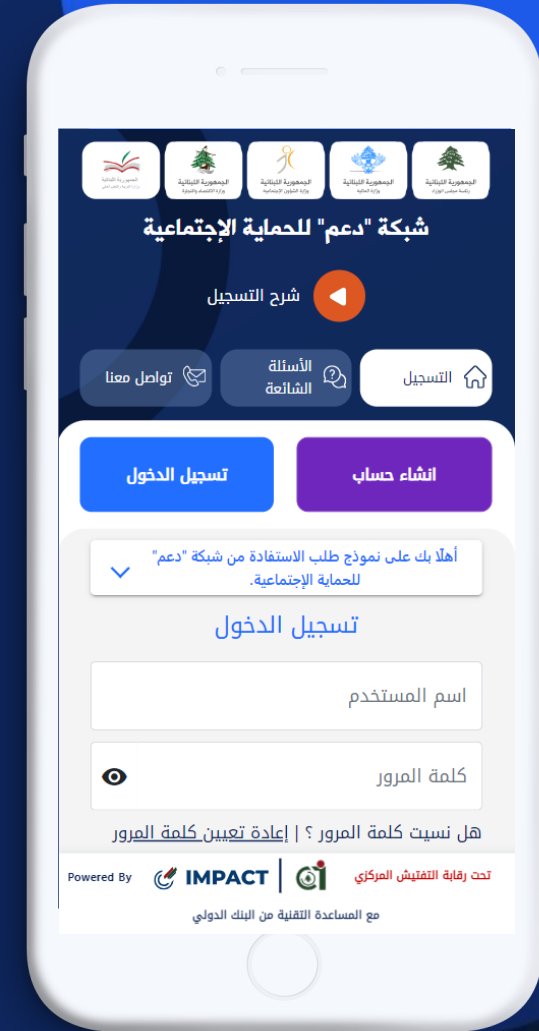


# Social Safety Net Program

## “DAEM”

### Monthly Report

1 – 30 June

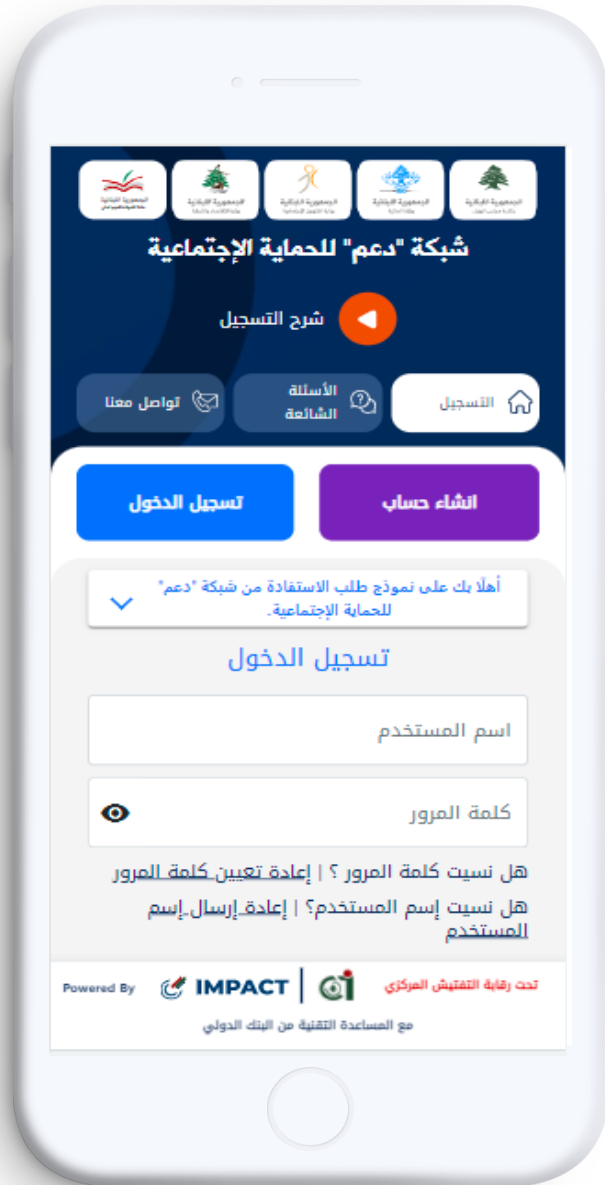


This report provides a general overview and key metrics regarding the various components of the **Social Safety Net Program “DAEM”** for the fifth month: **from June 1st, 2022, till June 30<sup>th</sup>, 2022.**

**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 continued to be disbursed in May. Households are notified about the payment through SMSs that are being sent in batches.



**62K**

Households benefiting from monthly transfers from Aman



**141K**

Payments enrolled as of June 30<sup>th</sup>



**37M USD**

Paid to families in extreme need, as of June 30<sup>th</sup>



**79K**

Tickets logged by Call Center, processed through the GRM



**28K**

Suspended duplicates found between NPTP and DAEM



**145K**

Household visits done across the Lebanese territory as of June 30<sup>th</sup>

# Development



# Education sector

New education fields were added to the DAEM registration form. A pop up message will appear on the DAEM registration form asking the citizen to fill the education sector information if a member of the household is enrolled in an education institution. The citizen will choose the type of the institution (public, private or free private). If it's public, the citizen will then specify the location and the name of the public school or the institute and will need to add the student ID number.

إختار النوع\*

معهد رسمي مدرسة رسمية

القضاء

اسم المدرسة\*

رقم التلميذ\*



هل إلتحق الفرد في مؤسسة تعليمية؟\*

Yes نعم

ما هو المستوى التعليمي للفرد؟\*

Primary Level 1 and 2 ٢ و ١ حلقه أساسي

هل الفرد مسجل حالياً في مدرسة أو معهد؟\*

نعم كلا

إختار النوع\*

Public Educational Institute معهد/مهني رسمي

Private خاص

Free private مجاني



شرح التسجيل Romero أهلا وسهلا

شبكة "دعم" للحماية الإجتماعية

كيف تستفيد من برنامج "أمان" على شبكة دعم

1 2 3

إذا كان أي فرد من أفراد أسرتك تلميذ في مدرسة رسمية أو معهد رسمي، الرجاء الذهاب إلى الصفحة 2 و 3 من الاستمارة وتعبئة المعلومات الإضافية الخاصة به.

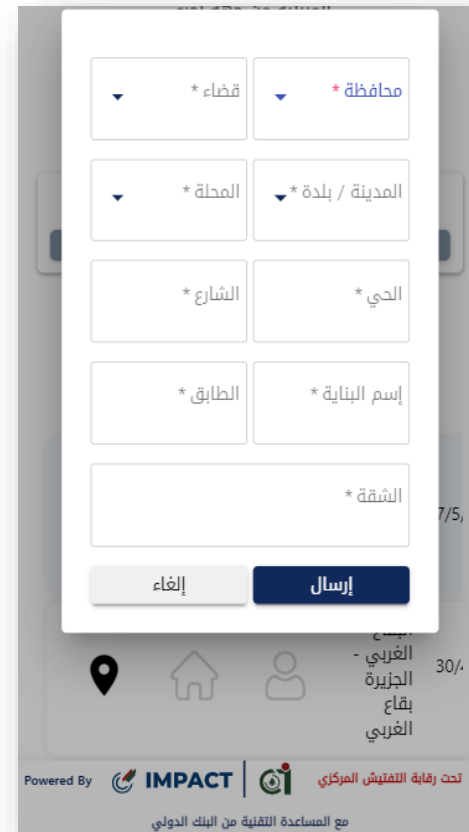
أغلق

ممثل(ة) رب(ة) الأسرة



# Reassign household

A new option was added on the enumerator and the supervisor interface. If the household location is wrong, the enumerator have the option to notify the supervisor of the new location. The supervisor will then accept or refuse the request. If it's accepted, the form will go back to the initial queue and WFP admin will need to assign the household again.





# Public Dashboards Updates

A chart showing the distribution of registered individuals on Daem was added to the registration public dashboard on IMPACT open data page.



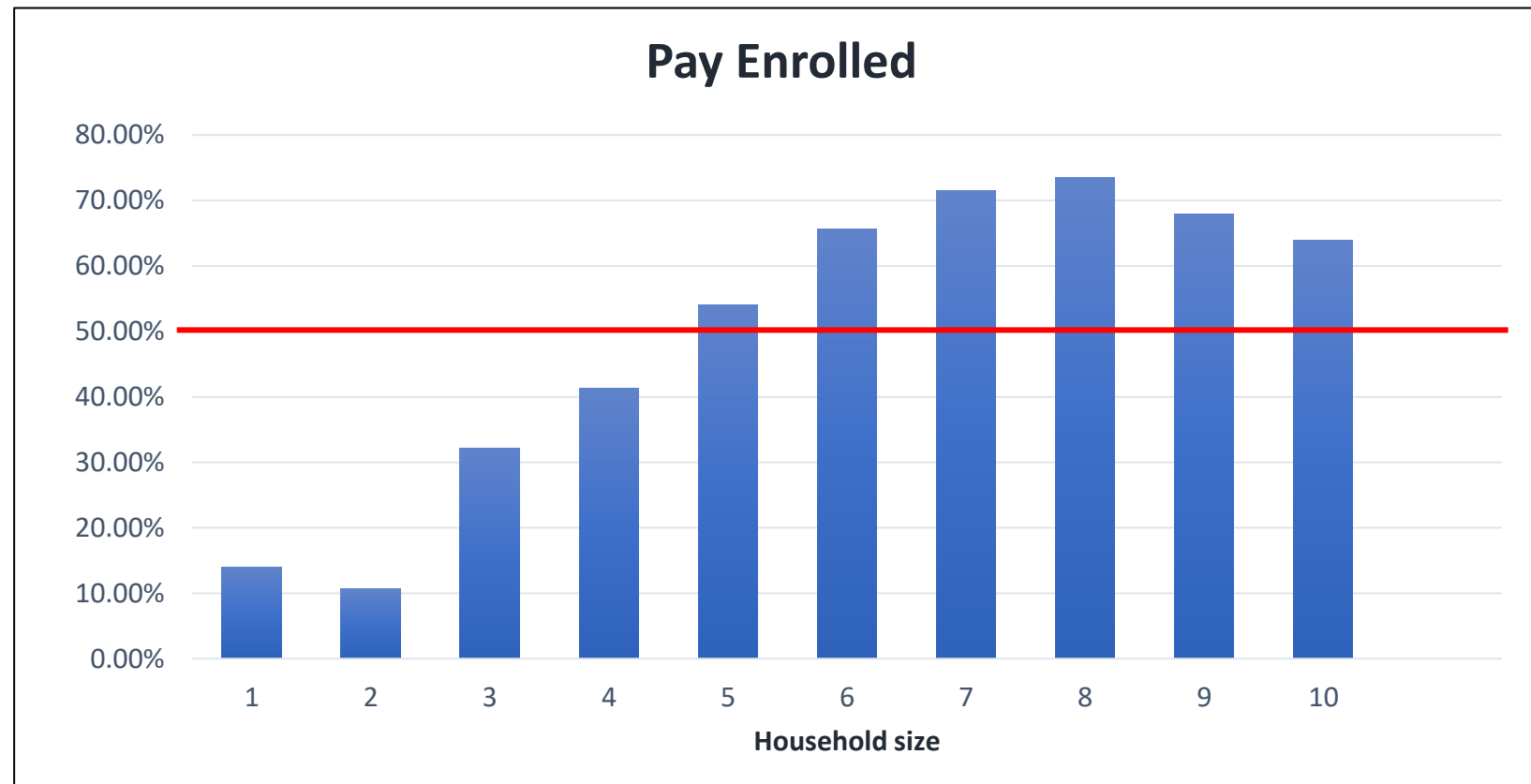
# Analysis

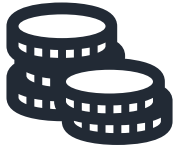




# Small Households Analysis

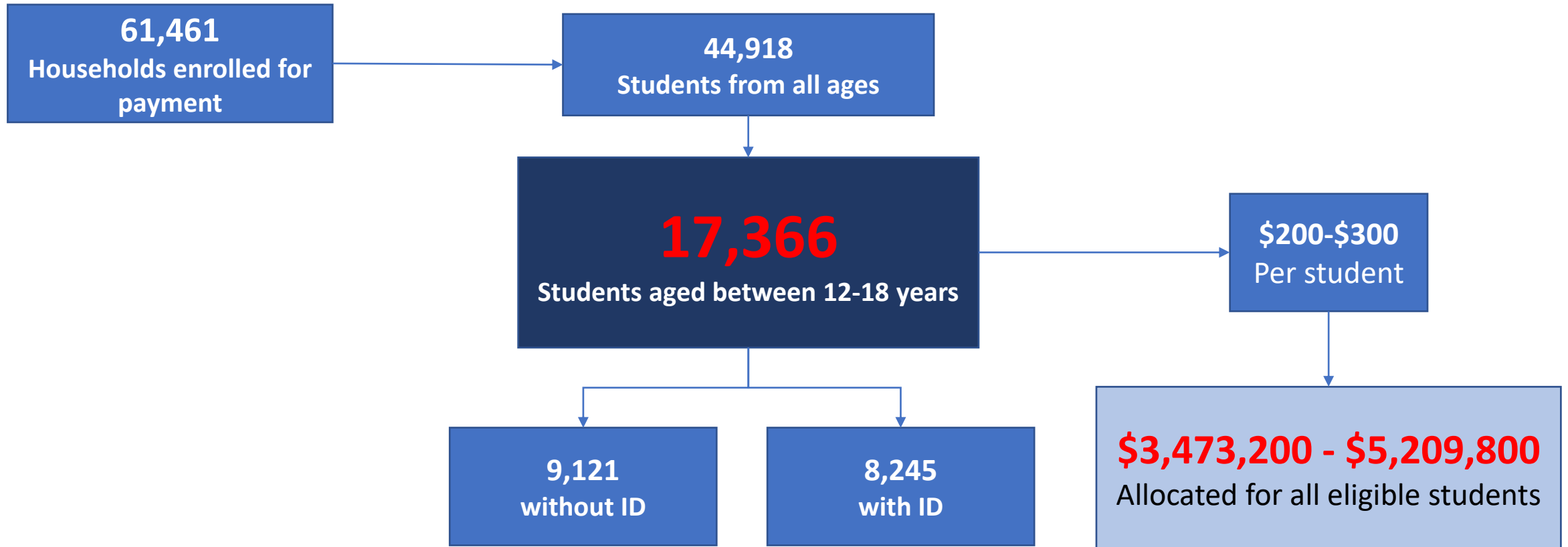
An analysis was done to understand the state of the **small households**. This histogram shows that when the household size increases, it is more likely for them to be enrolled for payment. A household with 3 members is less likely to be pay enrolled (32%) than a household with 8 members (73%). Even though key numbers show that in some cases these households are very deprived.





# Students' allocations cost prediction

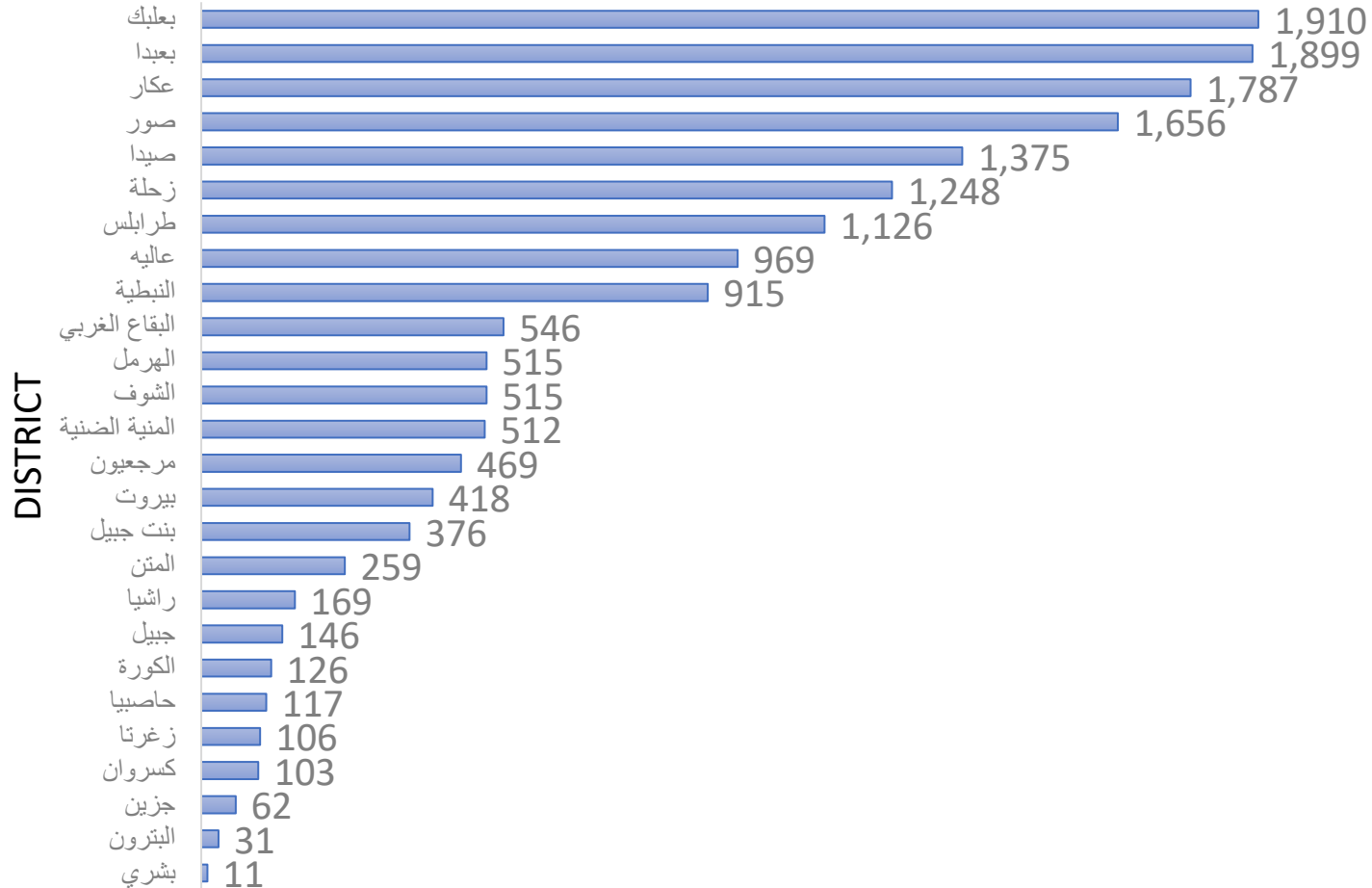
A short analysis was done to **estimate** the number of students that will benefit from the monetary aid allocated for education (covering tuition fees and expenses). These students are aged between **12 and 18 years old** belong to households enrolled for payment. **17,366 students** fall under this category. If \$200-\$300 will be paid per student, the expected cost will range from **\$3,473,200 to \$5,209,800**.





# Mapping of Students benefiting from Allocations

Distribution of students from benefiting households across districts



This chart shows the distribution across districts of students aged between 12 and 18, from households enrolled for payment.

NUMBER OF STUDENTS BETWEEN 12 AND 18

# Call Center



# A Citizen-Oriented Call Center

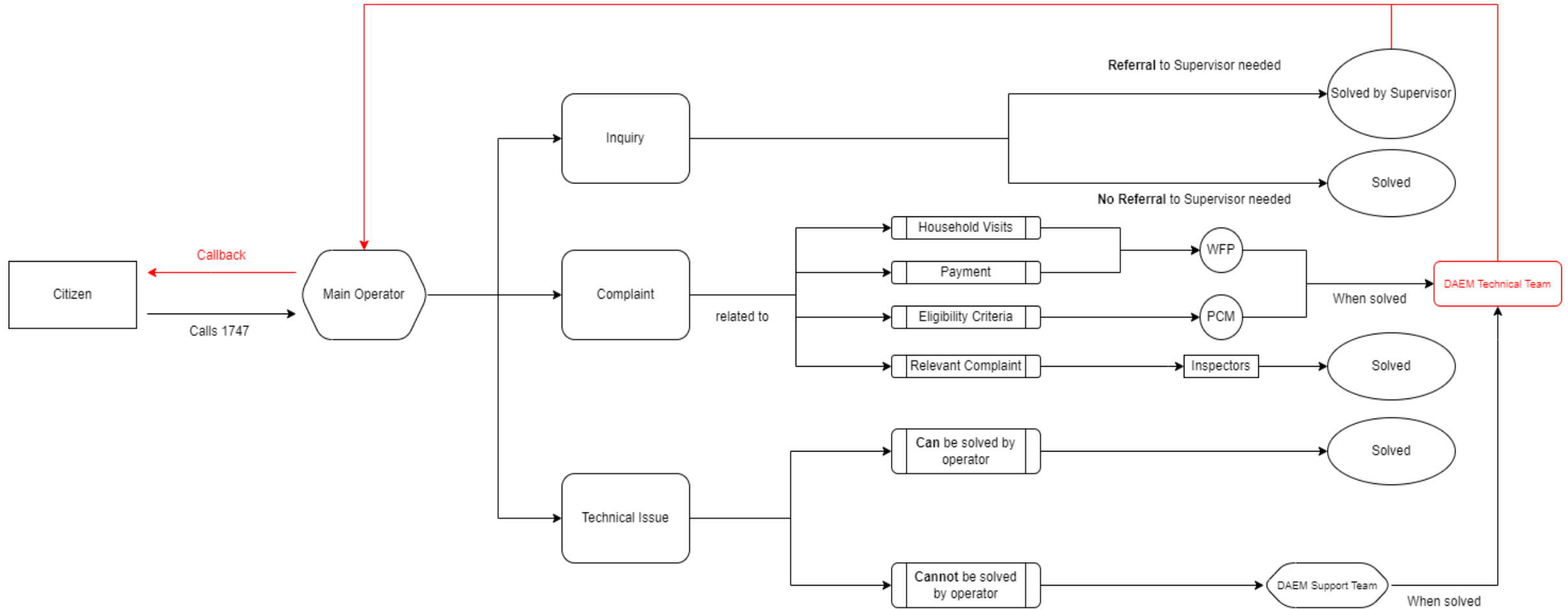
- The call center is receiving high numbers of calls on a daily basis. The number of calls received exceeds the **capacity of operators** to attend to all of them. Consequently, citizens are waiting in **long queues** before their calls can be answered, some of them try several times with the same result leading to complaints on social media platforms . This clearly shows that the call center is **understaffed**, and the issue needs to be addressed.
- The number of calls is increasing every time a new batch of payments is sent. In this respect, the call center received **50,316** calls (compared to **28,099** calls during the month of May).
- The overwhelming number of incoming calls did not stop the operators from **calling back** citizens and ensuring that their problems are solved.
- All of the above resulted in an unfortunate call **abandonment rate of 38.2%**





# GRM Flowchart

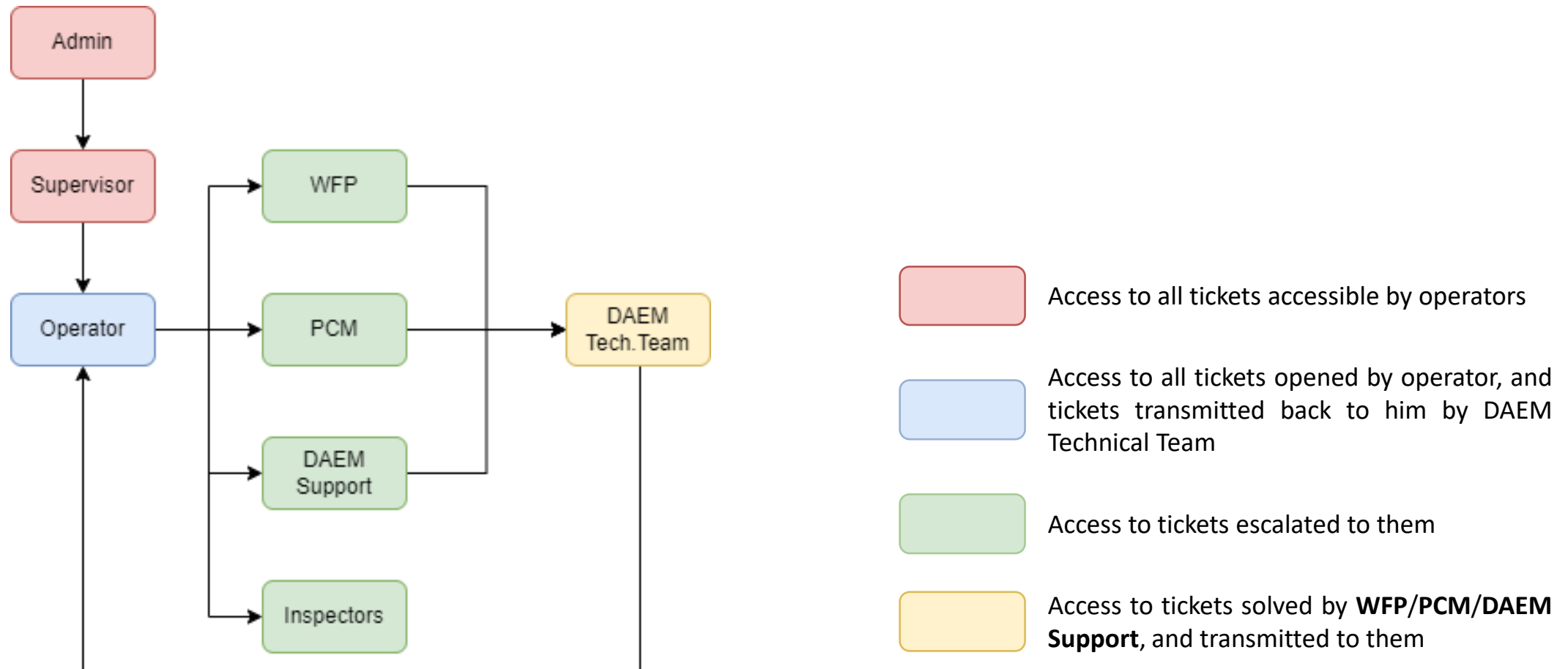
The following flowchart displays the process of the GRM (Grievance Redress Mechanism) allowing operators to solve all needed issues raised by citizens.





# GRM Governance

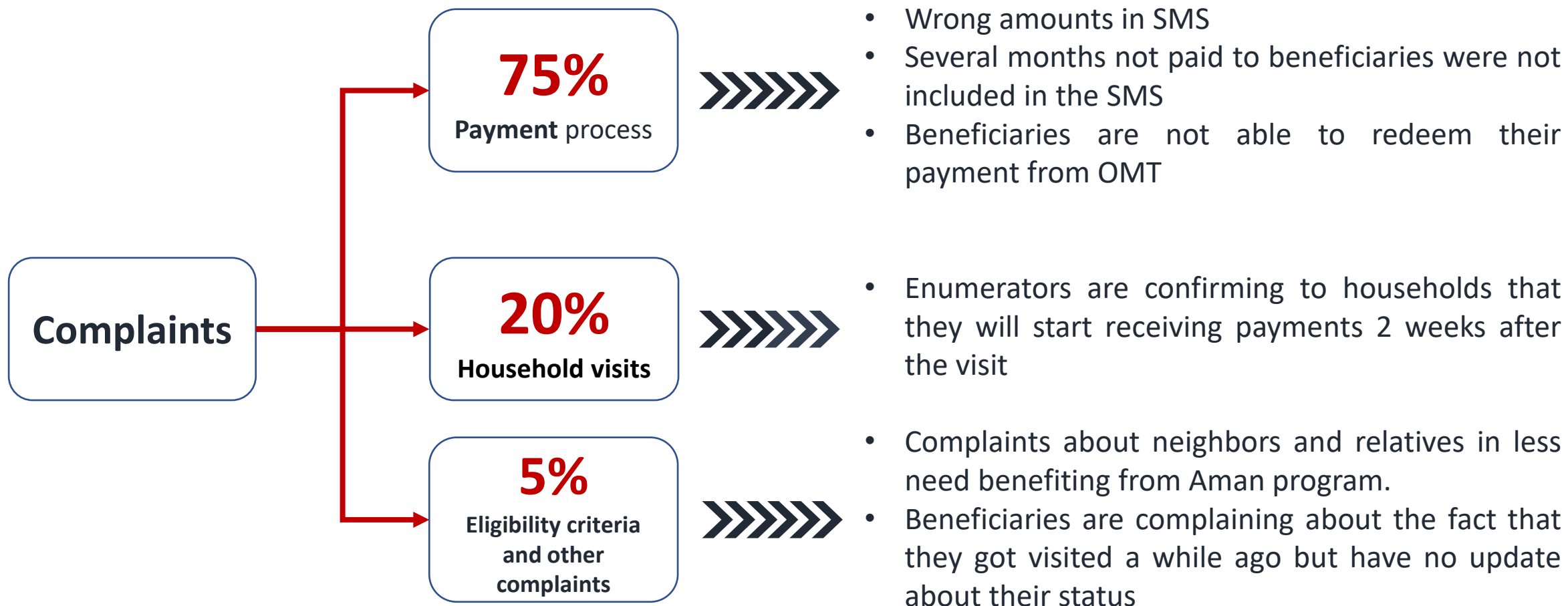
The following color-coded flowchart displays the different accesses to tickets available to users depending on their position.





# June Complaints

The GRM workflow provides an effective way to track and resolve issues and complaints. Out of the **13,109** tickets logged in the system between June 1<sup>st</sup> and June 30<sup>th</sup>, **9,969** were resolved while **3,104** remain open. Complaints recorded through the GRM system are mainly related to **payments** and to **household visits**.





# Communication



# Media Roundtable

The team organized a roundtable with journalists representing different media outlets to clarify the technical processes related to Daem. Members from IMPACT and CI technical team were in attendance to provide the most precise information about the development and technical aspect of the project.

A series of Q&A took place after the presentation. The journalists' questions broadened the scope of the discussion tackling political and social issues.

The journalists that were in attendance: Ghada Halawi (Nidaa el watan), Petra Abou Haidar (LBCI), Ines Cherri (Legal agenda), Abby Sewell (L'orient today) and a representative from Ici Beirut.



## GRM visit

The minister of social affairs visited the GRM at the Central Inspection to take a closer look on how the call center is operating. The operators presented key numbers about calls received, most frequent complaints, issues resolved, call-backs and the overall process.

A discussion about the issues facing GRM took place where the operators voiced the need to raise the number of operators due to the increasing amount of calls.

