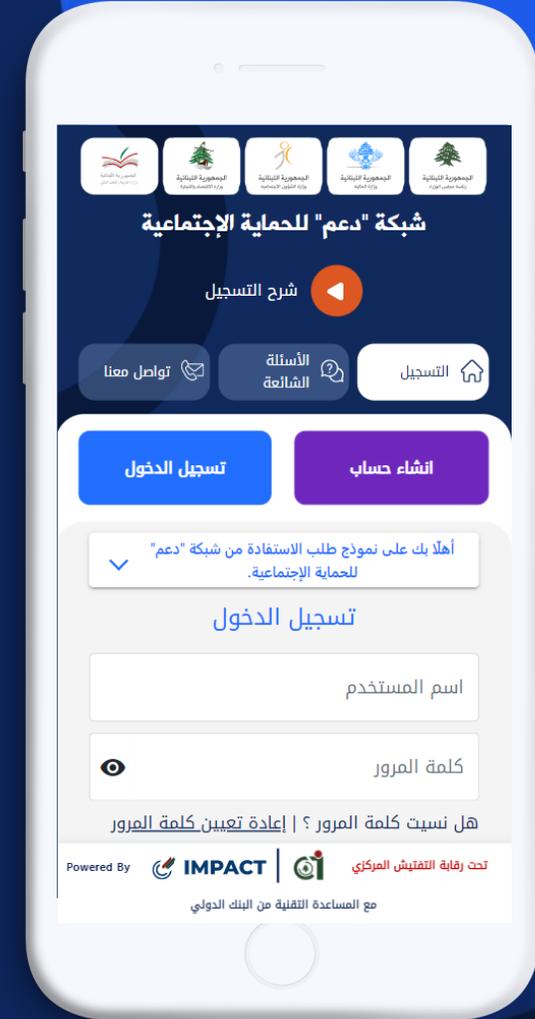


Social Safety Net Program

“DAEM”

Monthly Report

1st – 31st May

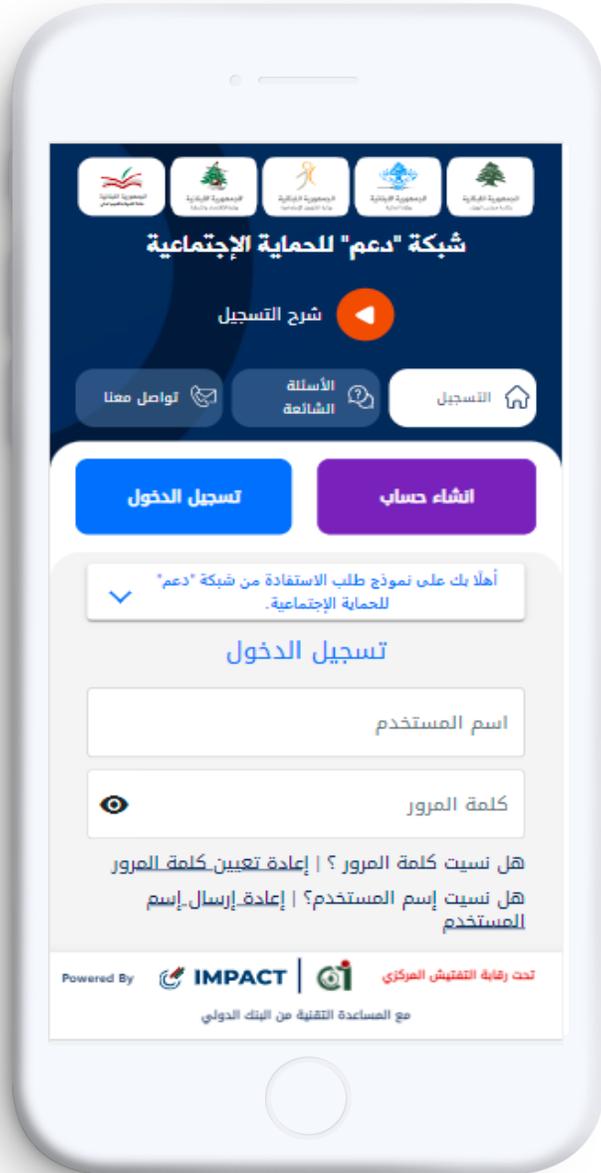


This report provides a general overview and key metrics regarding the various components of the **Social Safety Net Program “DAEM”** for the fifth month: **from May 1st, 2022, till May 31, 2022.**

The report provides updates on the following:

- Technical development
- Deduplication trace
- 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.



180K

Households selected for household visits



80K

Payments enrolled as of May 31st



20.6M USD

Paid to families in extreme need, as of May 31st



20,742K

Tickets logged by Call Center, processed through the GRM



28K

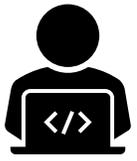
Suspended duplicates found between NPTP and DAEM



118,944K

Household visits done across the Lebanese territory as of May 31st

Development



Development Updates

- One of the most notable technical developments this month was the creation of a spot checks feature. The World Food Programme (WFP) can identify a particular Kadaa and choose a percentage of households visited in this area. The resulting number of random households will be assigned for a second visit to different enumerators and supervisors in proximity. This development aims to assess the quality of data collection by the enumerators.
- In addition, a crucial new feature has been developed that allows WFP to report issues concerning inaccurate names or phone numbers of households enrolled for payment. Once the request for correction is submitted by WFP, a notification is sent to PCM in order to fix it. PCM is able to cancel all previous payments and the corrected information will be automatically reissued through the new payment lists.

التدقيق بطلب الأسرة

الطلب التقييمي للأسرة

إصلاح الخطأ

PayEnr 9/8/202 2

massah22 llast - 7155135 7
ماو طزعجتجبء

massah22@ma il.cim

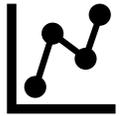
massah22 llast - 8199112 2
وتختناضلط

massah22@ma 2

إصلاح المعلومات

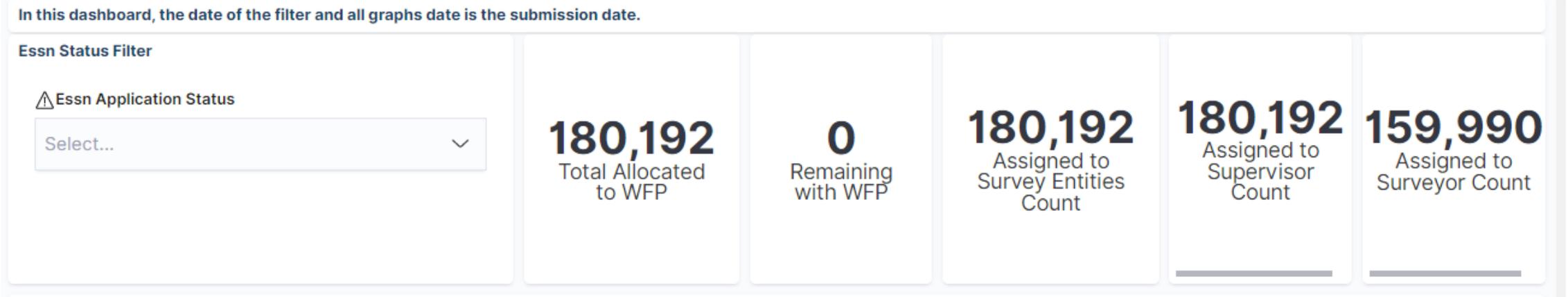
الإسم الأول (EN)	test	الإسم الأول	جسؤءكلكه
إسم الأب (EN)	test	إسم الأب	اجظهيماءو
الشهرة (EN)	test	الشهرة	تختناضلط

إلغاء إرسال



Dashboards updates

- To reinforce the security of the data displayed on Kibana, the technical team implemented an additional authentication step, which consists of the One Time Password (OTP). This measure provides a mechanism for logging in to the user's account on Kibana using a unique password for a single use. This measure allows to verify the user's account.
- Moreover, all dashboards are currently being revised based on WFP's requests for enhancement. A new dashboard was created to showcase the filled forms per enumerators, per surveying entity and per Kadaa that will help WFP supervising the visits process.
- Additionally, **3** new dashboards have been created that reflect data about surveying firms and the effectiveness of each enumerator and supervisors. These dashboards help the firms process their payments. This is based on the number of households visited.



Public Dashboard

The household visits and payments public dashboard is now accessible on the IMPACT Open Data website. It enables the public opinion to access information about the DAEM processes in a transparent way.

The real-time data available on the dashboard covers the following:

- Total numbers of visited household.
- Distribution of visits across governorates. Interestingly, Mount-Lebanon is the governorate with the highest number of conducted visits. This is in line with the numbers of the registration phase.
- Total number of households that benefited from ESSN/"Aman".



Deduplication trace

Overview

We have 2 types of deduplications:

Between ESSN applications: Applicants who applied more than once

Between ESSN and NPTP: Applicants who benefit from both programs

We compare persons to find household duplicates.

In Internal deduplications we started by suspending only the heads matches, and then we moved to suspend any members match.

In NPTP deduplications we suspend any members match

Persons matches are based on both ID numbers and Names (First, Last, Father, Mother first, Mother last, DOB, Gender)

The duplicate households found were set to Suspended so that

Some numbers and breakdowns

Date	Deduplication against	Additional duplicates
Beginning	Internal ESSN - Heads comparison only	-
23-05-2022	Internal ESSN - Heads comparison only	60 505
24-05-2022	NPTP	90 644
05-04-2022	NPTP	11 530
19-04-2022	Internal ESSN - Heads comparison only	262
29-04-2022	Internal ESSN - Heads comparison only	609
05-05-2022	NPTP	5821
16-05-2022	Internal ESSN - including between HH members	16 373
17-05-2022	NPTP (Batch 12)	365
01-06-2022	Moderation by PCM on NPTP obvious cases allowed to identify 1118 HHs as truly duplicates and should be released by ESSN so we continue paying them	

Duplications suspension

- All duplicates that have been selected for visit and beyond, are set to a status SUSPENDED.
- They will remain in SUSPENDED mode until a moderation decision is taken as well as a decision as to what program should continue paying them.
- In the table below we show a breakdown of all the suspended by the status they had before suspension

Title	Sum - count
Did not pass Eclusion Inclusion	152
In payment process	8,529
Rejected by PMT	1,713
Visit in progress	345
Visited	18,627
Visited but form rejected	99
Waiting for visit not visited yet	12,320
Total Result	41,785

Call Center



A Citizen-Oriented Call Center

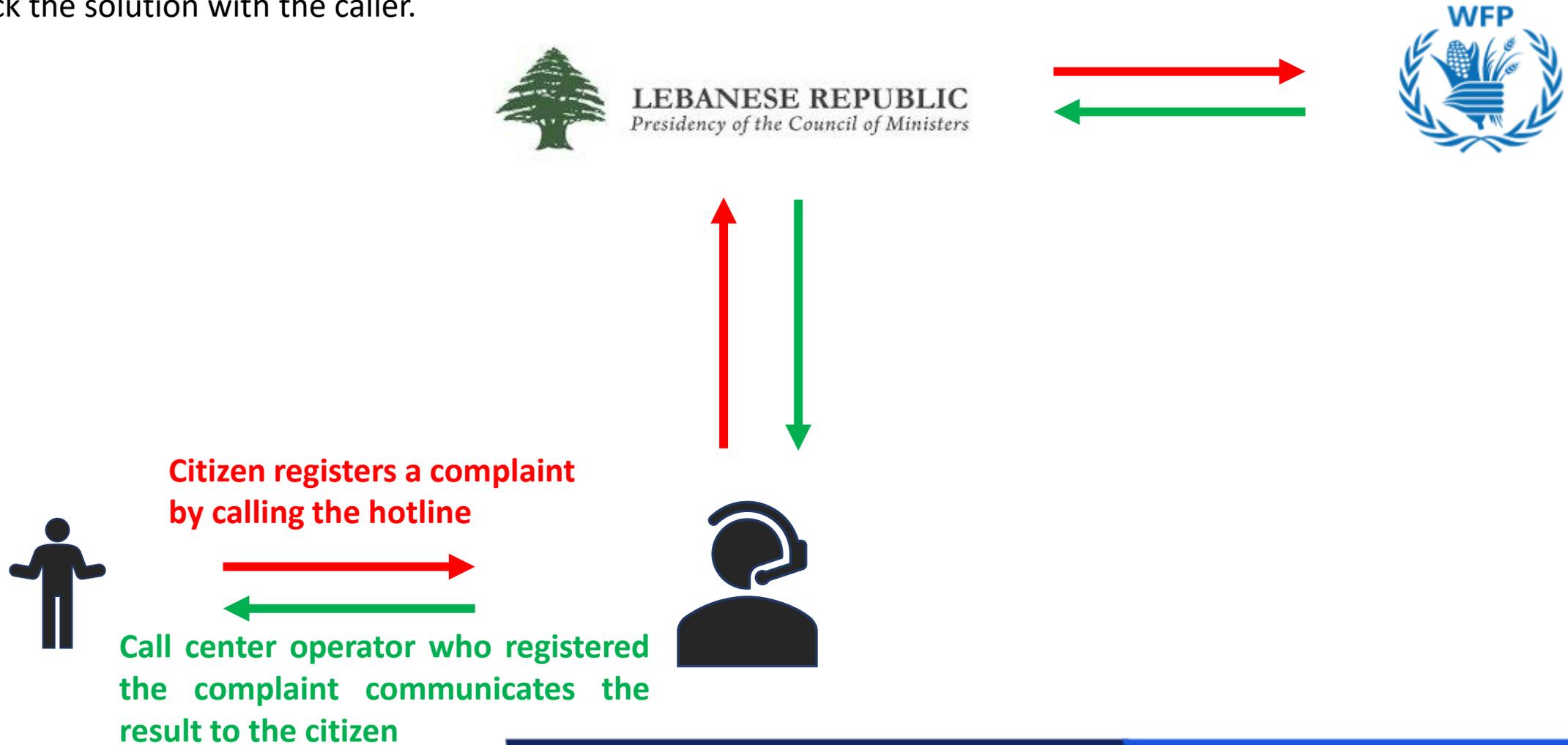
- The call center working hours were restored to the initial length after the end of Ramadan. Operators are once again alternating shifts from 8:00 am to 5:00 pm.
- The number of calls **increased significantly** towards the end of the month after the press release from MOSA in which the minister announced the number of household visits and beneficiaries. In this respect, the call center received **28,099** calls (compared to 19,882 calls during the month of April).
- 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. The number of citizens contacting the team on the social media platforms also increased because of the recent posts.
- In parallel, operators continued to answer daily emails and Facebook messages, leaving no one without an answer.





GRM Complaints Flow

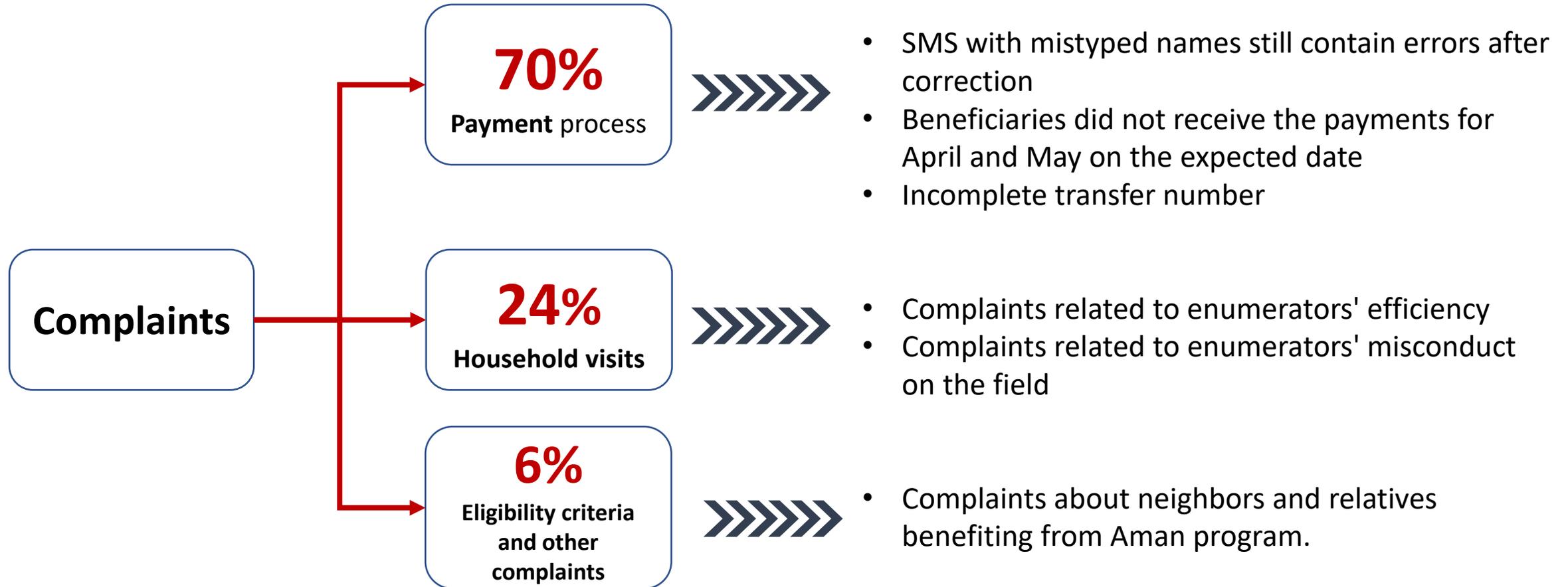
Complaints logged by the call center operators go through many phases to get resolved. To ensure the satisfaction of the complaining citizens, it was decided that the same operator who logged the complaint communicates back the solution with the caller.





May Complaints

The GRM workflow provides an effective way to track and resolve issues and complaints. Out of the **20,742** tickets logged in the system between May 1st and May 31st , **18,004** were resolved while only **2,613** remain open. Complaints recorded through the GRM system are mainly related to **payments** and to **household visits**.



Communication

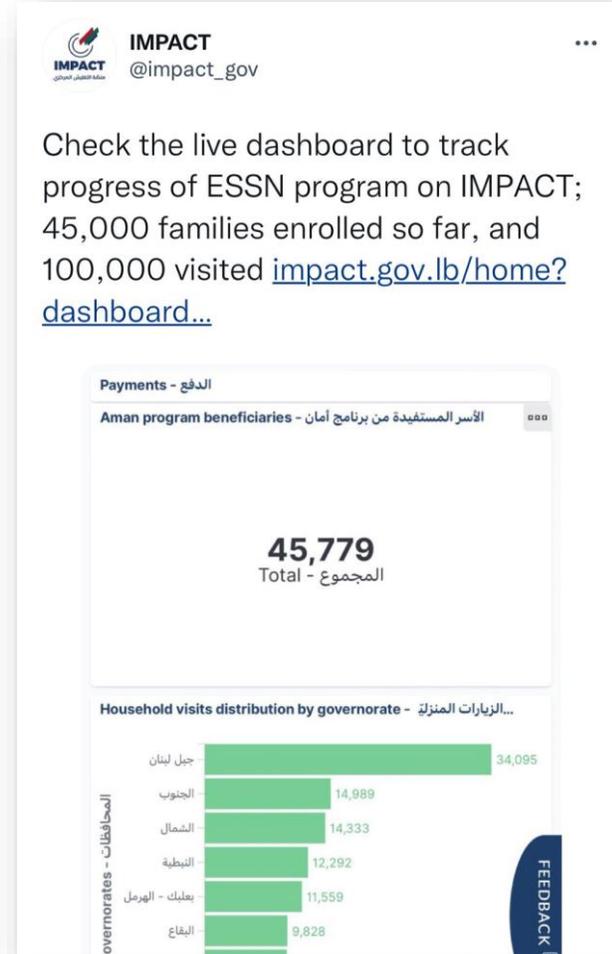


Media Coverage

The communication team uploaded **posts** about the latest progress of the **household visits and payments** on the different **social media** platforms.

The team also communicated about the deployment of the new dashboards on the **IMPACT Open Data** website for a real time transparency.

The communication team answered citizen **inquiries** through social media.



IMPACT impact_gov

بعد إجراء ١١٢,٠٠٣ زيارة منزلية في مختلف المحافظات اللبنانية، إستحققت ٤٥,٧٧٩ الحصول على مساعدة عبر برنامج "أمان" لمطابقتها المعايير المحددة مسبقاً. للمزيد من التفاصيل، يمكنكم الإطلاع على جميع البيانات المتعلقة بمشروع "أمان" على موقع impact.gov.lb/home?dashboard...

112,003
Total - المجموع

45,779
Total - المجموع



Media Coverage

MOSA issued a press release to communicate essential updates about the ESN/Aman program, particularly, updates about the progress of household visits and payments. The minister declared that the household visits and payment dashboard was uploaded on IMPACT open data website. This was relayed by different media outlets.

The screenshot shows the NINA website with a news article titled "مكتب الجار: العمل على تنفيذ برنامج 'أمان' مستمر والحظ الساخن 1747 ما زال جاهزاً لتلقي الشكاوى والإستفسارات". The article is dated Thursday, April 25, 2022, at 12:51 PM. The author is identified as "ندى 21 ساعة". The article text includes: "وطنية - صدر عن المكتب الإعلامي لوزير الشؤون الإجتماعية في حكومة تصريف الأعمال الدكتور هكتور الحجار البيان التالي: 'إن العمل على تنفيذ برنامج 'أمان' ضمن شبكة دعم للحماية الإجتماعية مستمر وبالوتيرة التي كان متفق عليها. ومن باب الشفافية والحق في الوصول إلى المعلومات، أصبحت صفحة البيانات المفتوحة الخاصة بمرحلتي الزيارات المنزلية والدفع متوافرة على موقع منصة IMPACT من خلال الرابط التالي: https://www.impact.gov.lb/home?dashboardName=daem&subsection=daem-payments".

The screenshot shows the L'Orient Today website with a news article titled "More than 45,000 households have so far received assistance under the ESN program: Social Affairs Ministry". The article is dated May 24, 2022, at 16:52. The author is identified as "Rana Tabbara". The article text includes: "Lebanon has regist cases in the past 24 hours have died, raising t 10,421". The article also mentions "ELECTIONS 2022" and "minister: Elections 'h but it's too early to t".



Media Coverage

The team prepared a banner for WFP to post in all cash transfer agencies' branches in a way to guide DAEM beneficiaries while retrieving their payments.

إلى المستفيدين من **برنامج أمان** (منصة دعم)
يمكنكم الإتصال بالخط الساخن المجاني على

 **1747**

للإستعلام أو لتقديم الشكاوى
المتعلقة بالحوالات النقدية
دوام العمل: من الإثنين للجمعة
من الـ 8 إلى الـ 5