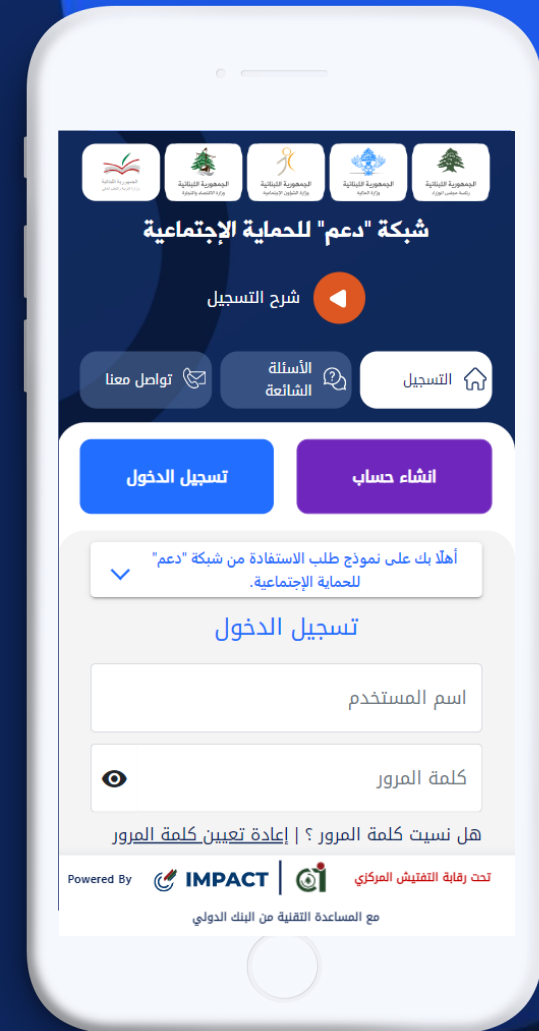


Social Safety Net Program “DAEM” *Monthly Report*

3 March – 31 March

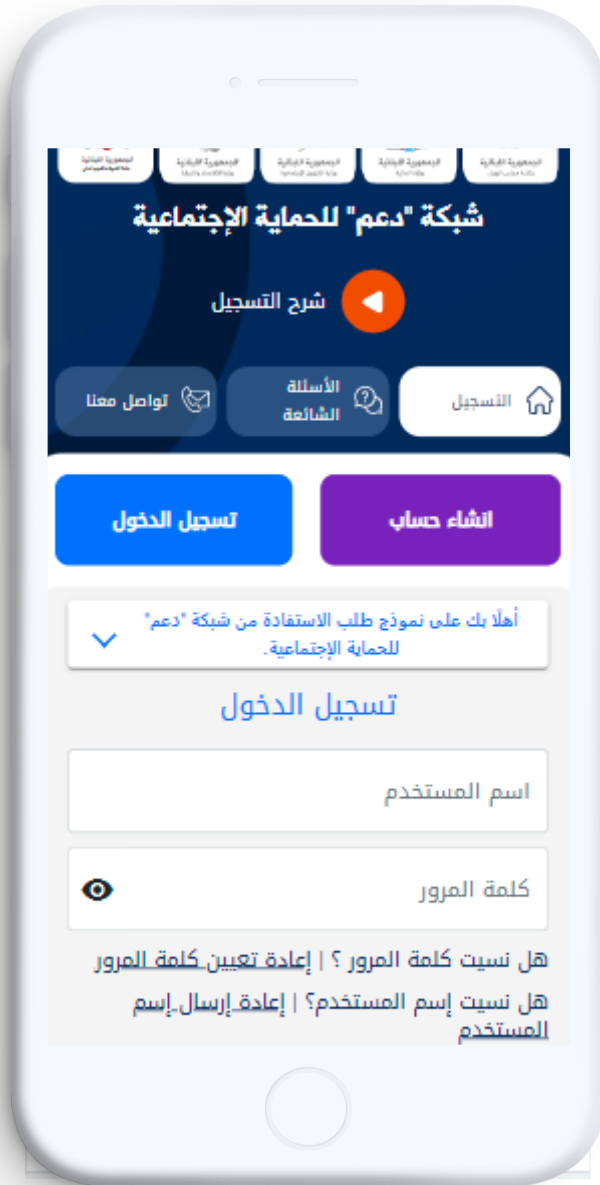


This report provides a general overview and key metrics regarding the various components of the **Social Safety Net Program “DAEM”** for the fourth month: **from March 3rd, 2022, to March 31st, 2022.**

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.



112,951

Households selected for household visits



4,5M USD

Paid to families in extreme need, as of March 30



500

WFP surveyors using the validation interface daily.



19,826

Payments enrolled as of March 30



20,871

Answered calls by CI Call Center during March



70,708

Household visits done across the Lebanese territory as of March 30

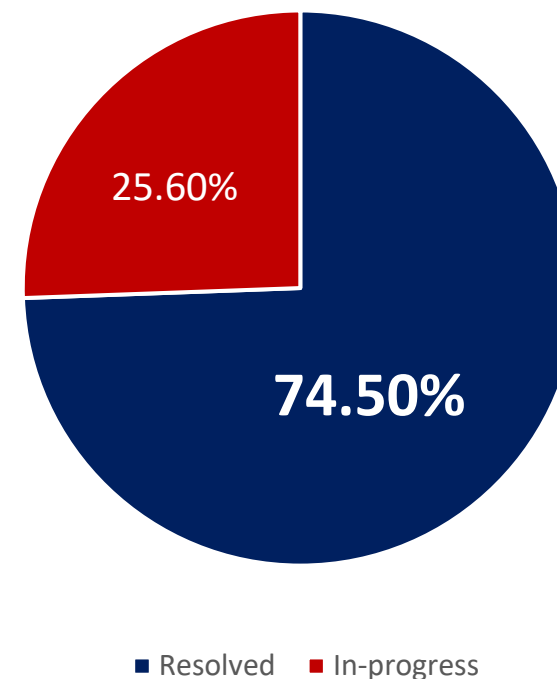
Development



Tech: Validation Module

- During the month of March, **new features have been developed by the technical team along with a constant follow up on technical issues in coordination with the WFP team.**
- Beyond the pre-required deployments, WFP requested **13** new enhancements of which **6** were delivered and deployed in relation to Household Visits. **7** are still in progress since reported around mid-March, including spotchecks.
- The team kept following on bug issues closely through daily stand-up meetings with the WFP team. In March, a total of **47** bugs were reported. **74.5%** were resolved immediately, while **25.6%** are still in progress.

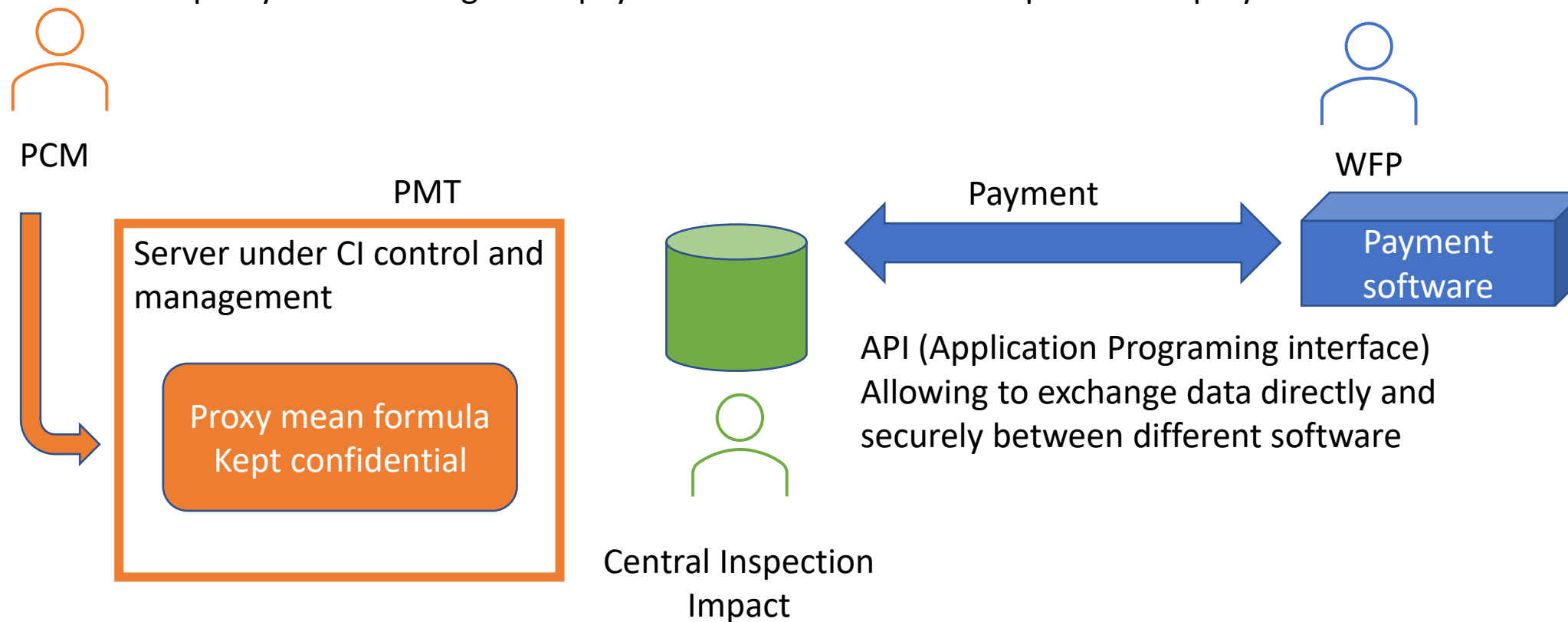
Bug issues status





Tech: PMT and Payment Modules

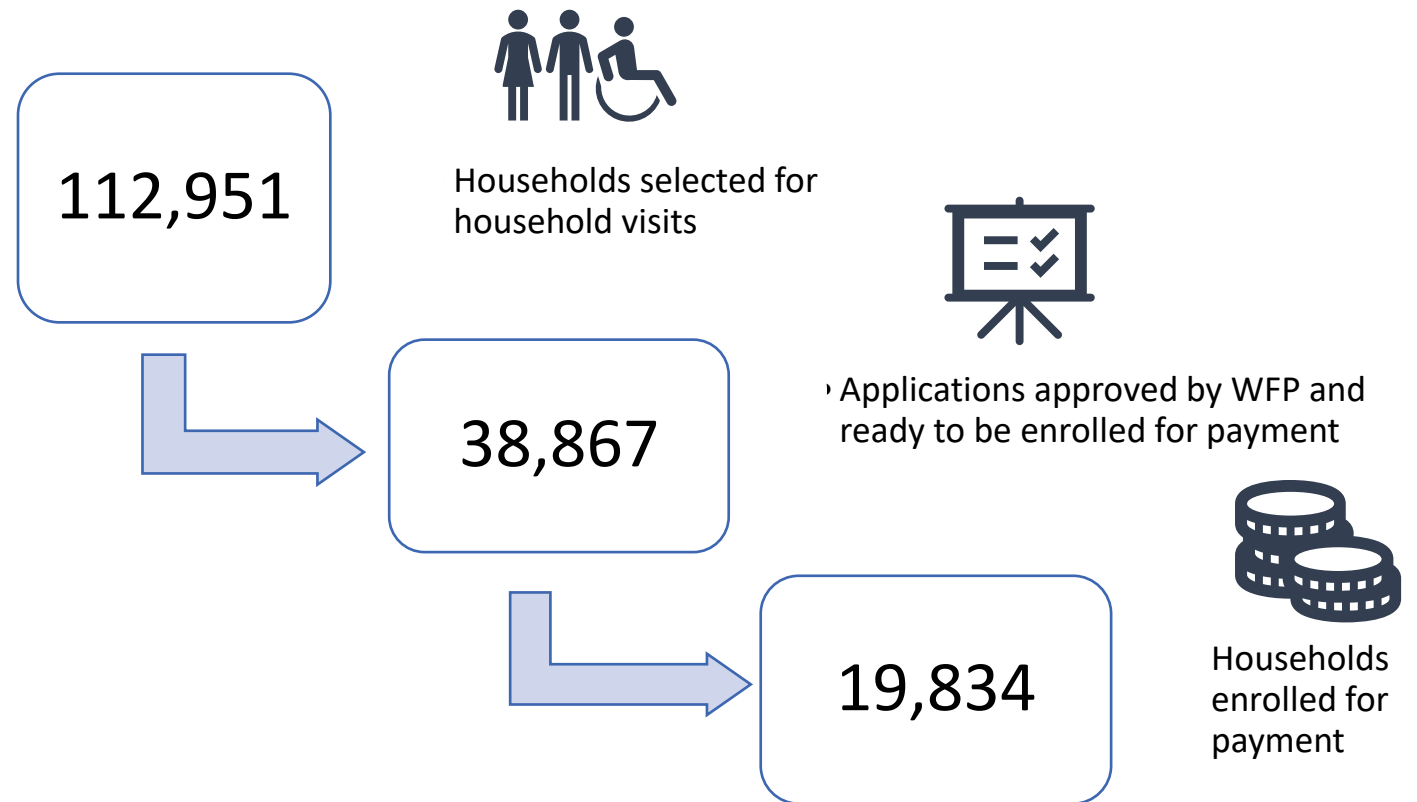
A proxy mean testing and a payment module were developed and deployed.





Household Visits in Numbers

- Household visits were conducted throughout March in an augmented speed. Dashboards show that **88,539 households** were assigned so far by WFP to supervisors. Also, **72,761 forms** were successfully submitted whereas **78,852** are scheduled for a visit for the upcoming weeks.
- Mount Lebanon** received the biggest share of visits to this day, with **23,800** visits. This is in line with the registration data, as Mount Lebanon led all governorate with the most filled applications with 158,915.
- 26.1%** out of the households that received a visit have been enrolled for payment.





Field Assessment

The need for quality control emerged from the load of calls received by the call center from citizens complaining about the household visits and payment processes. The team joined the WFP to better grasp these issues.



9

Team members accompanied a **WFP supervisor** and **enumerators**



5

Household visits for quality control

Some of the enumerators were not comfortable yet with all elements of the household visit process.

- When introducing themselves to the visited household, some enumerators were not stating clearly their exact role or missed in showing up their official authorization.
- Some enumerators were conducting a full validation on the DAEM form information before filling the ESSN form, while others were not.
- Some others were replacing IDs by civil status records of the household members.

The team discussed these findings with WFP and shared **recommendations concerning the need of unifying enumerators' practices.**

In addition to checking on the enumerators, the team took the opportunity to identify any potential **technical issue** occurring on the validation interface during the household visits.



Payment Module

With the start of the payment phase, a dashboard was created for stakeholders to effectively track the disbursed payments. The dashboard shows that **19,826 payments** were enrolled on the 22nd, 23rd and 29th of March, totaling in **4,550,300\$** with an average of **227\$** received per household for a retroactive period of 2 months.

Household payment Count per month

Issue date of payments



19,826
Total Payment Enrolled

Total payment

4,550,300
Total amount paid in USD

227.25
USD avg payment by household

4,550,300
USD Avg paid monthly

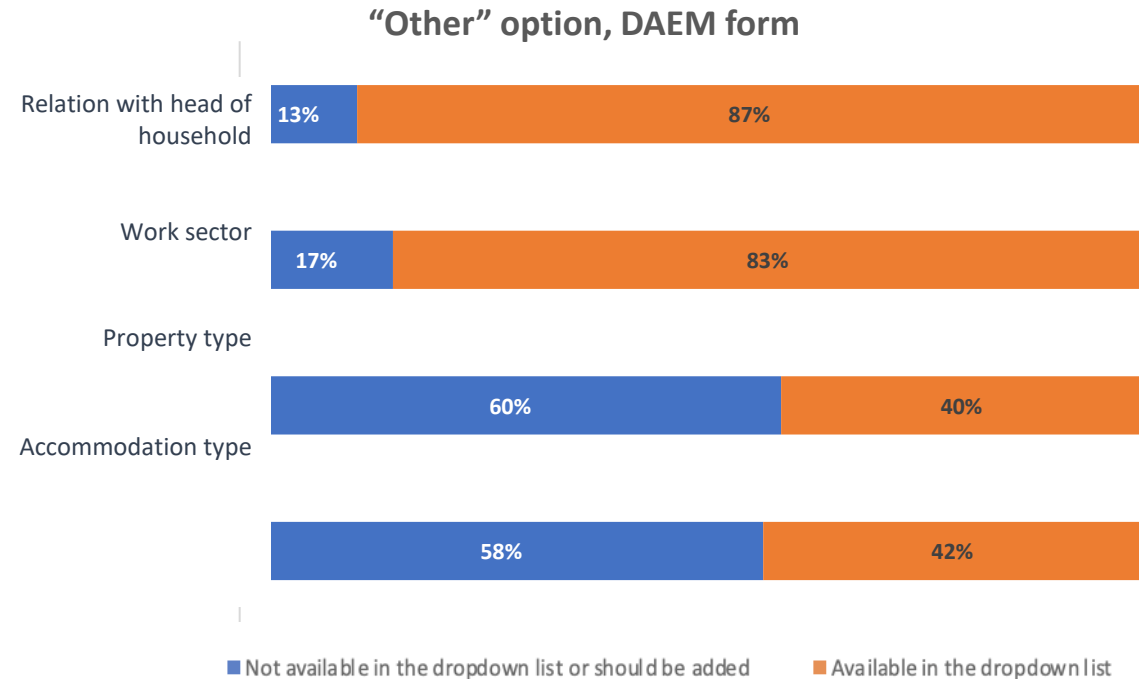
Analysis



Forms Evaluation

The team prepared a **report** about the **“other” option** in both ESSN and DAEM forms.

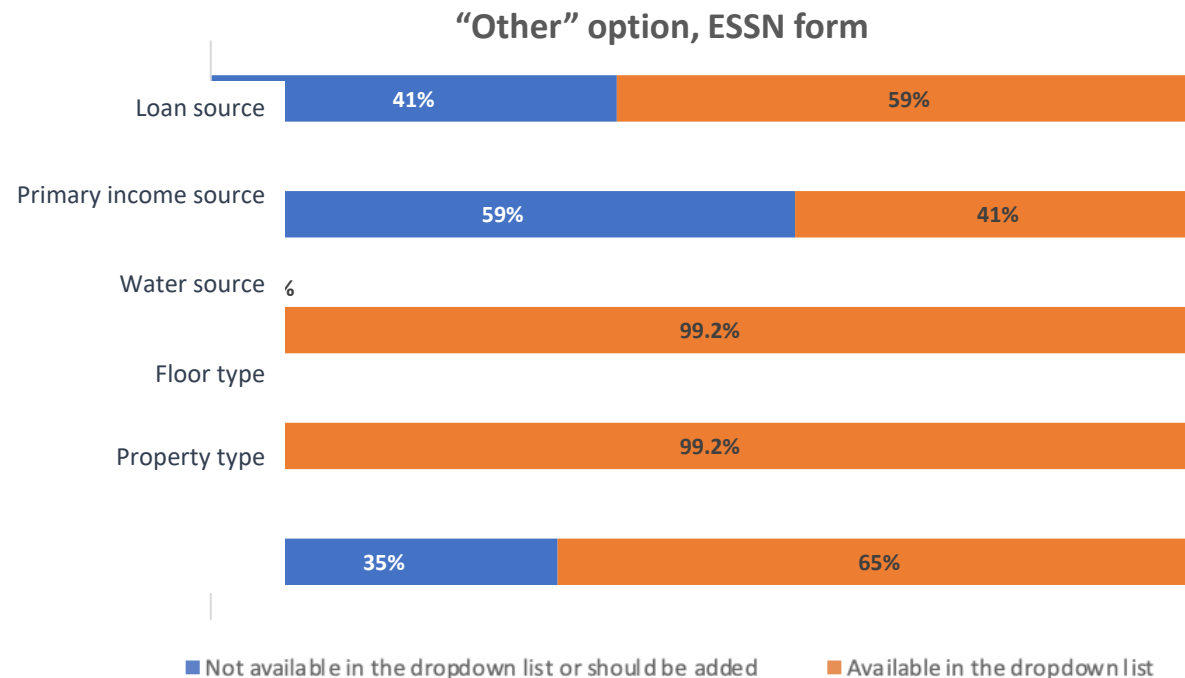
- Data entered under the “other” option was analyzed quantitatively and qualitatively. The option was in the drop-down list of the following fields:
 - For **ESSN**: property type, floor type, water source, primary income, loan source
 - For **DAEM**: property type, accommodation type, private sector work field, relation with the head of the household





Forms Evaluation

- After analyzing the data, the team realized that **the “other” option was not mandatory for all the questions**. It was used to (1) **describe precisely observations**, (2) add irrelevant answers. In both cases, the user was either **not understanding the questions** or **did not read all the preset answers** in the drop-down list.
- However, for some fields, the team assessed that it was necessary to **add new options in the drop-down list** to improve the data quality. Therefore, in the report, add-ons were recommended.

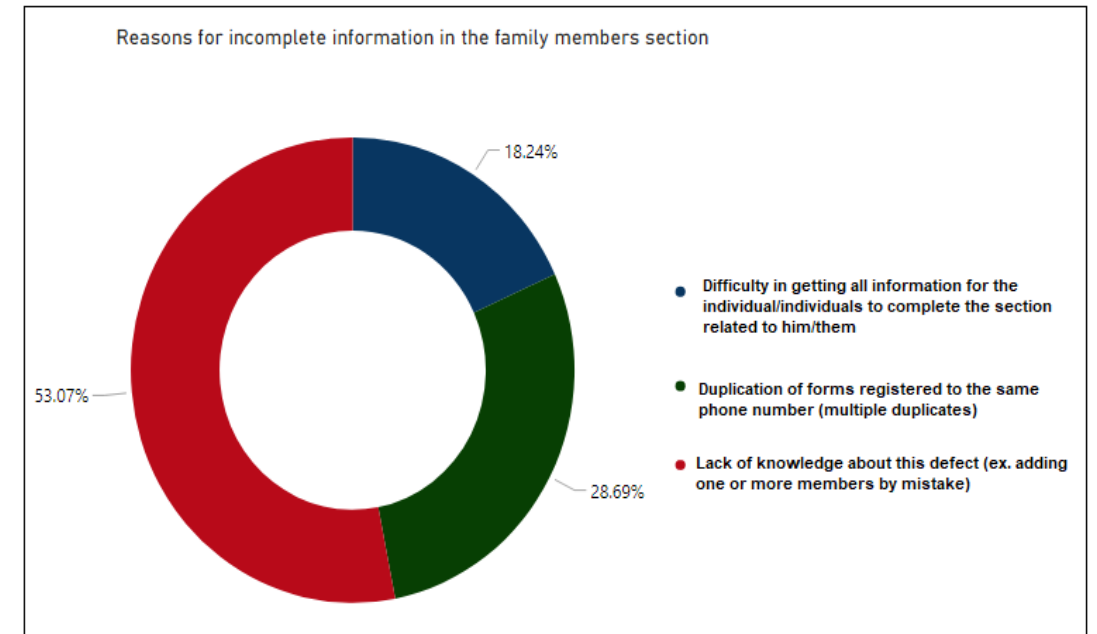




M&E Survey

To better understand the reasons behind the high number of DAEM forms with missing members, the team prepared a survey to be conducted with **469 individuals**. These were randomly selected among the forms that have incomplete or missing information in the section dedicated to household members.

- In **29% of the cases**, missing members were not added due to the presence of duplicate forms for the same household, since many applicants created more than one form in the beginning of the registration process.
- **53% of the participants** declared not knowing about the necessity of adding all household members and only added information about the head of the household. The evaluation survey shows the necessity of better reaching out the message to all applicants in a more effective way.



Call Center



A Citizen-Oriented Call Center

- The number of calls started to increase with the **ongoing household visits** and the **first payments**. In this respect, the call center received **20,871** calls. This shows that citizens are still relying on the call center for answering their **questions** and addressing their **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.





Implementing the GRM

During the month of March, and based on stakeholders' demands, the call center started implementing elements of the Grievance Redress Mechanism (GRM) processes to better address the novel issues that started to show-up during the new phase.

- The **GRM workflow** allowed the call center operators to directly **escalate issues** related to household visits, payments and eligibility towards **relevant entities**.
- It enabled the call center to provide effective and fast solutions for complainers through a secured system where **data privacy and security** are protected to the highest level.
- Operators were **trained** on the enhanced version of the calls ticketing system, while **users were created** for PCM and WFP to directly track escalated tickets on the system itself.

IMPACT

Authentication Required

Email or Username

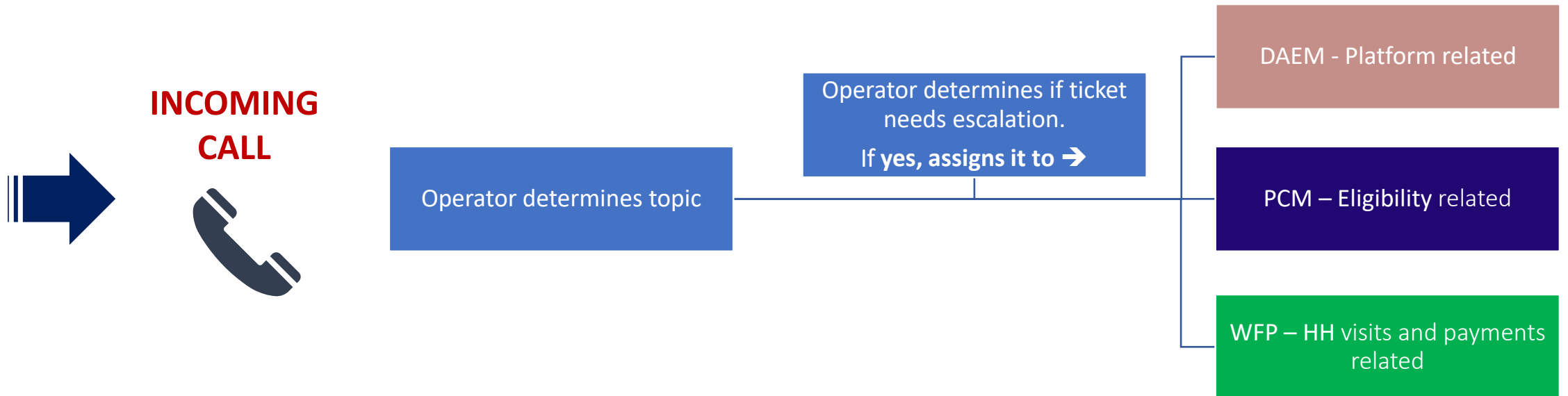
بضغطكم على هذه الخانة، أنتم تأكدون على أنكم قرأتم ووافقتكم على الالتزام القانوني

Copyright © IMPACT



Implementing the GRM

The calls escalation process was adapted in a way to enable each topic to be assigned for the relevant entity. WFP is responsible of issues related to household visits and cash disbursement, while PCM handles inquiries and motions about eligibility criteria.





Complaints

In line with the latest developments, **incoming complaints received by the call center** revolved mostly around household visits and the payment process. Below are some of the most common ones:

Household visits inquiries and complaints:

1. Some enumerators were **not showing up** upon booked appointments, leading to frustration among household members who stayed at home waiting all day.
2. Some beneficiaries who **deleted the payment SMS** were asking for an alternative way to be able to retrieve the allocated money.
3. Some enumerators were conducting the surveys **over the phone** without visiting the household. These were directly reported to WFP for immediate mitigation.

Payment issues and inquiries and complaints:

1. Many **discrepancies** were reported between the name of the beneficiary as written in the SMS and the name on the ID. These issues were efficiently followed up for solution through the GRM system.
2. Some branches of cash transfer companies were reported for **refusing to pay** beneficiaries in USD referring to **unjustified or illicit reasons**. Measures were and continue to be taken by PCM and other stakeholders against such behaviors.

Communication



SMS and Media

- The team elaborated a plan for better targeting and mitigating the incomplete forms which have **missing members**. This was a crucial initiative for informing households about the importance of filling the form completely for benefiting fully from the program.
- For this reason, the team prepared and **sent a batch of tactical SMS** reminding households about the necessity of adding all the household members and their required information to their forms.
- In parallel, a **video** was prepared and circulated on different Lebanese **broadcasting channels** as well as on the different **social media platforms**.
- The video stressed on the importance of adding the members and reminded citizens of the **availability of the call center** to answer their questions and provide the needed help.

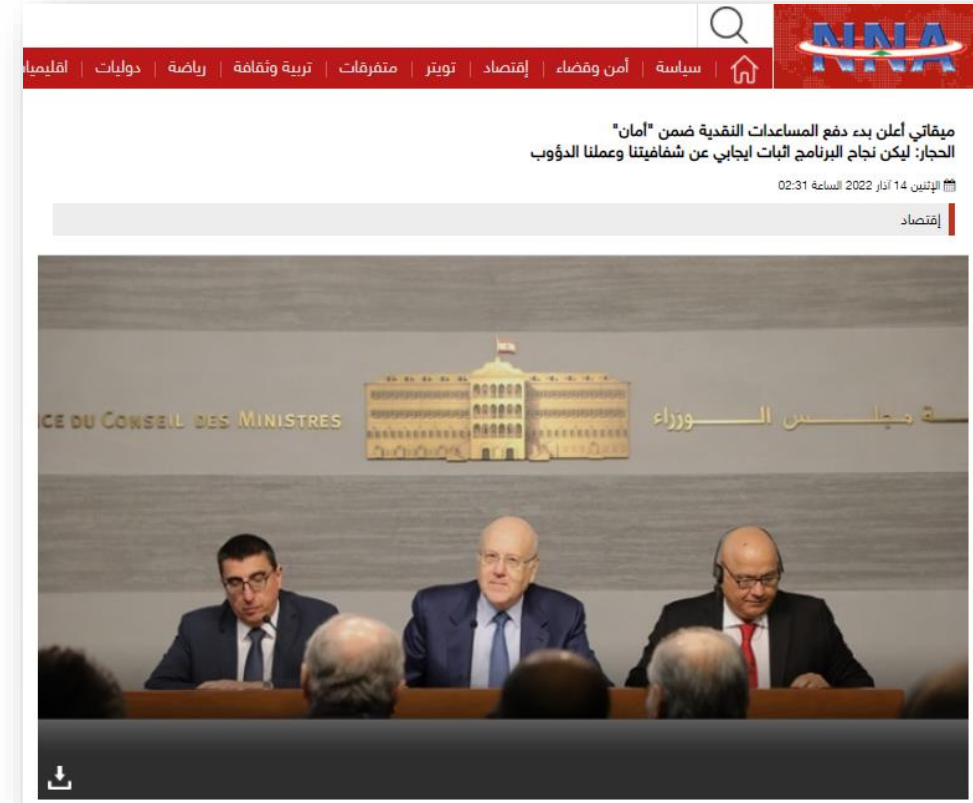


تنبيه: يرجى من رب الاسرة تعبئة المعلومات الخاصة بكل فرد من افراد الاسرة على شبكة دعم، ان لم يتم القيام بذلك بعد. يمكنكم القيام بذلك فقط عبر تسجيل الدخول الى حسابكم الخاص المنشأ سابقاً على شبكة دعم <https://daem.impact.gov.lb>



Media Coverage

- A **press conference** took place on the 14th of April 2022, at the Grand Serail. The president of the Council of Ministers Najib Mikati, Minister of Social Affairs Hector Hajjar and World Bank regional director Saroj Kumar Jha **announced the beginning of the payment phase** for ESSN program's beneficiaries.
- The press conference was covered by news outlets such as OTV, LBCI, and Al Jadeed, social media accounts, and online news outlets.



L'Orient-Le Jour

Liban Monde Économie Culture Opinions Services

DERNIÈRES INFOS - CRISE AU LIBAN

Début du versement des aides du programme ESSN dès cette semaine

OLJ / le 14 mars 2022 à 16h32



Communication Campaign

- Posts were published on social media to inform citizens of the start of the payment phase.
- In addition, a **video** was published online to remind citizens that **the call center is still available to support them if they have any complaints, technical problem or inquiry**. This post was **boosted** on Facebook.
- A call center TVC was also circulating on different media outlets.

IMPACT

March 17 at 6:31 PM

إذا عندك أي إستفسار أو شكوى إليها علاقة بشبكة دعم (برنامج أمان وبرنامج البطاقة التمويلية) أو الزيارات المنزلية لبرنامج "أمان"، أو إذا كنت بحاجة لمساعدة تقنية، فيك تتصل مجاناً بالخط الساخن على 1747 من الإثنين للجمعة من ال 8 صباحاً لل 5 بعد الظهر.

مساعدة تقنية

51,195 People reached 15,683 Engagements

Boosted on March 21 at 3:57 PM Finishes in 1 day By Impact Gov

People reached 49K ThruPlays 24.9K

View results

Boost again