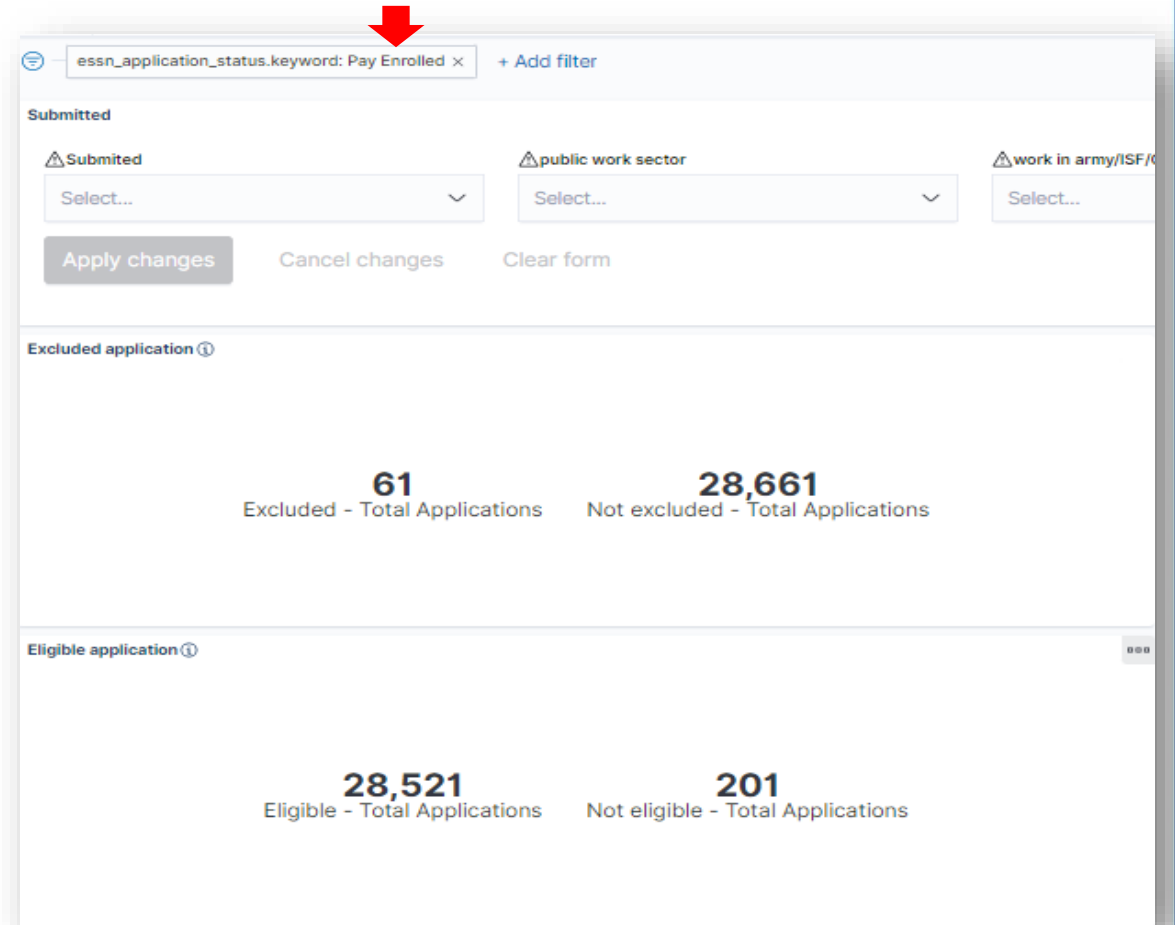
Analysis

Excluded/Not included enrolled for payment

Numbers on the eligible dashboard show that 61 of the households that received a payment should be excluded and 201 of them not included.

Explanation:

1. The exclusion/exclusion table were created to compute the data entered on the DAEM form and are only meant to be used for this purpose. Entering variables from different data sources to the equation can affect the accuracy of the numbers shown on this dashboard.
2. The household may have **edited the data after the first computation** prior to the household visit.
3. **PMT scoring** does not systematically exclude the household that don't pass the exclusion and inclusion criteria. Consequently, even after the correct information is added by the household after the computation or by the enumerator during the household visit, households that should be excluded can pass the PMT and be enrolled for payment.



Recommendation to ensure the issue does not reoccur: **Apply the exclusion/inclusion criteria along with PMT** before deciding to pay or reject a household.

Call Center



A Citizen-Oriented Call Center

- Since the beginning of Ramadan, the CI Call Center is operating on a **shortened schedule** from 9:00 am to 4:00 pm. This measure is implemented by all Lebanese public administrations.
- The number of calls slightly decreased compared to the previous month. In this respect, the call center received **19,882** calls.
- Operators are continuously answering questions and registering complaints.
- Operators continued to call back and follow up with citizens who were **seeking help through the different IMPACT social media** platforms or those who had unresolved or pending issues.
- In parallel, operators continued to answer daily emails and Facebook messages, leaving no one without an answer.



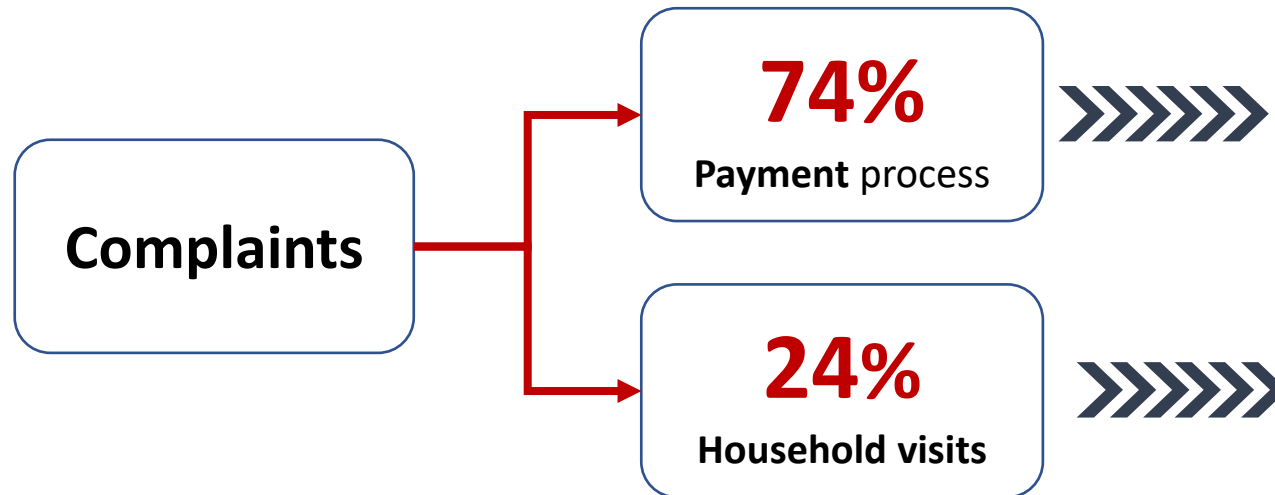


GRM Complaints

The **GRM workflow** provides a more **organized** and **effective** way to track and resolve issues and complaints.

Of the total **16,050** tickets logged in the system since April 1st, with an average of 1,003 tickets per day, **88.2%** of them were resolved and 11% only remain open.

- Also, the GRM system **sorts tickets** according to their respective **subject**. For instance, it shows how the complaints are distributed:



- Mistyped names and follow up on the issue
- OMT branches telling citizens that the payment is not available
- Incomplete transfer number
- One enumerator did the whole household visit in 5mins
- Some enumerators are telling citizens that they will receive the payment 15 days after the visit

Communication



Media Coverage

A newsletter published an article containing false information about 7,000 household getting paid by both NPTP and ESSN. The information was then circulated on different media outlets describing it as a scandal.

The technical mistake led to 1,072 benefiting from both programs and not 7,000.



الخبّار

«خطأ غير مقصود»... أسرٌ تستفيد من برنامجي «أمان» و«الأسر الأكثر فقراً» في آنٍ معاً



Media Coverage








A clarification was issued by MOSA, stating the reason for the technical mistake. The minister also emphasized on the fact that the technical team took the necessary measures to solve the issue and make sure it won't reoccur.





Phase 3 Action Plan

DAEM Social Safety Net Phase 3 - Action Plan

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10
	26/4-15	3/5-8/5	10/5-13/5	16/5-22/5	23/5-29/5	30/5-5/6	6/6-12/6	13/6-19/6	20/6-26/6	27/6-3/7
 Public Dashboard To be published on IMPACT open data website										
 MOSAWFP field visit To assess the quality of execution		One-off								
 Testimonials To be done with random sample of beneficiaries	█				█				█	
 Round table with media To explain the process and give insights on the execution	One-off									
 Press update To share key numbers and relevant updates	█		█		█		█		█	
 Social media Upload daily content on selection criteria, data from the dashboard and other informative content										
 Videos/Radio spot Two 30sec-1min videos/radio spot to summarize the progress of DAEM and encourage to call 1747										