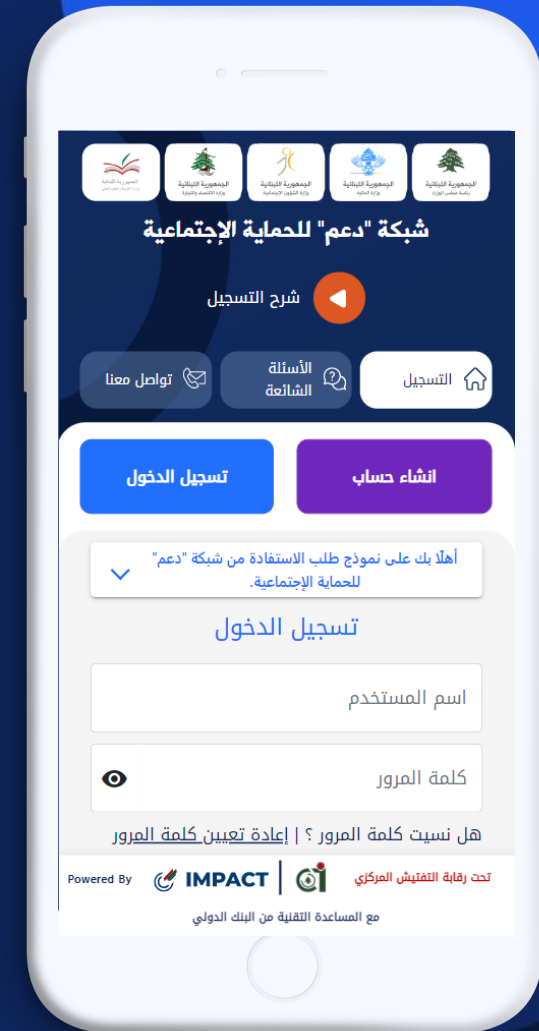


Social Safety Net Program “DAEM”

Monthly Report

1 February – 3 March

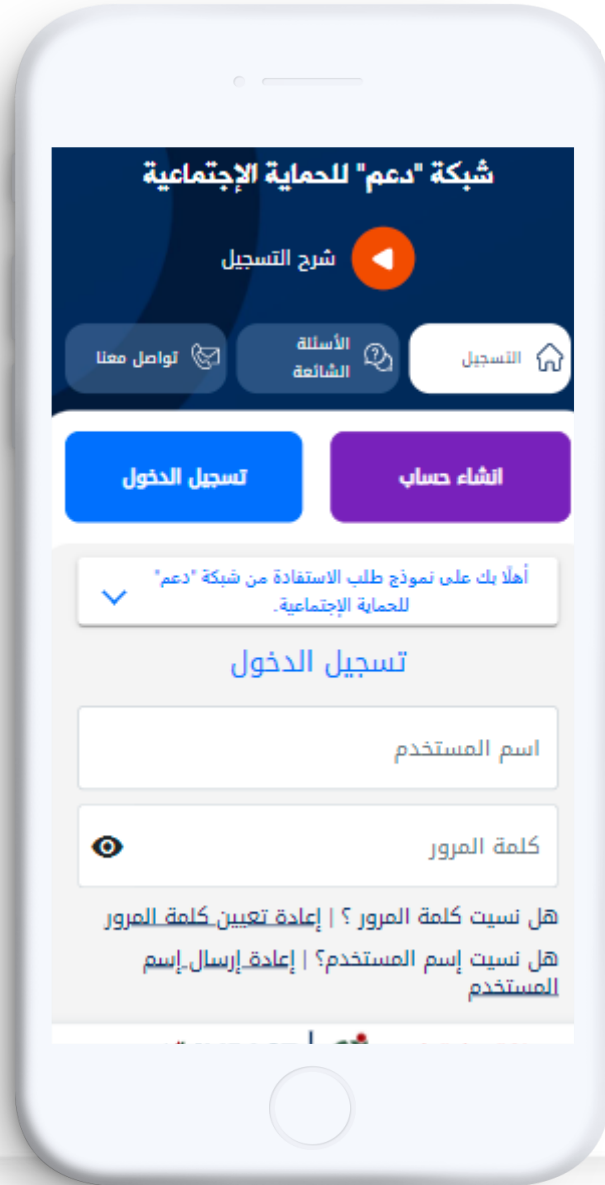


This report provides a general overview and some key metrics regarding the various components of the Social Safety Net Program “DAEM” for the third month: from February 1, 2022 to March 3, 2022.

The report highlights key updates and metrics on the following:

- Technical development
- Call center operations
- DAEM website
- The communication campaign
- A preliminary analysis of some of the gathered data

Post-Registration Phase in Numbers



Since the end of the registration phase, more than **244K** households were identified as **eligible for ESSN**. **500** surveyors started to deploy using the **validation tool**, while the call center continued to support citizens and conduct proactive **quality assessment surveys**.



244,936

Considered as eligible households for ESSN



380

DAEM users participated in the execution quality assessment survey



500

WFP surveyors using the new validation interface



2,031

ESSN forms submitted as of February 3rd



7148

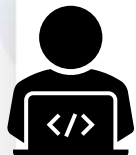
answered calls by CI Call Center since end of registration



2

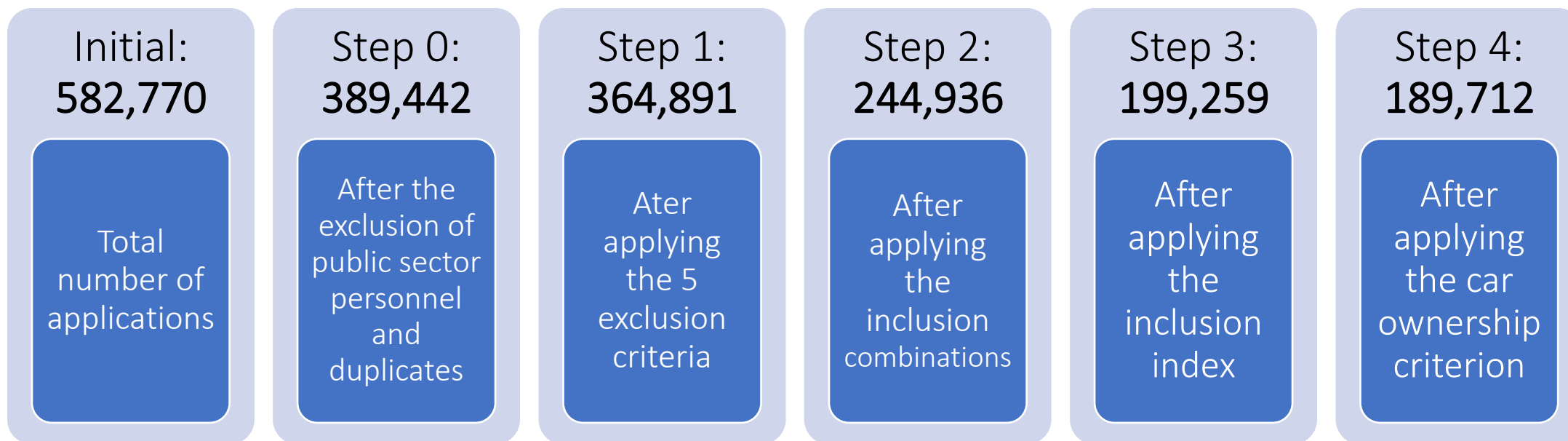
Field visits by the IMPACT support team to assess the WFP experience with provided tools

Development



Selection Module

The team created a dashboard that displayed real-time statistics of qualified applicants based on the inclusion and exclusion criteria that were decided. After decision was taken, the algorithm automatically eliminated households that met one of the exclusion criteria while including those who met the inclusion criteria.





Validation Module

- During the month of February, **new features have been developed by the tech team.**
 - WFP Admin:** in addition to details about the different type of users, a new feature has been added which allows WFP to **assign localities** of households to specific supervisors.
 - Supervisors and Surveyors:** a **sign-in feature** has been created to ensure more security. Users of these two categories will have to enter an OTP code which is sent to their phone numbers.
- During **February**, pilot visits to households have started. The team joined WFP in household visits conducted in Akkar to follow up on eventual technical issues and the smooth process flow of the tools.
- The development of the validation module for household surveys was also intensively tested by the team.

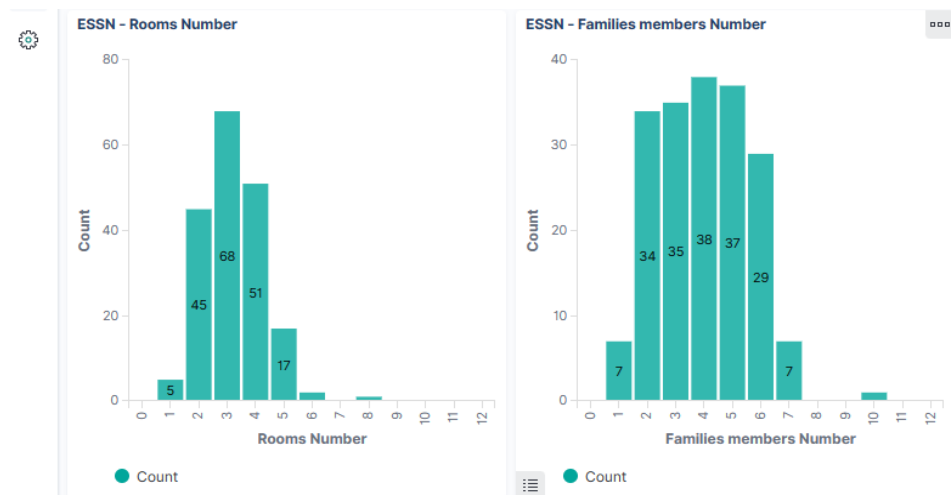
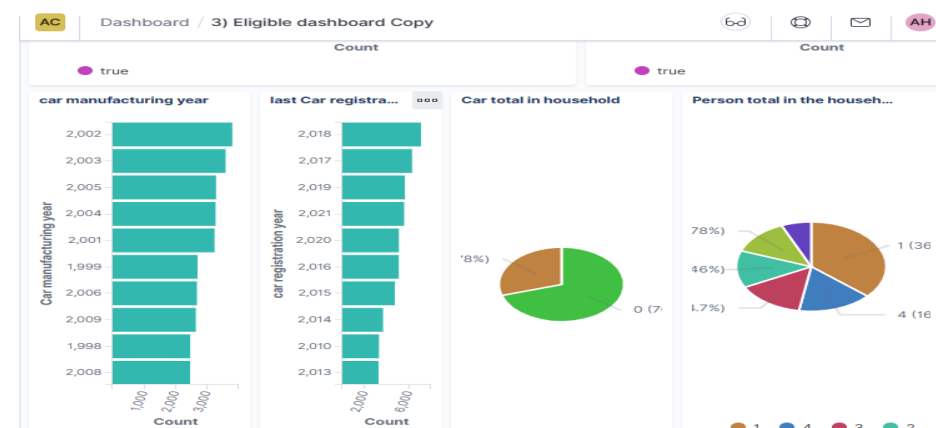




Validation Module Trainings

Training on Eligibility Dashboards

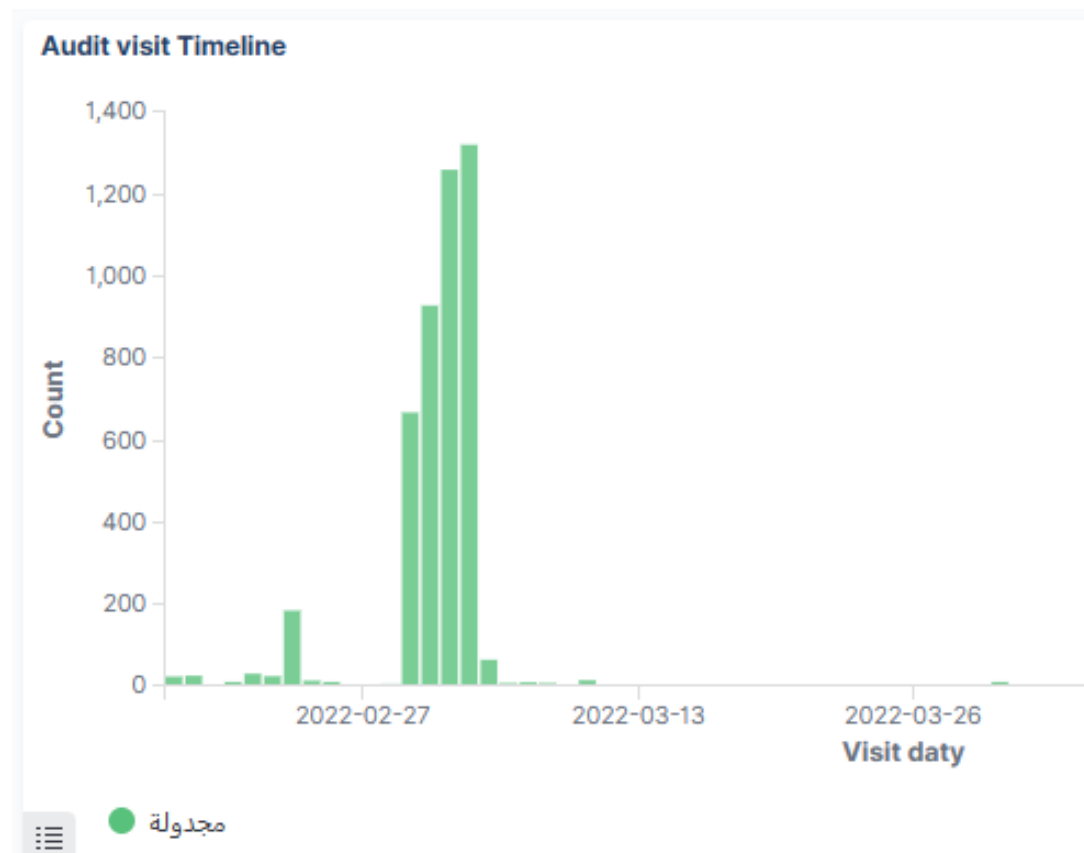
- The first training was conducted for the World bank and PCM. The technical team instructed attendees on the different filters of the eligibility dashboards, its features, and how to create new customized dashboards.
- The second training was delivered to WFP in order to present various features on the dashboards. Two dashboards were created: one that reflects and allows to analyze user activity, and another that displays ESSN form outliers. The technical team started deploying new enhancements for these dashboards upon WFP's requests.





Initial Metrics Related to Household Visits

- The dashboards show that around **4,085** households were assigned to a supervisor. **2,031** forms were submitted so far and **1,258** are scheduled at the time of the writing of this report.
- **36.44%** of the submitted forms were approved by WFP and **2.26%** were rejected.
- According to the data, enumerators had to modify data linked to household members in about **20%** of the visits, indicating that citizens did not properly fill out data related to household members.



Call Center



A Citizen-Oriented Call Center

- During the **first part of the validation phase** extending from February 1 till March 1, the call center received **7,148** calls. This shows that citizens are still considering the call center as a mean for getting answers and for mitigating their problems while using the platform.
- The operators maintained high responsiveness with an answering rate of **90.1%** for all the incoming calls in parallel with other tasks that they had to perform.
- In this respect, operators continued to call back and follow up with citizens who were **seeking help through IMPACT's social media** platforms or those who had unresolved or pending inquiries.
- In parallel, operators continued to answer daily emails and Facebook messages leaving no one without an answer.



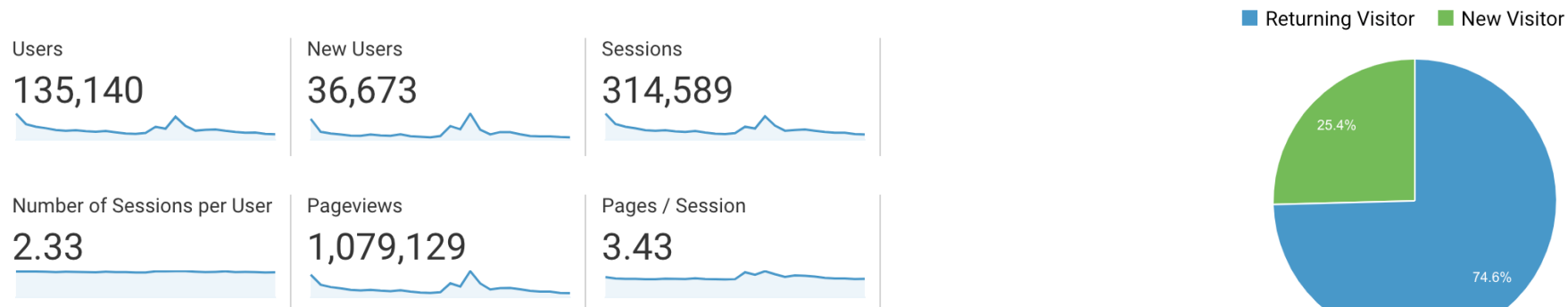
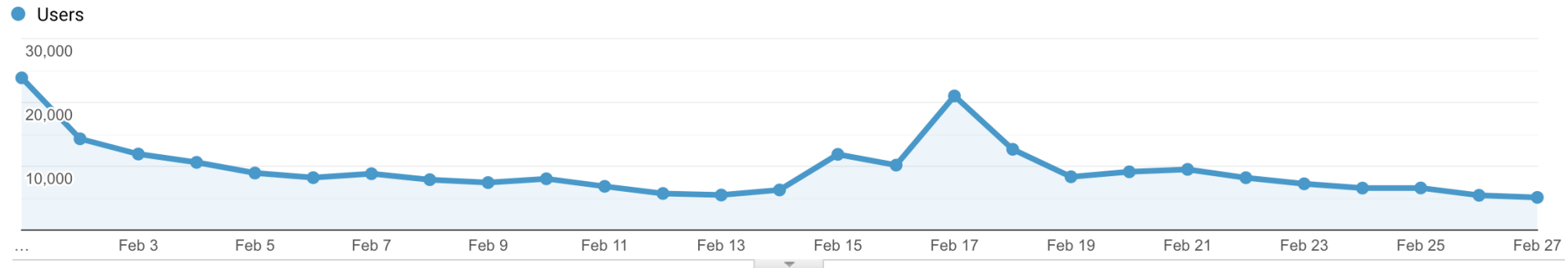
Communication



DAEM Website Key Metrics

The main goal of the communication team after the registration phase was **to inform people about the ongoing possibility of editing their form and uploading their IDs.**

The website metrics show that many users returned on the DAEM website (almost two times more than last month) even though the registration ended weeks ago.

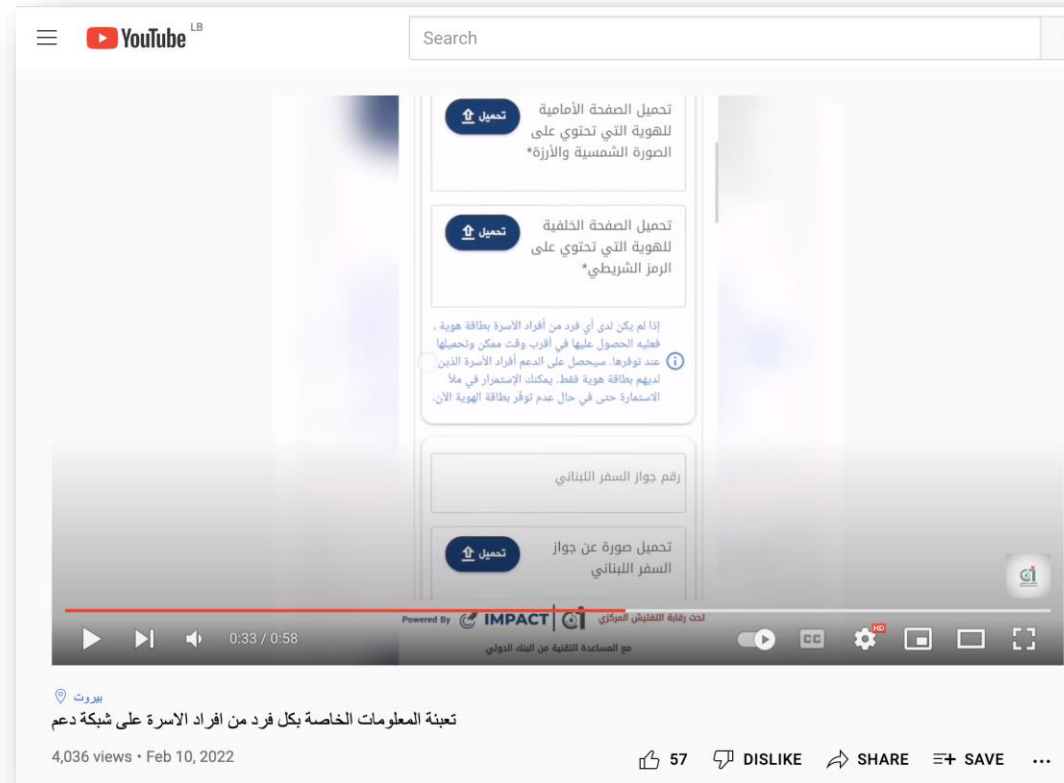




Social Media Campaign

The communications team worked on updating the FAQs and the new social media calendar to launch the campaign related to the post-registration phase.

The team informed citizens that editing the form (especially when it comes to adding household members) is still possible. A YouTube video was uploaded, explaining the required steps to edit the DAEM form.





Media Coverage

After the registration phase, it was crucial to communicate about the upcoming steps, but also to inform the public on the **results of the first phase**.

On the 7th of February 2022, Minister of Social Affairs Hector Hajjar held a press conference informing the public of the latest registration numbers. The event was widely covered by national news outlets such as Al Jadeed and OTV.

A **press release** was also published and circulated on national and regional news outlets.

Journalists were informed about the outcome of the first phase. The team prepared a **media report for phase 1**.





NGO Offline Campaign

To make sure that every DAEM applicant registered all the missing household member on the platform, the communication team reached out by mail to many of the previously trained NGOs in order to inform them about the necessity to make sure that these members were correctly added.

A link to the explanatory YouTube video about how to edit the form was attached to the mail.

Teams call

Categorize Undo ...

Daem registration

تحية طيبة وبعد،

أرسلكم من قبل فريق "اميكث" للفت النظر الى مشكلة مهمة فيما يتعلق بالتسجيل على شبكة دعم. عدد كبير من الأسر التي سجلت لم تدخل المعلومات عن كل أفراد الأسرة، إذ بعض الأسر مثلاً صرحت أنها مكونة من 6 أفراد لكنها أدخلت المعلومات وسجلت فعلياً رب الأسرة فقط. سيتمكن هذا الأمر بشكل سلبي عليهم إذ لن تتقاضى الأسرة إلا المبلغ المستحق لفرد واحد. يجب الإنتباه لهذا الأمر خاصة للأسر التي ستستفيد من البطاقة التمويلية، كونه يعكس برنامج "أمان"، لن يكون هناك زيارات منزلية للتأكد وتصحيح المعلومات.

يوضح الفيديو في هذا الرابط <https://youtube.com/shorts/gnaZZx7vT3A?feature=share>

تعبئة المعلومات الخاصة بكل فرد من افراد الأسرة على شبكة دعم

تنبيه: يرجى من رب الأسرة تعبئة المعلومات الخاصة بكل فرد من افراد الأسرة على شبكة دعم، ان لم يتم القيام بذلك بعد، يمكنكم القيام بذلك فقط عبر تسجيل الدخول الى ...

youtube.com

كيفية القيام بتسجيل كل أفراد الأسرة، مع العلم أنه من الممكن تعديل الإستمارة لغاية 31 آذار. نرجو منكم ارسال رابط الفيديو أو التواصل مع الأسر للتأكد من أن كل الأفراد مسجلين.

فريق "اميكث" مستعد لتنظيم لقاء عبر Zoom للإجابة على أسئلتكم والمساعدة نهار الجمعة.

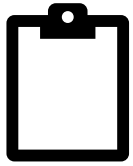


SMS Campaign

Starting from the 15th of February 2022, 90,000 SMS were sent in batches to warn people with missing household members to register them on their applications before the end of March. Response rate was relatively low, although about 7000 members were added.

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>

Citizens Feedback

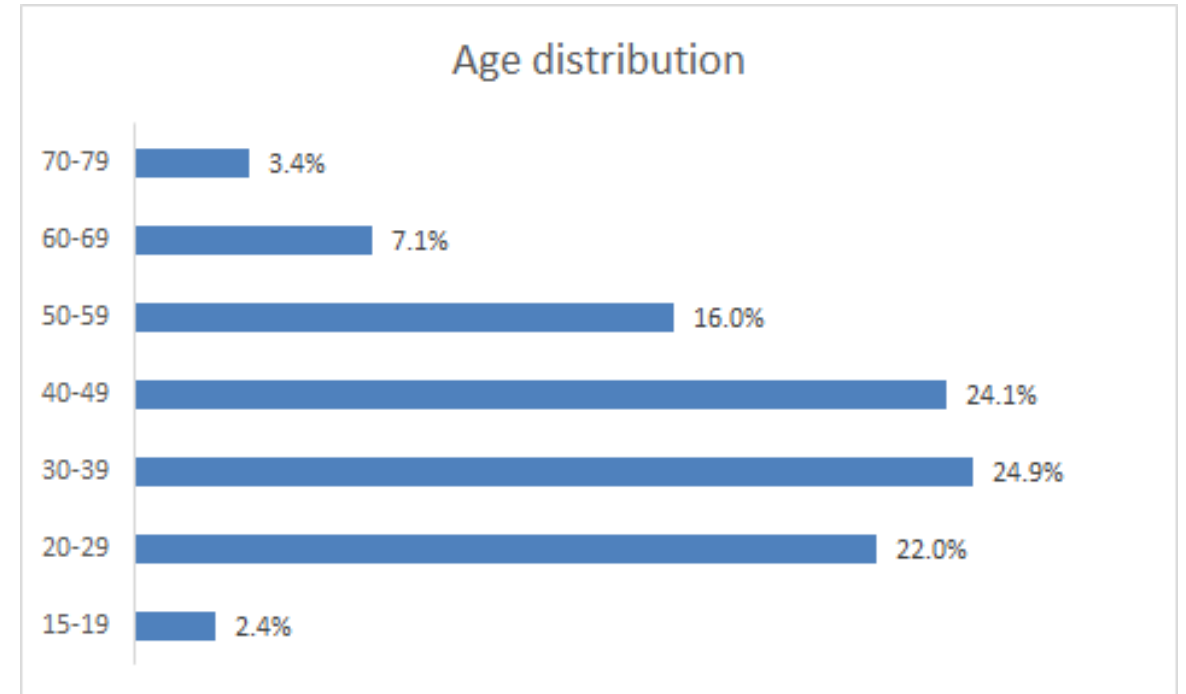


Post-Registration Survey

To assess the success of DAEM, an **M&E baseline survey** was prepared and delegated to **call center operators**. **380** individuals (210 females and 170 males) responded to the outgoing calls. Respondents were randomly selected from a pool of DAEM platform users.

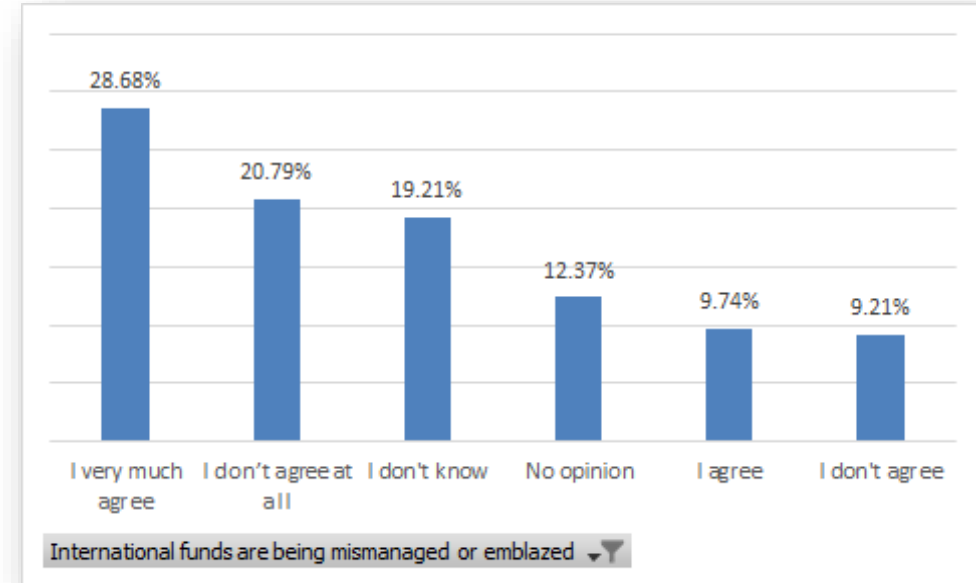
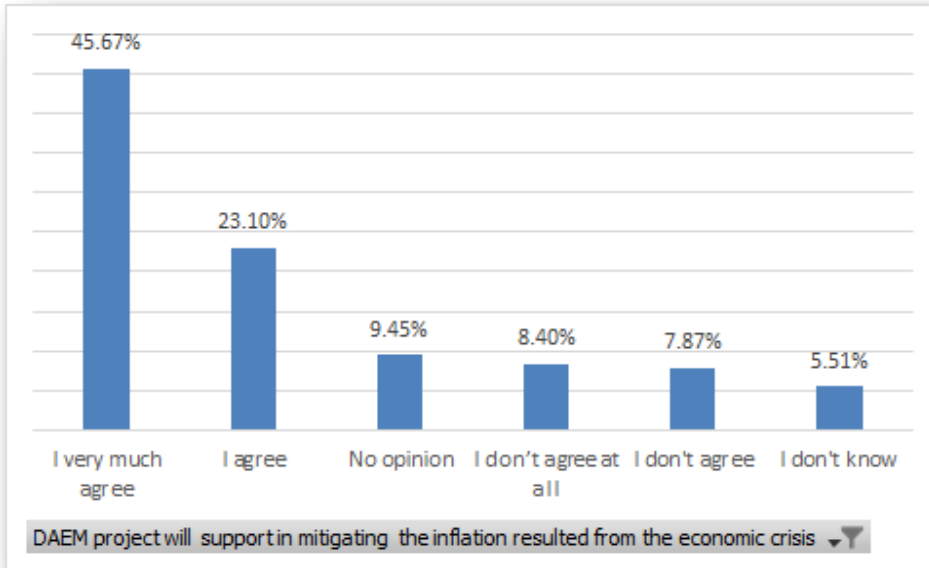
61% of the respondents stated that they filled the form themselves, whereas **36%** had a family member or friend fill it for them and only a couple were assisted by NGOs or municipalities.

The questionnaire for feedback on DAEM's communication, call center and registration's platform efficiency. It also covered expectations and trust among users for such a cash disbursement program. Respondents belonged to different Lebanese regions, most of them from traditionally deprived regions such as Tripoli (17%), Akkar (11%) and Baalbek (8%).





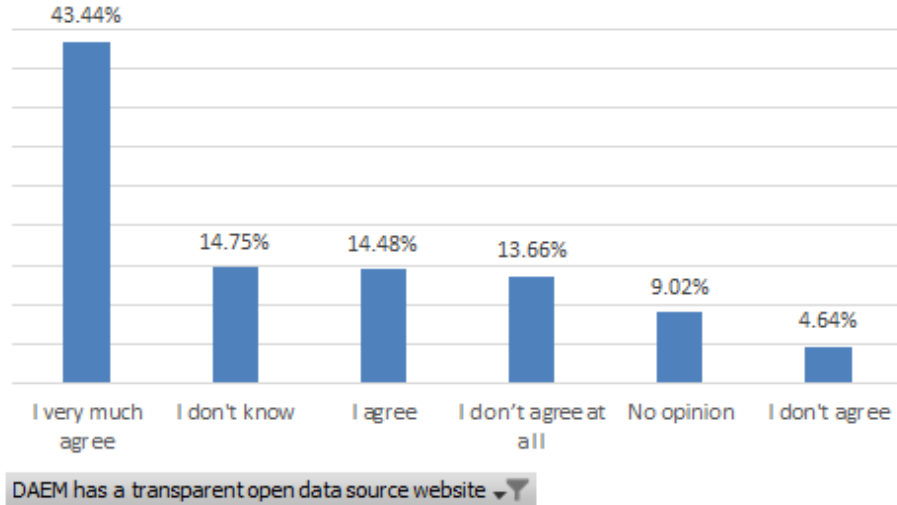
Perceptions on DAEM



The majority of citizens surveyed agreed that DAEM will support in **mitigating the inflation** resulted from the economic crisis (**69%**). However, **40%** expressed to have low trust in how international funds are usually managed.

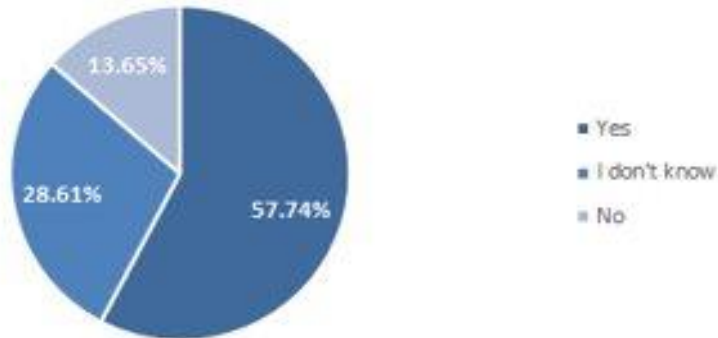


Perceptions on DAEM



Around **60%** of people agree or very much agree that DAEM has a transparent open data source website.

Do you trust that payments will be processed to the eligible citizens fairly?



58% of respondents believe that payments from DAEM will be fairly allocated to eligible citizens. Among the reluctant ones, most stated that they have a lack of trust in the government.



A Positive Feedback

Results from the survey show high levels of satisfaction in the execution of the project on all fronts. From website development where **66% of respondents did not face any challenge during the registration**, to online communication or call center activity, the respondents seemed to have a positive perception on DAEM. The only negative feedback came across the offline communication campaign whereas many NGOs could not fulfill citizens expectations.

	Very satisfied	Satisfied	Unsatisfied	Totally unsatisfied	No opinion
Website	62%	21%	3%	5%	9%
Online communication	58%	23%	4%	6%	9%
Offline communication	36%	22%	7%	20%	14%
Call centre efficiency in resolving technical issues	52%	11%	3%	6%	27%
Call centre efficiency in answering inquires	58%	12%	2%	5%	24%