



LINHA VERDE
DA RESPOSTA A EMERGÊNCIA
1458



Linha Verde da Resposta á Emergência

Report period; 16th June – 15th July 2020

The **tollfree inter-agency hotline** accessible between **6am to 9pm, 7 days** a week. *Linha Verde 1458* is used by the affected population and humanitarian actors to make requests for information, assistance or raise concerns in relation to, or resulting from humanitarian assistance. An aspect of accountability for affected populations, the hotline also serves as a mechanism to report abuses in humanitarian assistance. In the context of Covid-19, *Linha Verde 1458* has the capacity and flexibility to assist in the dissemination of correct information about the virus and to forward relevant calls to health service providers.

16,159 Total Cases Registered

84% Total Feedback Provided

7,799 Total Cases Registered since 15th January 2020



CUMULATIVE DATA OVERVIEW PERIOD: 16TH JANUARY 2020 – 15TH JULY 2020

CALLER PROFILE



83% male

17% female



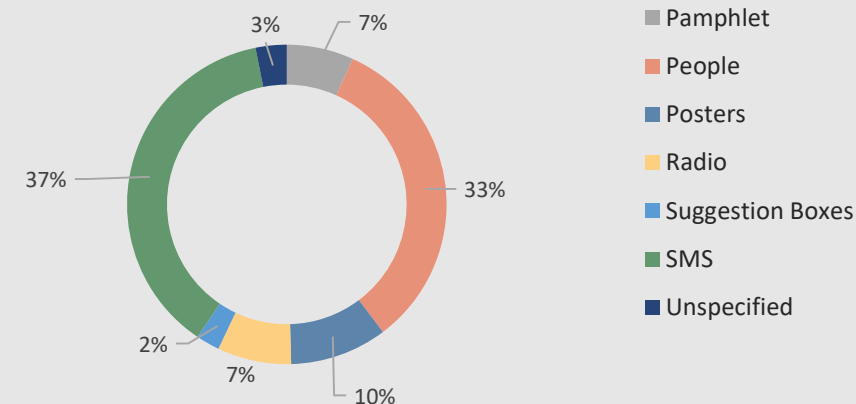
7% 17 and below

87% 18-59

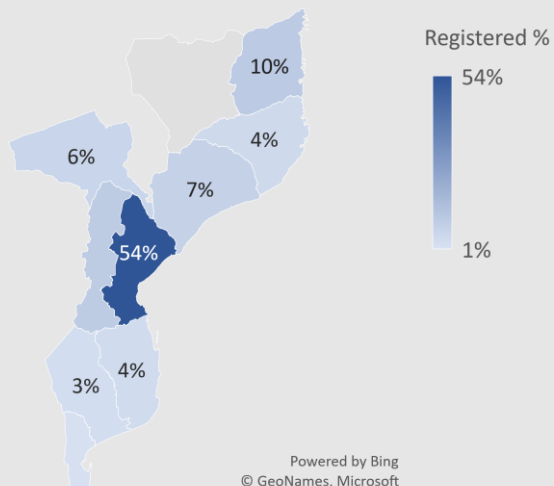
2% 60 and above

4% of callers did not identify their age

KNOWLEDGE ABOUT LINHA VERDE 1458

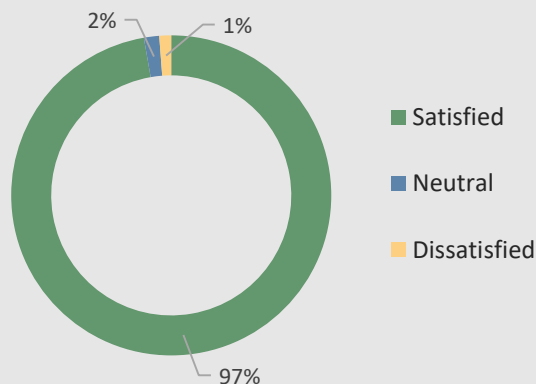


CASES BY PROVINCE

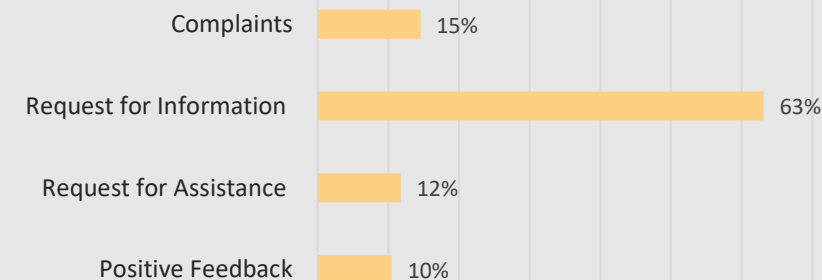


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SATISFACTION



CASE TYPE



TYPES OF CASES REGISTERED PER MONTH 16TH JUNE – 15TH JULY 2020

June 16 to July 15, 2020

Nr. Total Registered Cases:

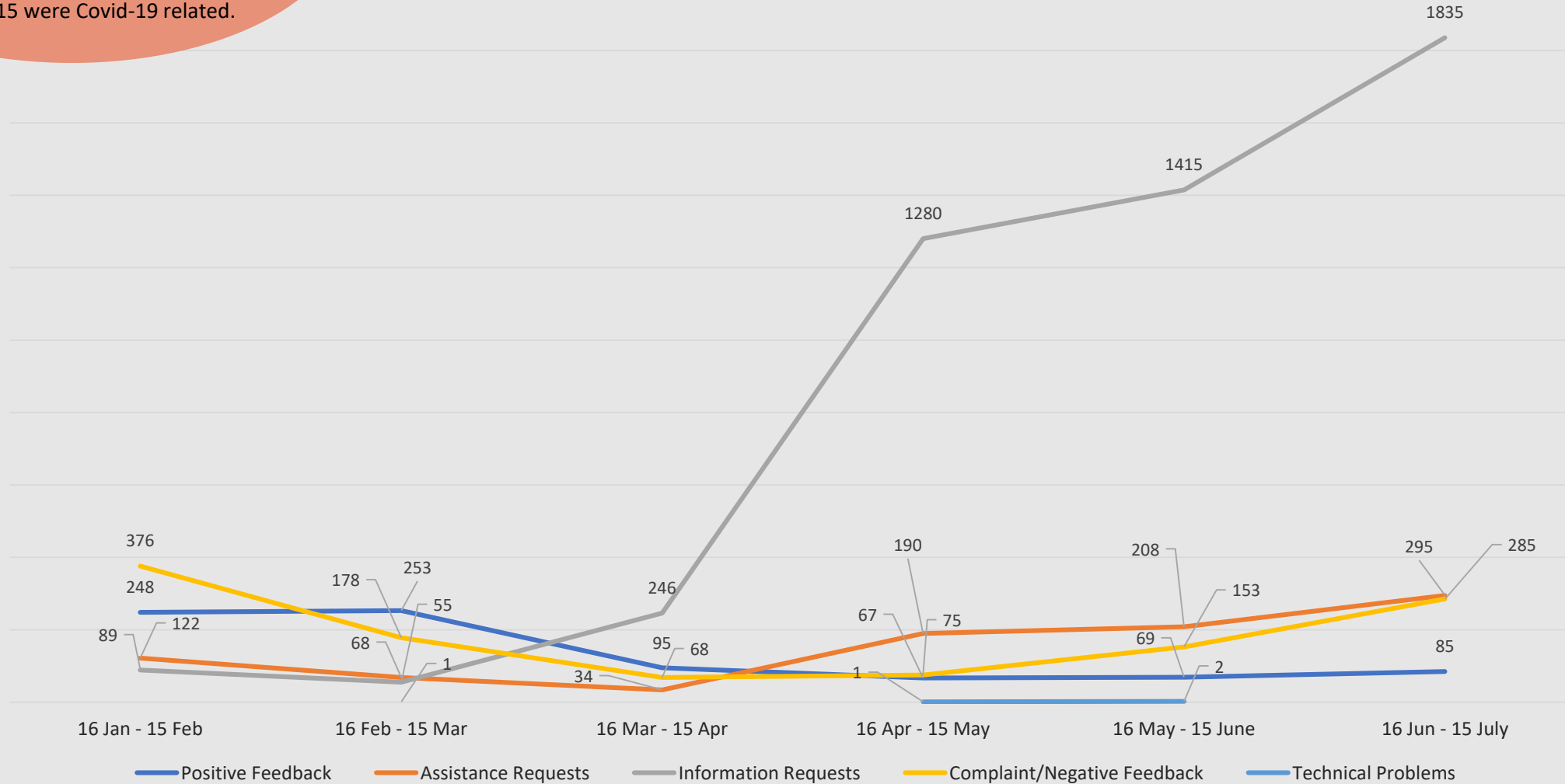
2504

Nr. of calls about the Covid-19:

1763

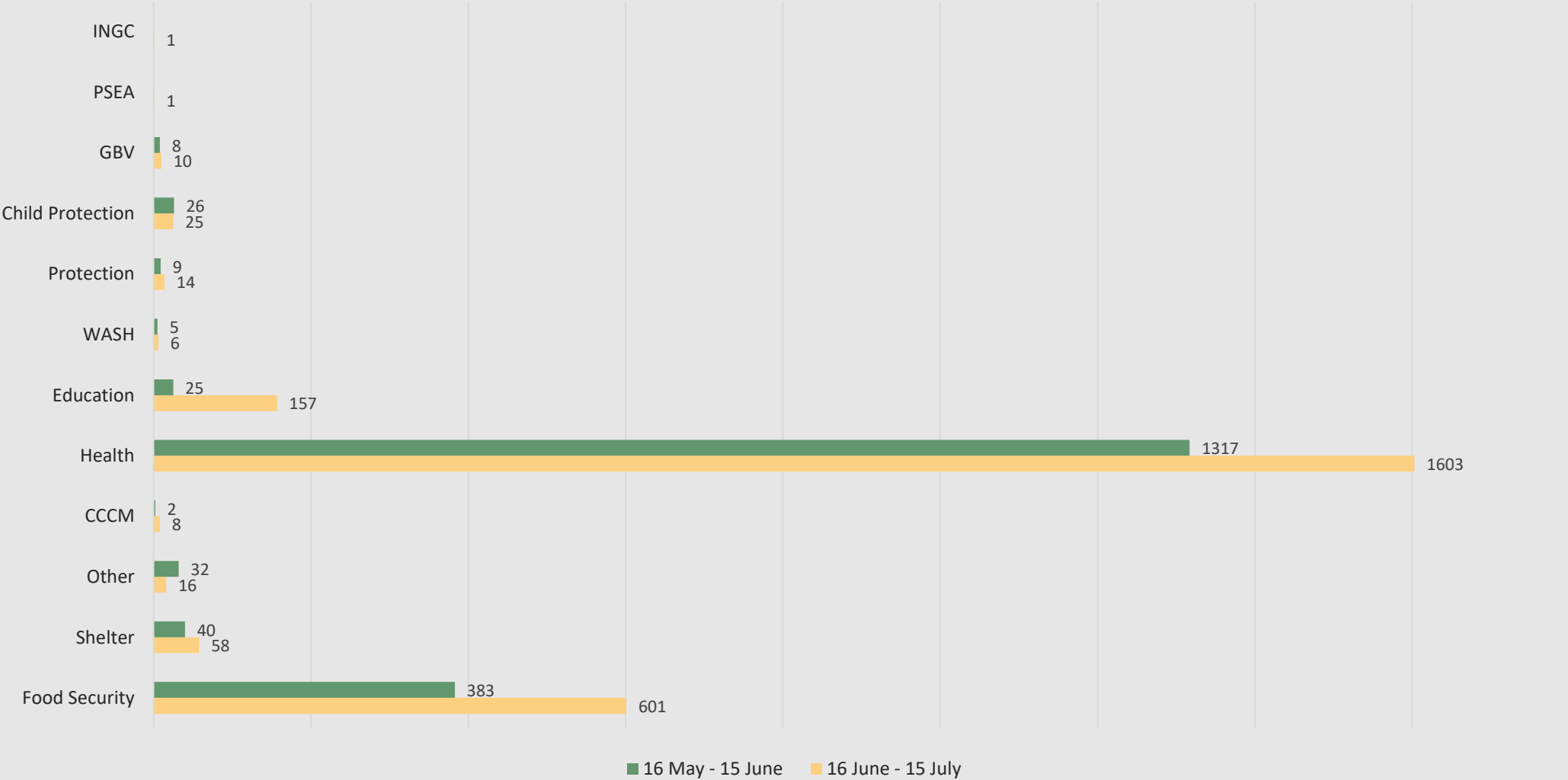
70% of the cases registered through the Linha Verde 1458 between May 16 and June 15 were Covid-19 related.

Consistent increase in requests for information due to requests relating to Covid-19



CASES PER SECTOR

16TH JUNE – 15TH JULY 2020



CASES PER RESPONSE 16TH JUNE – 15TH JULY 2020

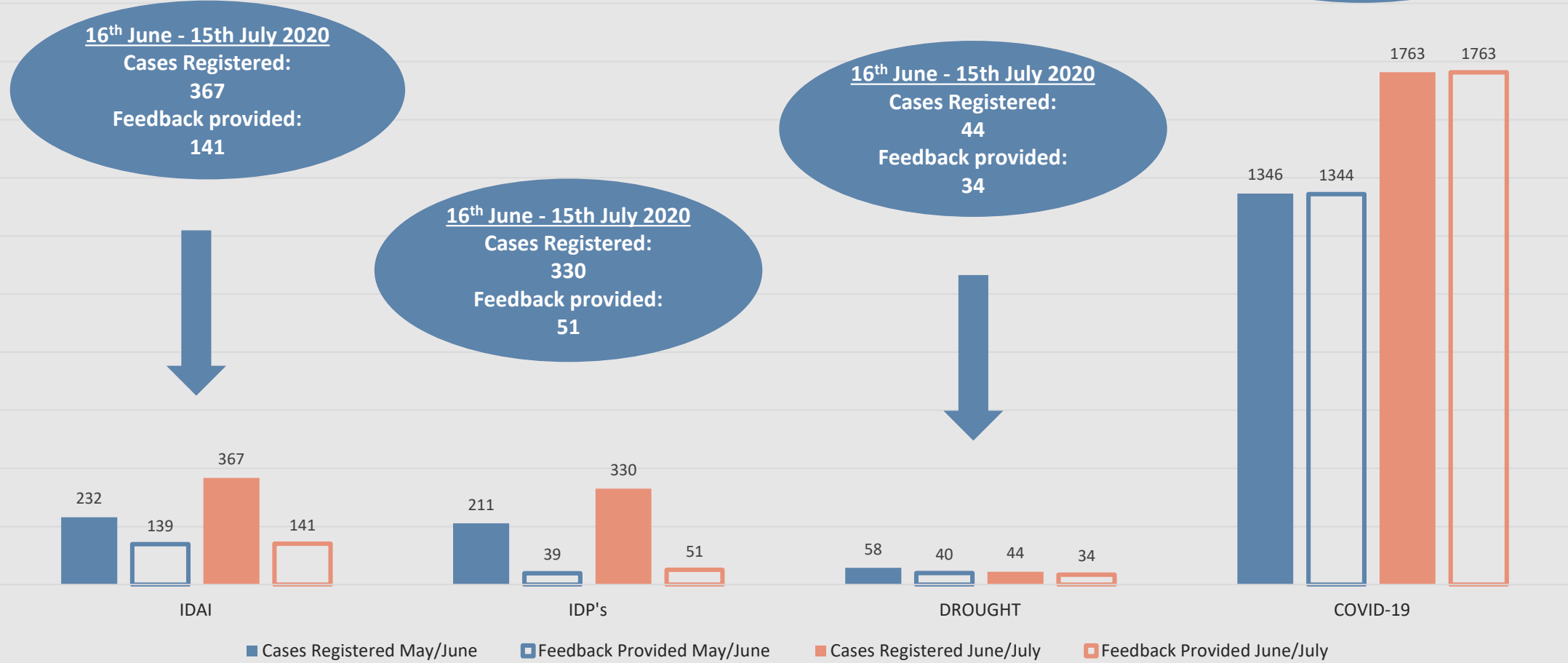


16th June - 15th July 2020
Cases Registered:
1763
Feedback provided:
1763

16th June - 15th July 2020
Cases Registered:
367
Feedback provided:
141

16th June - 15th July 2020
Cases Registered:
44
Feedback provided:
34

16th June - 15th July 2020
Cases Registered:
330
Feedback provided:
51



■ Cases Registered May/June □ Feedback Provided May/June ■ Cases Registered June/July □ Feedback Provided June/July

IDAI RESPONSE
16TH JUNE – 15TH JULY 2020

May/June
 Cases Registered:
139
 Feedback provided:
60%

June/July
 Cases Registered:
367
 Feedback Provided:
38%

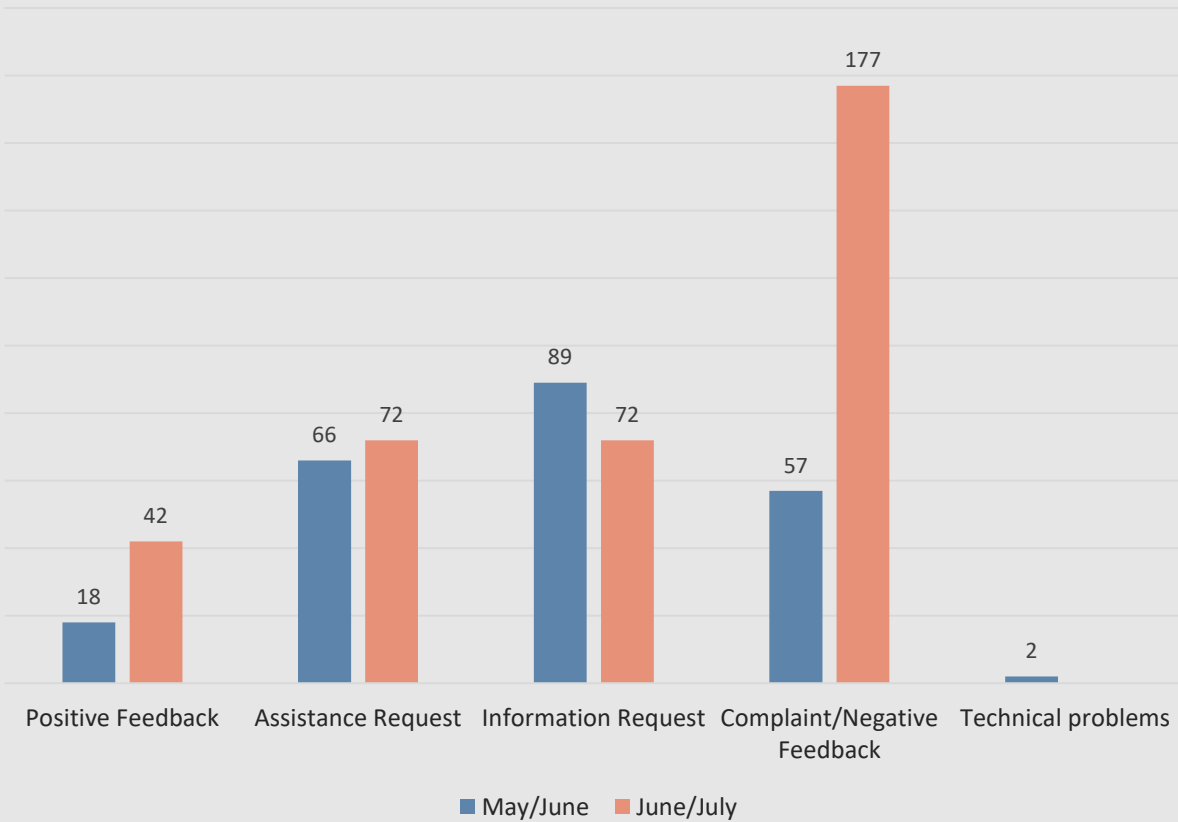
May/June
 Cases Registered:
 66
 Feedback provided:
58%

June/July
 Cases Registered:
 68
 Feedback provided:
21%

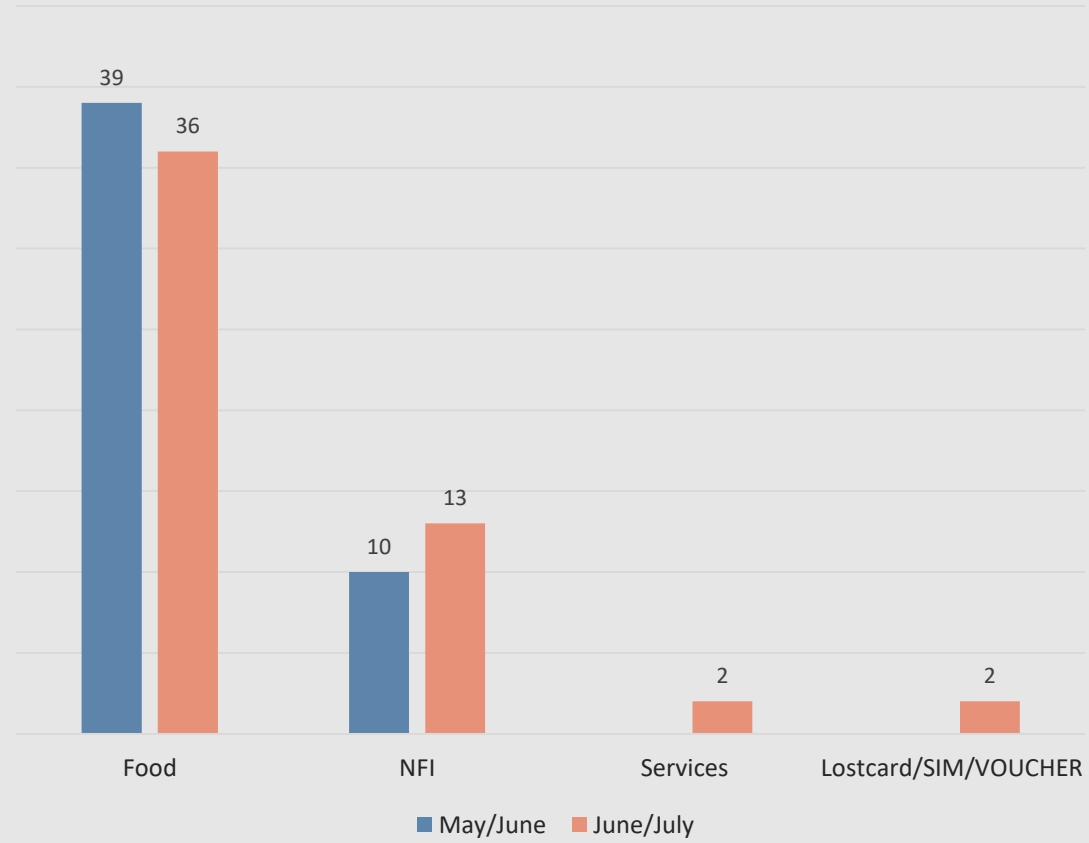


NFI

CASE CATEGORY



ASSISTANCE REQUESTS

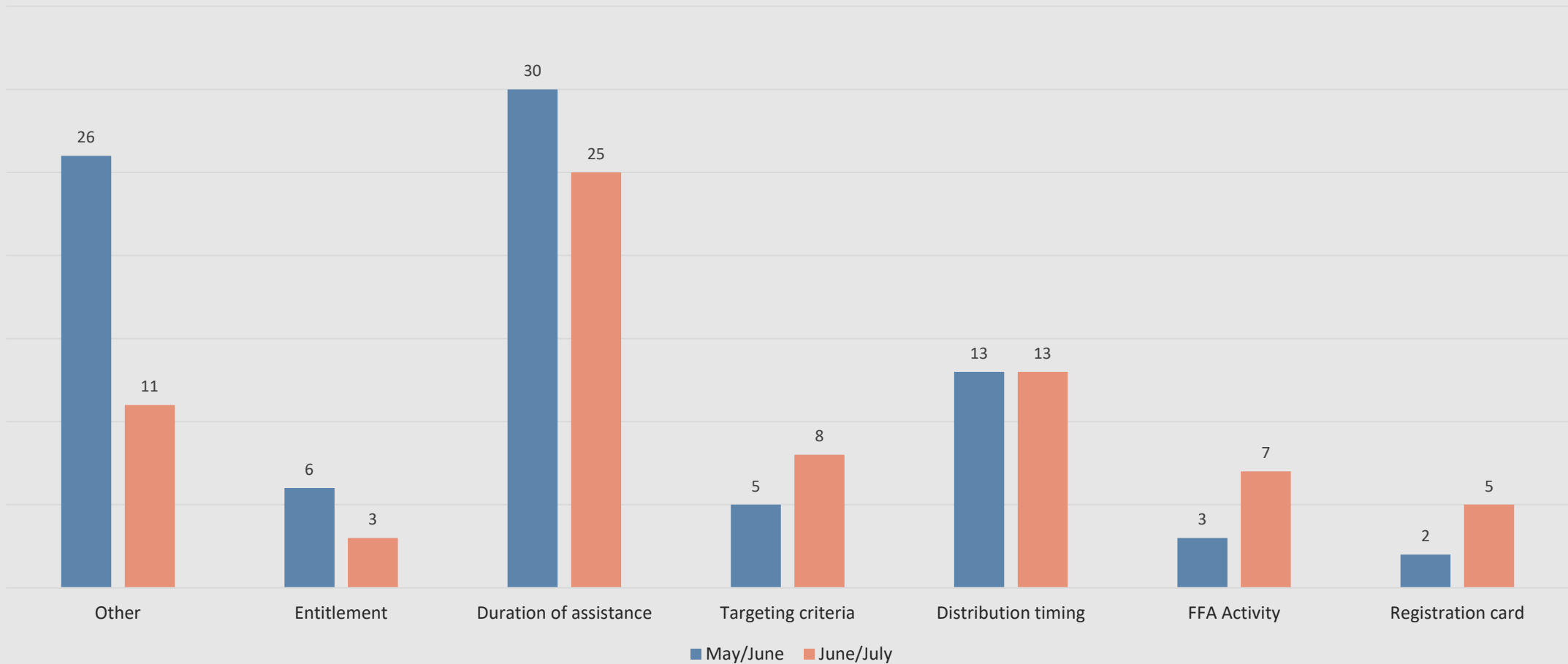


IDAI RESPONSE INFORMATION REQUESTS 16TH JUNE – 15TH JULY 2020



May/June
Cases Registered:
85
Feedback provided:
91%

June/July
Cases Registered:
72
Feedback provided:
88%



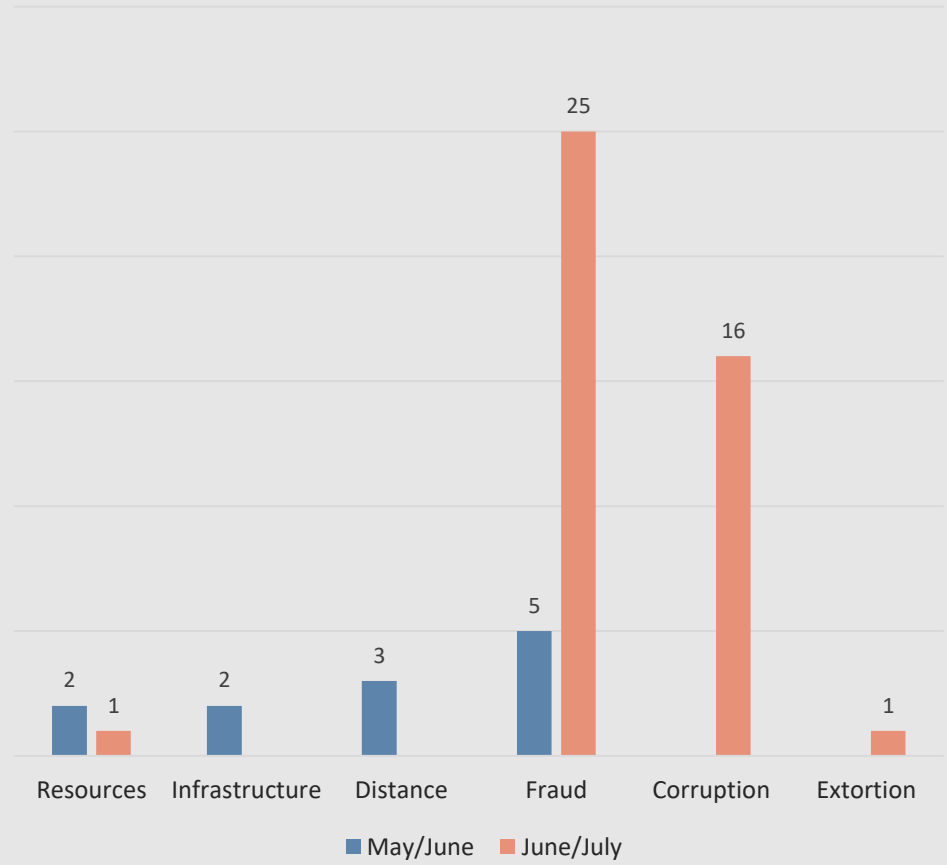
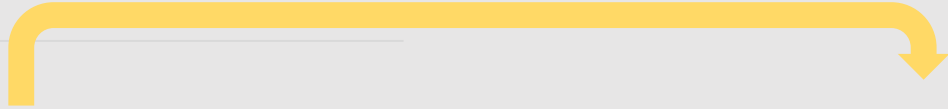
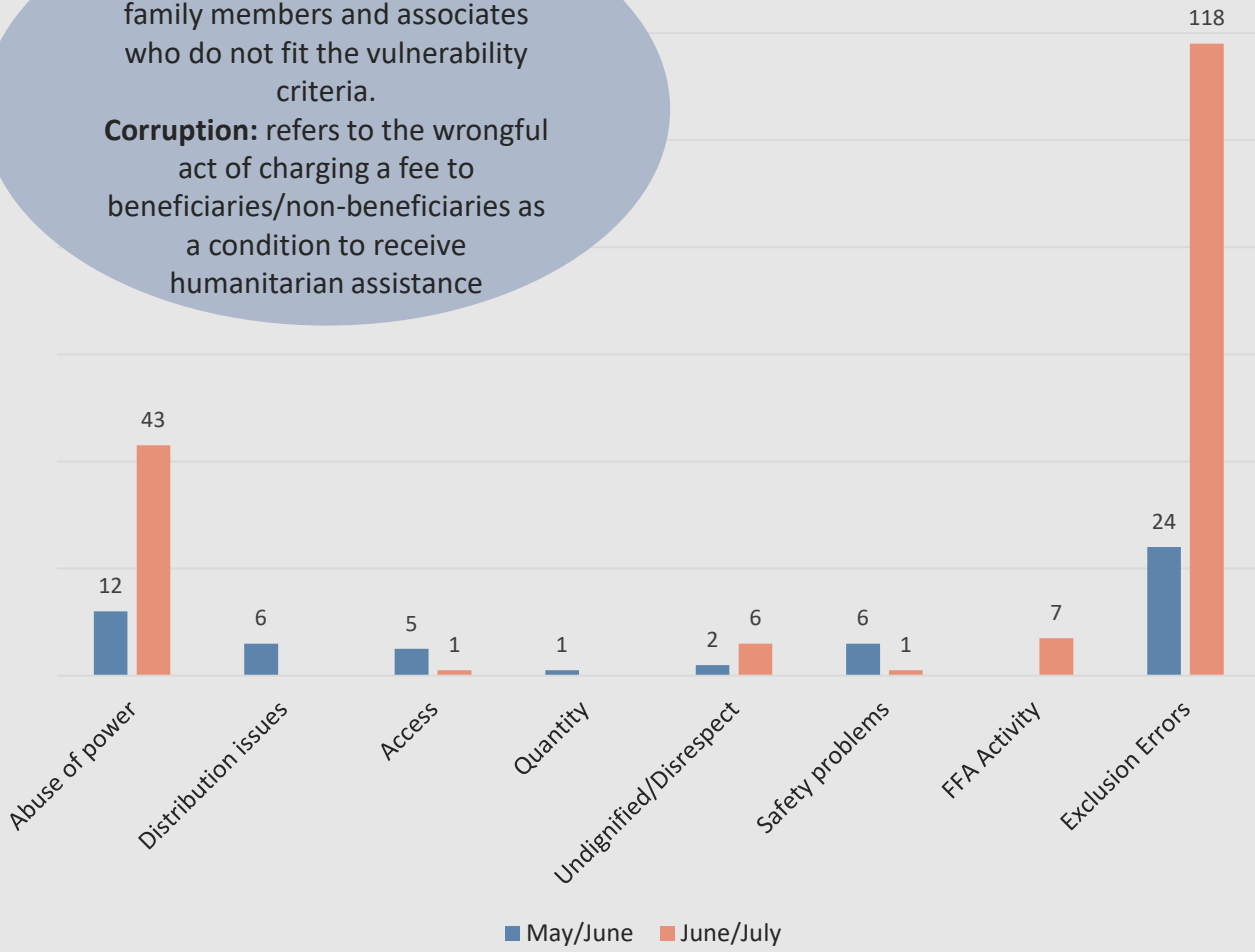
**IDAI RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
16TH JUNE – 15TH JULY 2020**

**IDAI RESPONSE
BREAKDOWN OF ABUSES OF POWER AND
OTHER ACCESS BARRIERS
16TH JUNE – 15TH JULY 2020**



Abuse of power: refers to local leaders including family members and associates who do not fit the vulnerability criteria.

Corruption: refers to the wrongful act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance

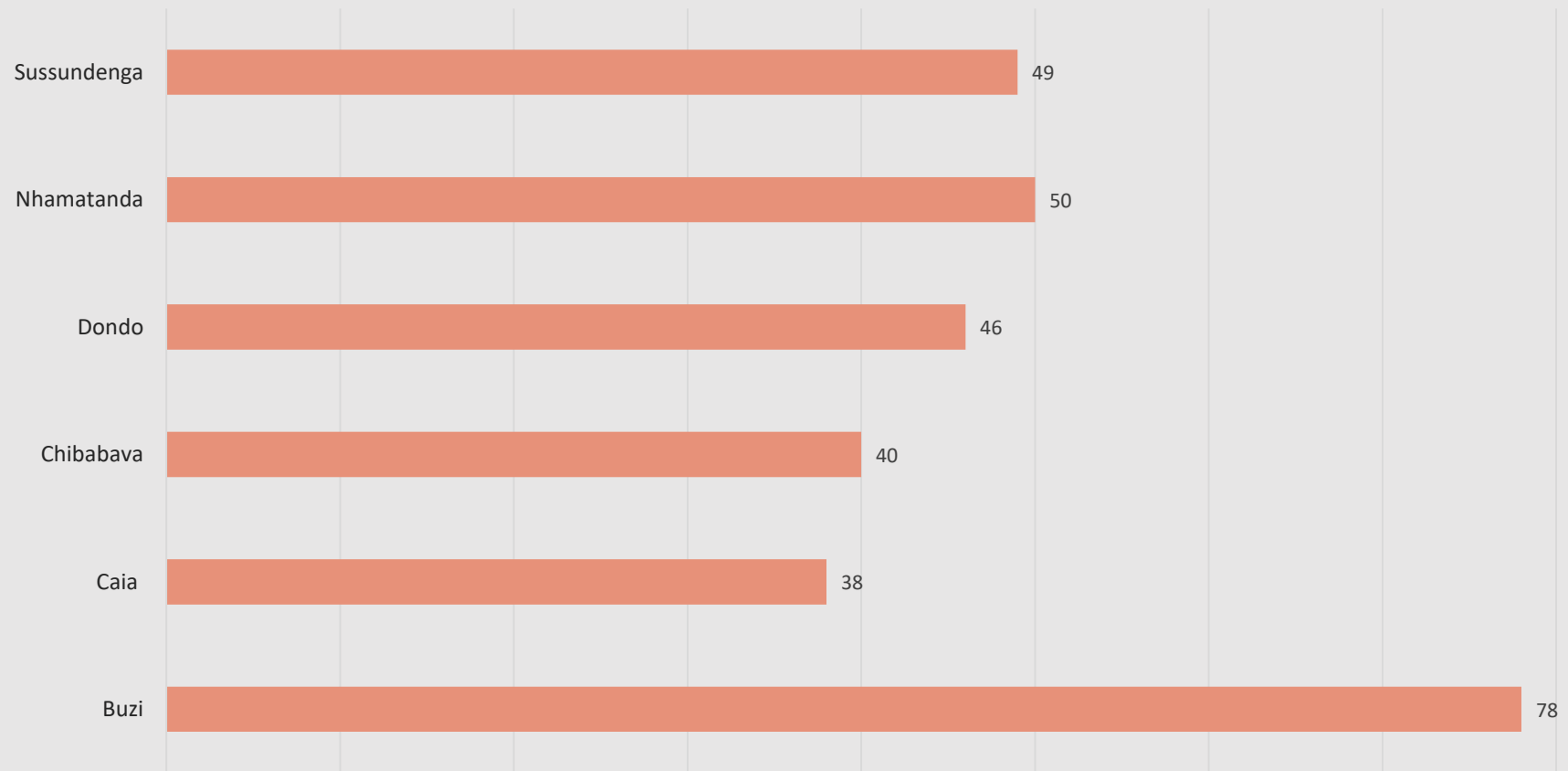


Complaints – Access barriers

Complaints – Abuses of power

*SEA cases are removed from the complaints as they are reported separately through the PSEA Taskforce

IDAI RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
16TH JUNE – 15TH JULY 2020



IDP RESPONSE
16TH JUNE – 15TH JULY 2020

May/June
 Cases Registered:
 211
 Feedback Provided:
 18%

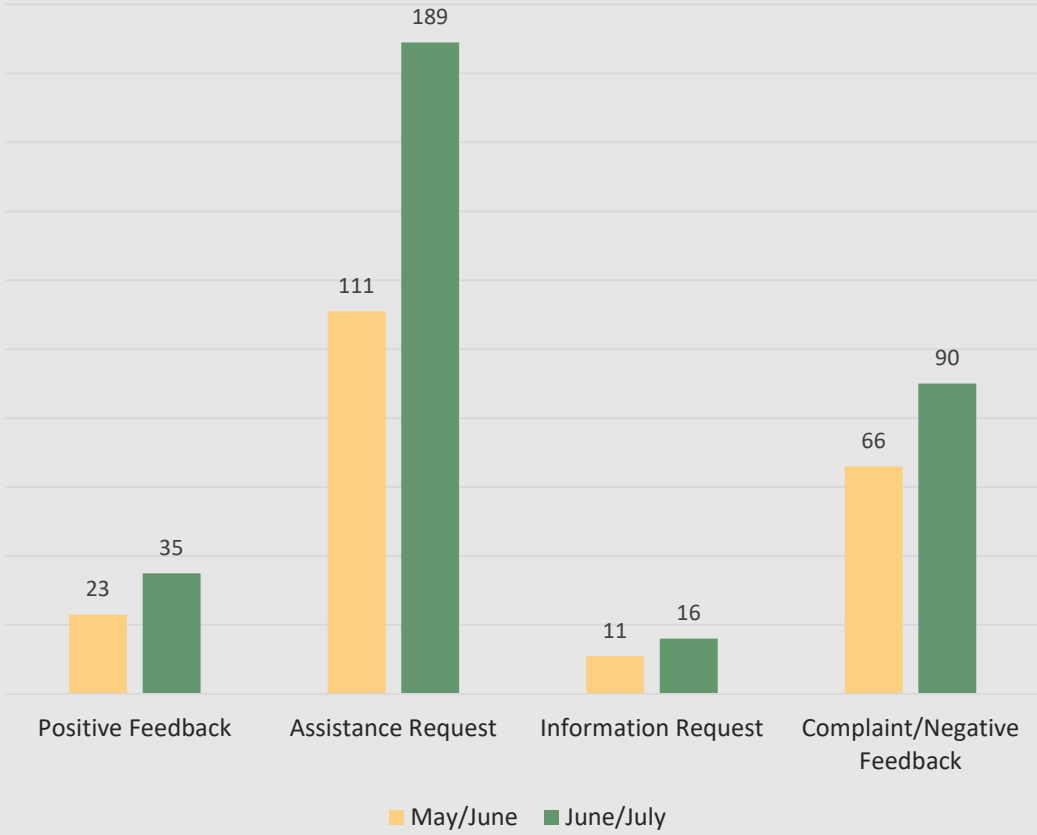
June/July
 Cases Registered:
 330
 Feedback Provided:
 15%

May/June
 Cases Registered:
 112
 Feedback provided:
 8%

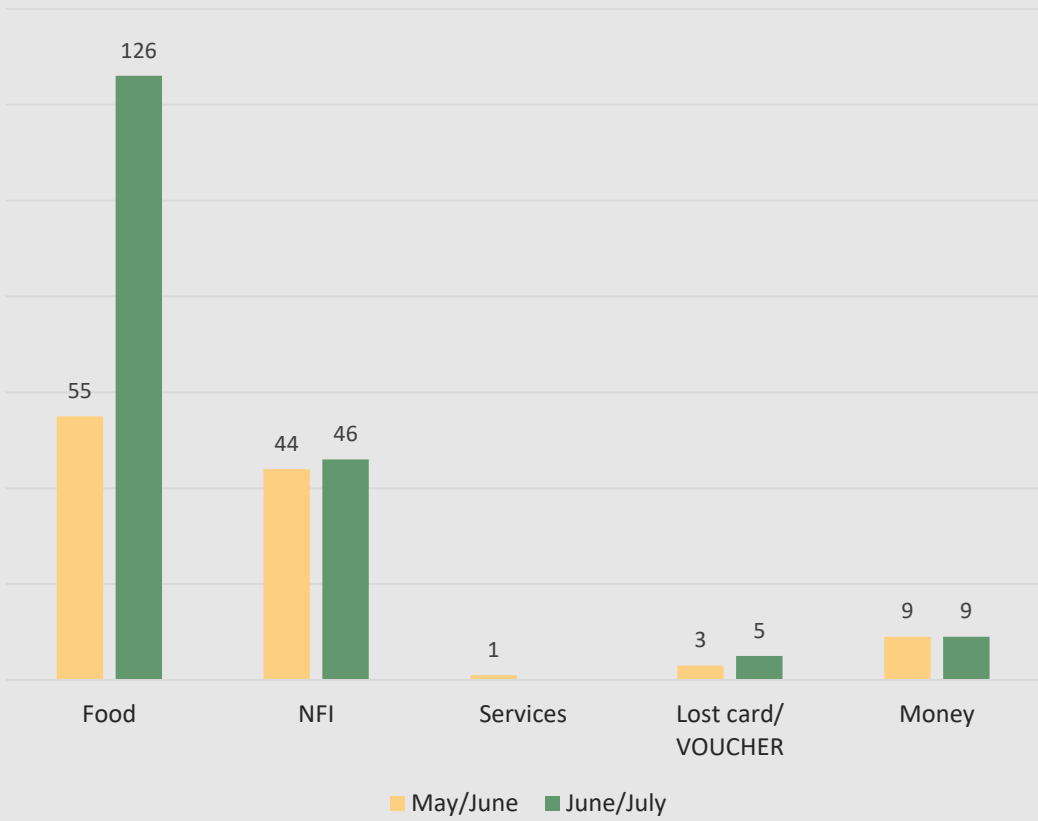
June/July
 Cases Registered:
 189
 Feedback provided:
 0%



CASE CATEGORY



ASSISTANCE REQUEST

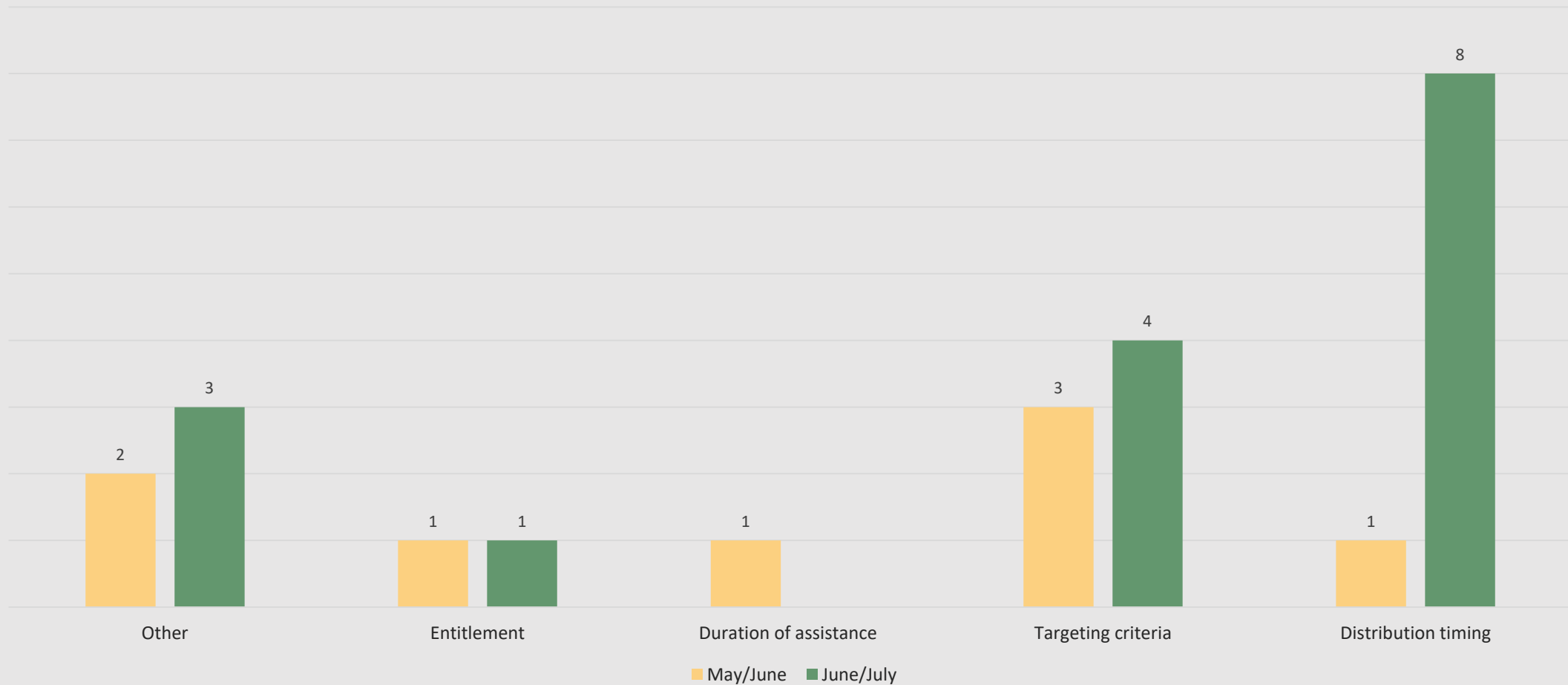


**IDP RESPONSE
INFORMATION REQUESTS
16TH JUNE – 15TH JULY 2020**



May/June
Cases Registered:
11
Feedback provided:
88%

June/July
Cases Registered:
16
Feedback provided:
100%



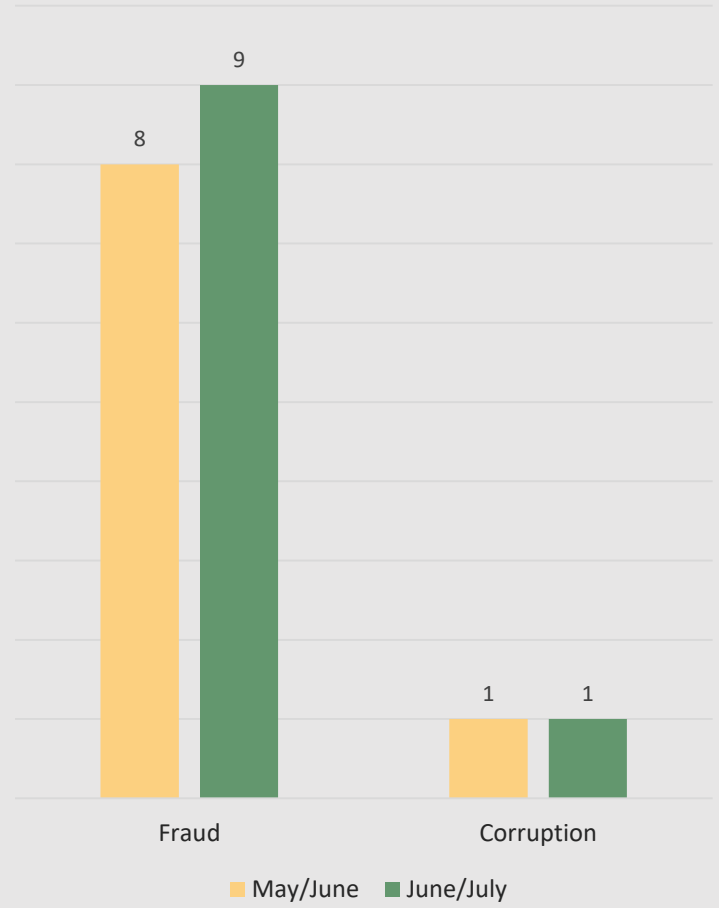
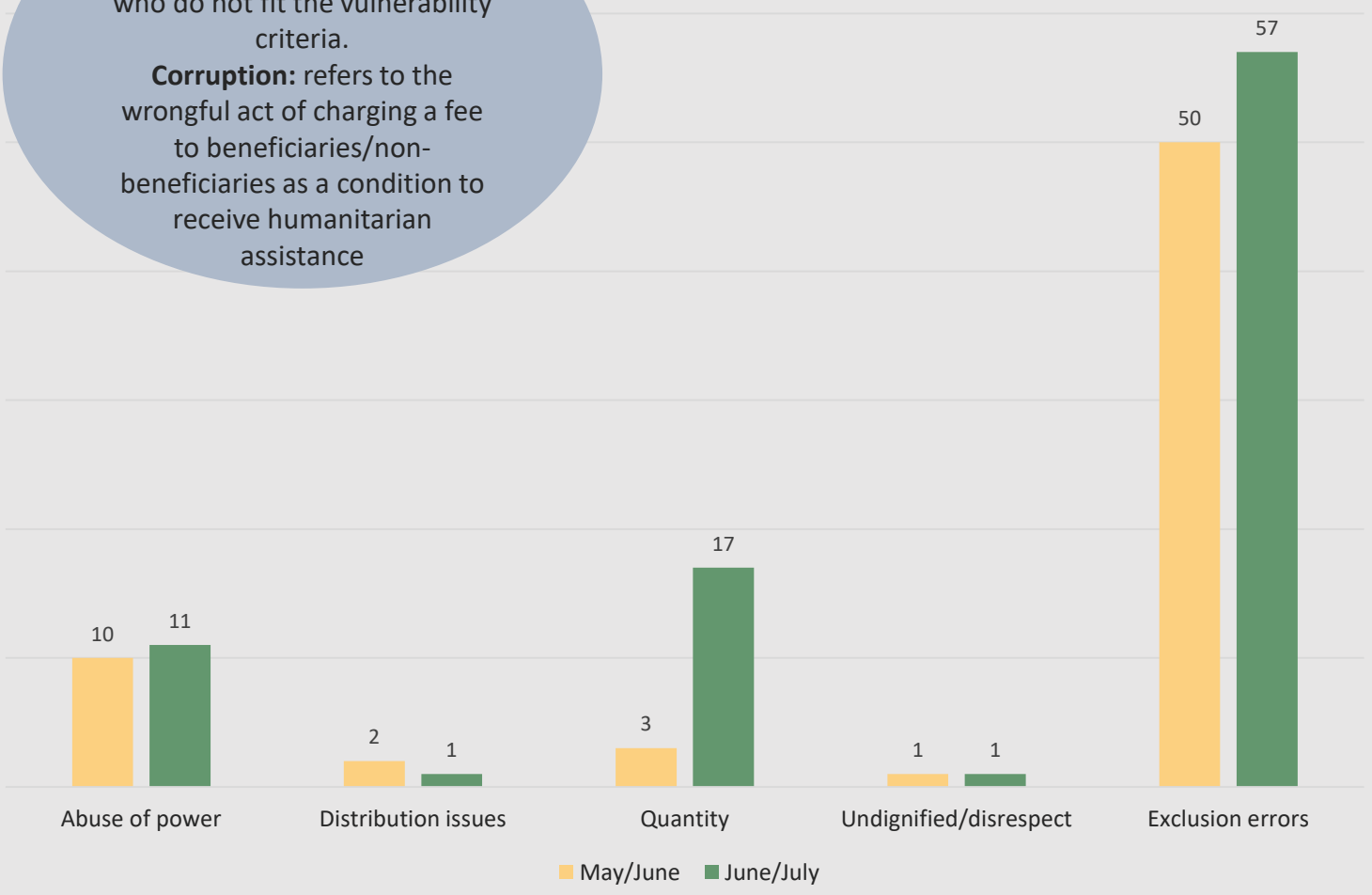
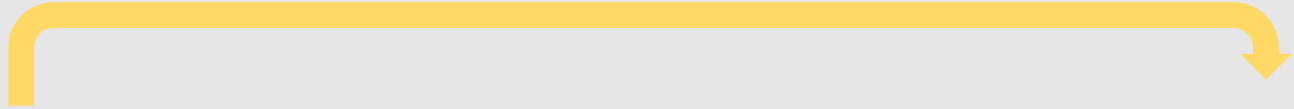
**IDP RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
16TH JUNE – 15TH JULY 2020**

**IDP RESPONSE
BREAKDOWN OF ABUSES OF POWER
16TH JUNE – 15TH JULY 2020**



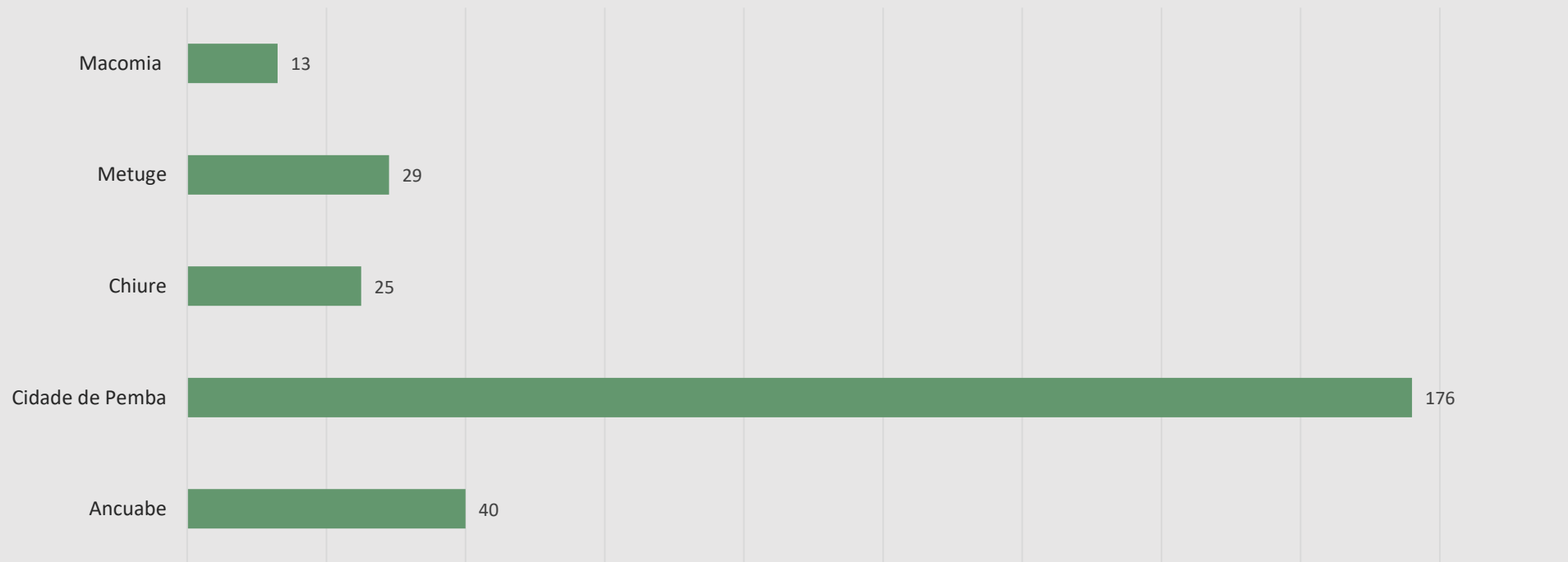
Abuse of power: refers to local leaders including family members and associates who do not fit the vulnerability criteria.

Corruption: refers to the wrongful act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance



Complaints – Abuses of power

IDP RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
16TH JUNE – 15TH JULY 2020



DROUGHT RESPONSE 16TH JUNE – 15TH JULY 2020

May/June
Cases Registered:
58
Feedback provided:
69%

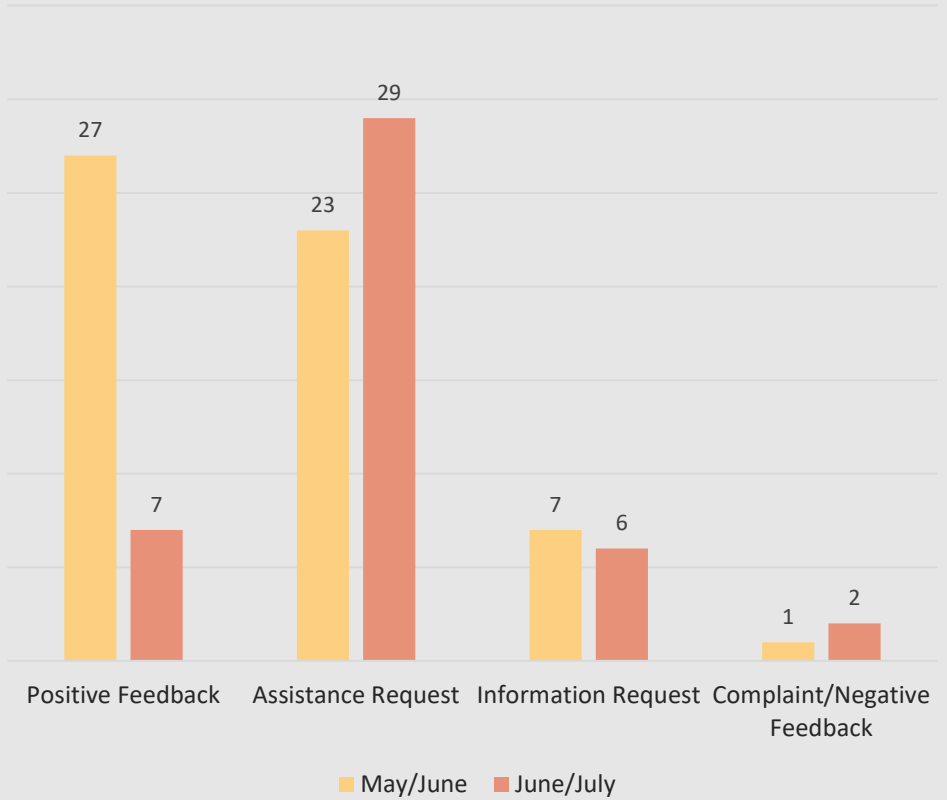
June/July
Cases Registered:
44
Feedback Provided:
77%

May/June
Cases Registered:
23
Feedback provided:
91%

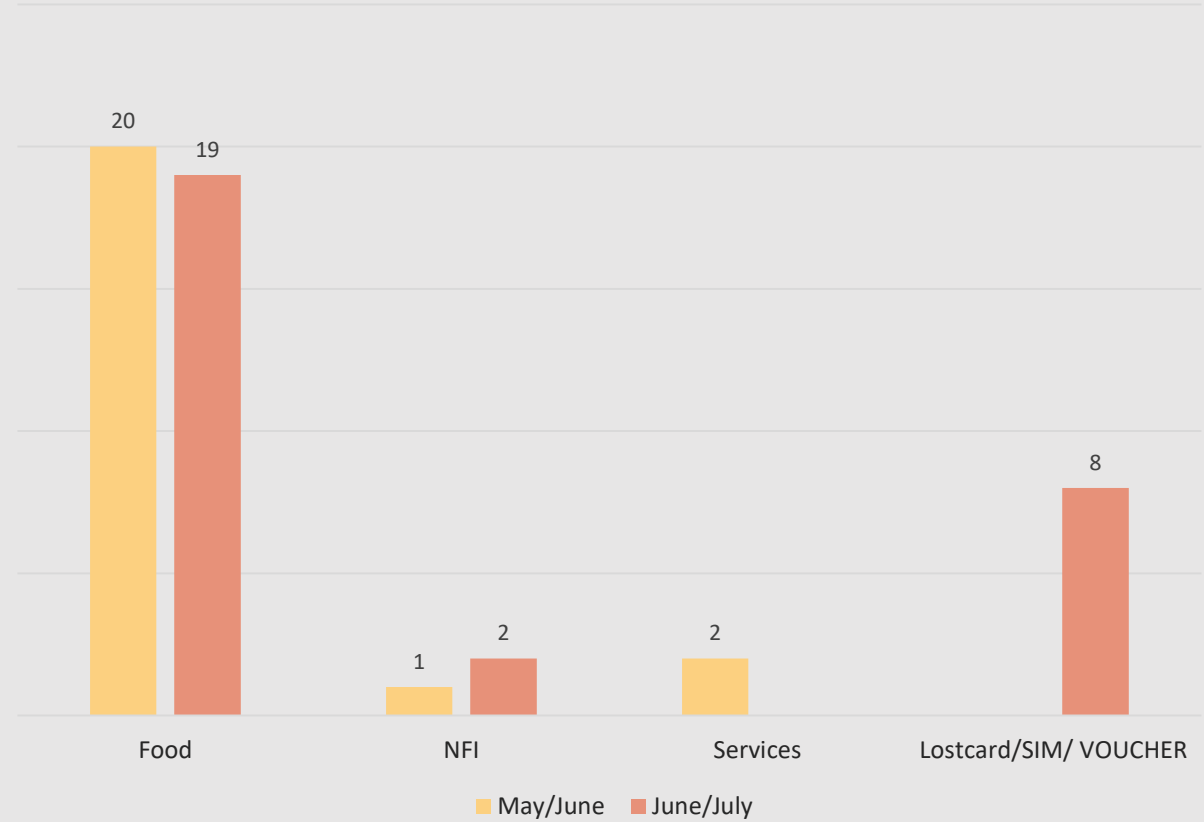
June/July
Cases Registered:
29
Feedback Provided:
72%



CASE CATEGORY



ASSISTANCE REQUEST



DROUGHT RESPONSE 16TH JUNE – 15TH JULY 2020

May/June
Cases Registered:
7
Feedback provided:
100%

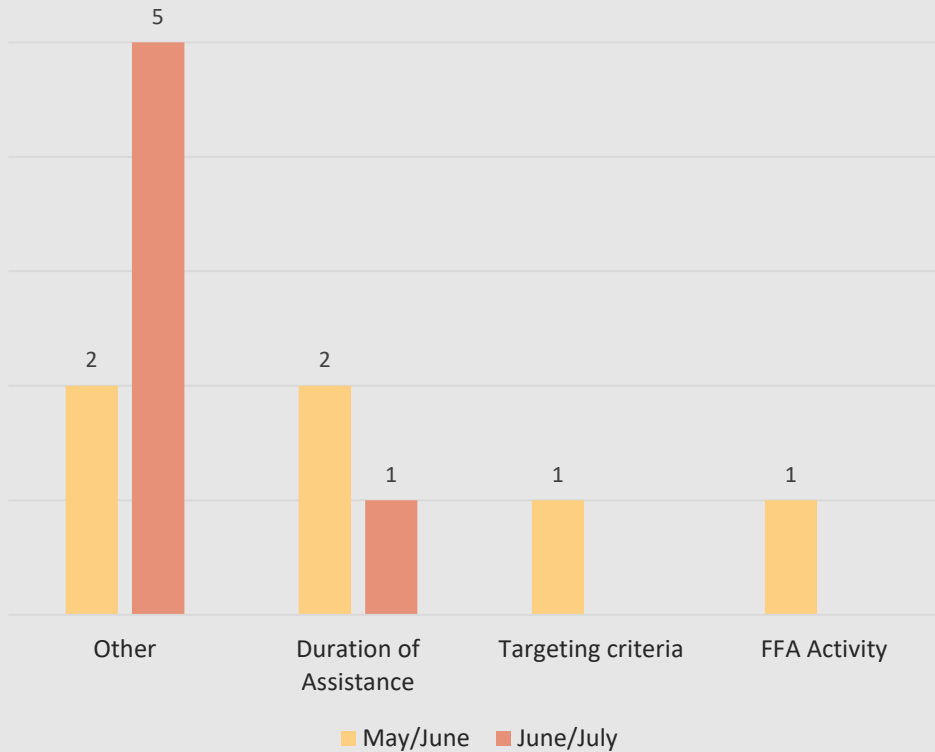
June/July
Cases Registered:
6
Feedback Provided:
100%

May/June
Cases Registered:
1
Feedback Provided:
0%

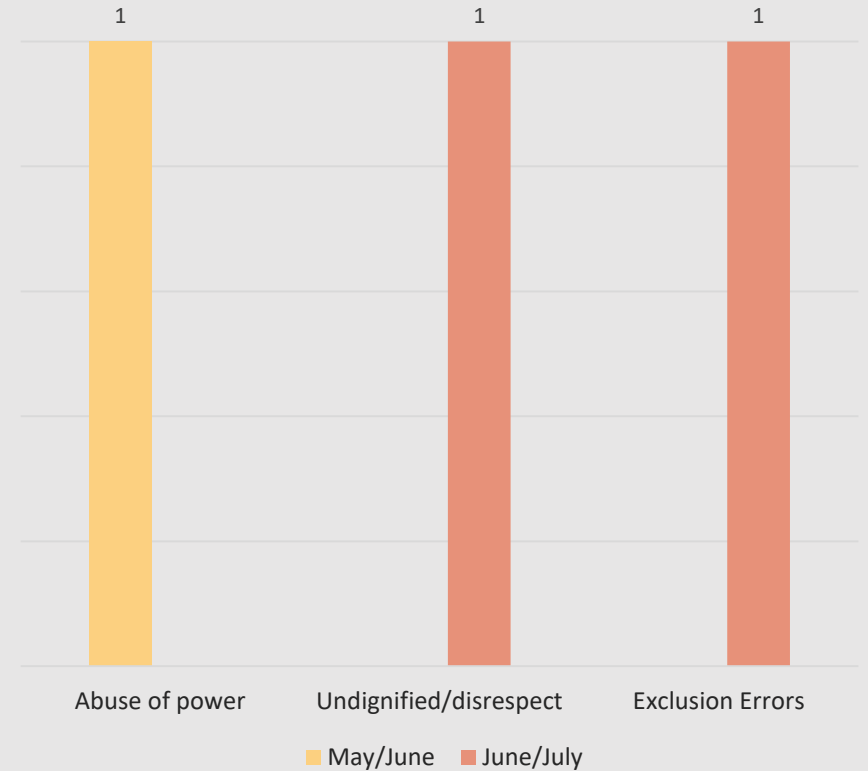
June/July
Cases Registered:
2
Feedback Provided:
0%



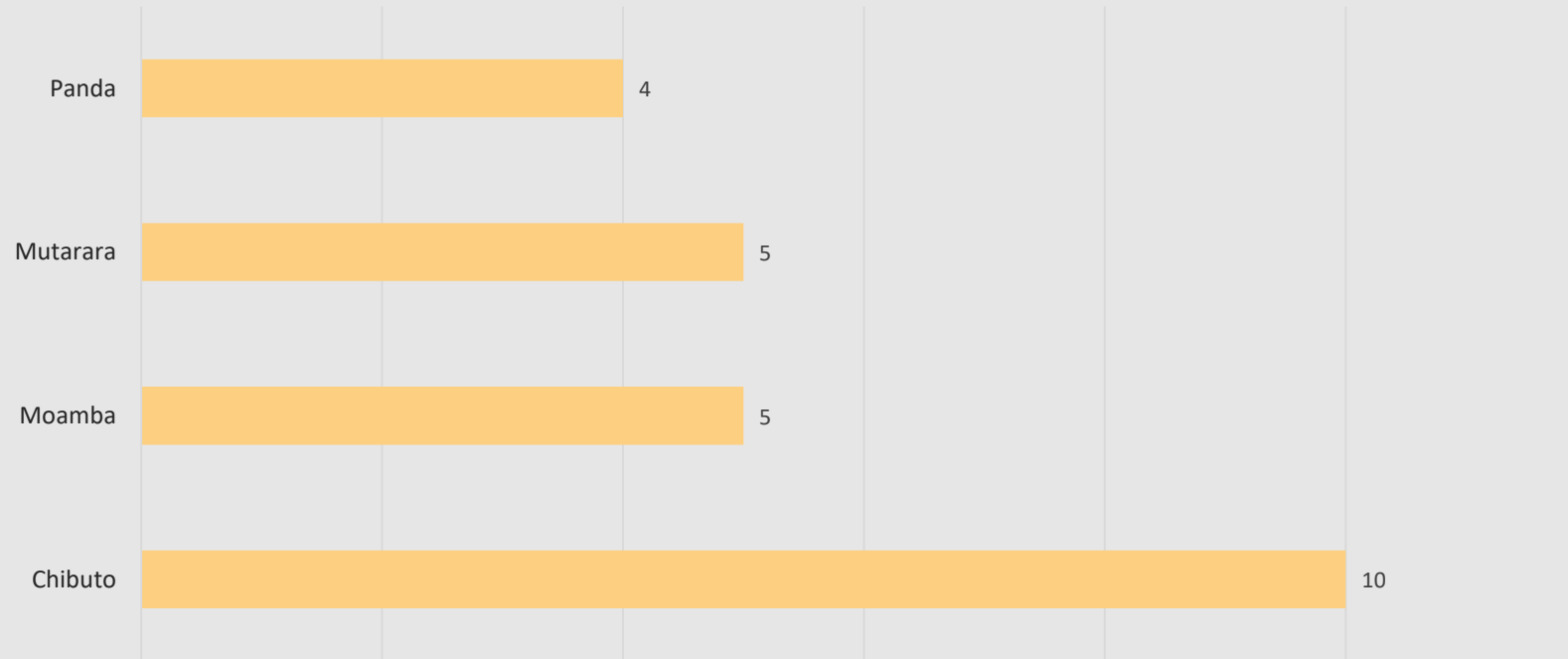
INFORMATION REQUESTS



COMPLAINT/NEGATIVE FEEDBACK



DROUGHT RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
16TH JUNE – 15TH JULY 2020



FEEDACK POSITIVO
16 DE JUNHO – 15 DE JULHO 2020



CCCM COVID-19

I would like to say thank you to IOM and the other partners for the hygiene materials we received to help prevent the spread of Corona virus. We received buckets and soap to use in designated areas in the community. The distribution took place on the 27 th of July 2020.

Manica, Sussundenga

FOOD SECURITY

I would like to say thank you for the assistance we received today, we received 50kg of maize meal, cooking oil and peas distributed by SEPPA. **Cabo Delgado, Cidade de Pemba**



HUMANITARIAN ASSISTANCE

How many people have been diagnosed with Covid-19 in Mozambique up to now? I also wanted to mention that we like what Linha Verde is doing for the community, because you are helping people. **Manica, Sussundenga**

FOOD SECURITY

I called to say thank you to WFP for the assistance, I received maize meal, cooking oil, beans, salt, dried fish. **Tete, Chiuta**

HUMANITARIAN ASSISTANCE

I called yesterday to report a case but today I just called to say thank you for the work that you are doing. **Manica, Sussundenga**

FOOD SECURITY

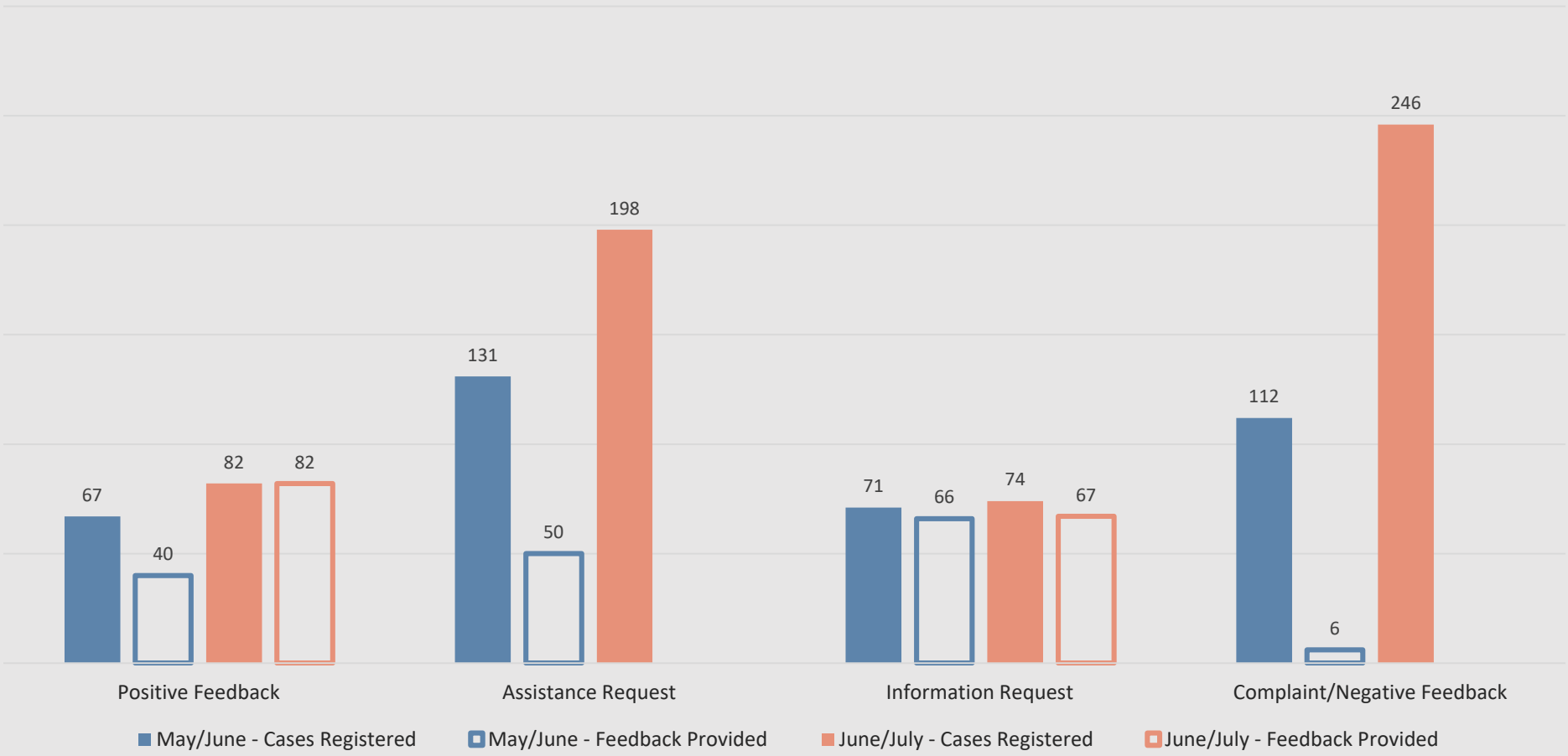
I called to say thank you for the assistance we recieved, we are very happy.

Cabo Delgado, Metuge

FOOD SECURITY



16 June - 15 July 2020
 Cases Registered: 600
 Feedback provided: 149



Sofala	246
Zambezia	12
Manica	51
Tete	7
Nampula	8
Cabo Delgado	255
Inhambane	5
Gaza	11
Maputo	6

HEALTH



16 June - 15 July 2020

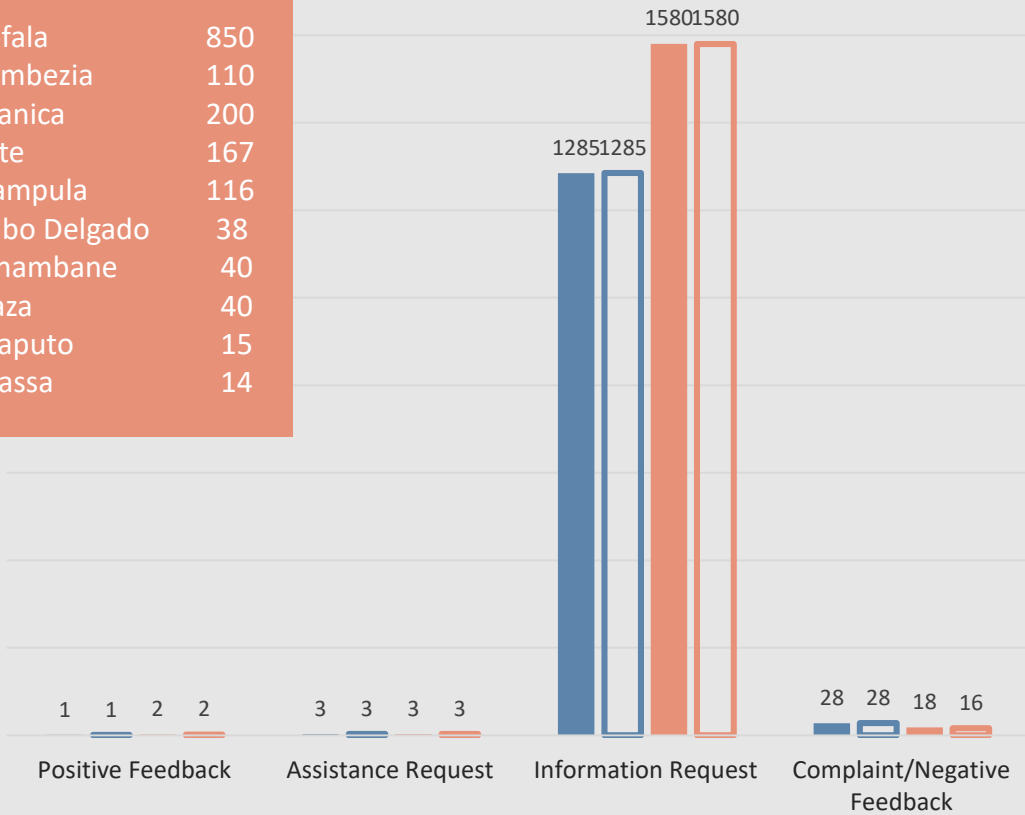
Cases Registered:

1603

Feedback provided:

1603

Sofala	850
Zambezia	110
Manica	200
Tete	167
Nampula	116
Cabo Delgado	38
Inhambane	40
Gaza	40
Maputo	15
Niassa	14



■ May/June - Cases Registered □ May/June - Feedback Provided
 ■ June/July - Cases Registered □ June/July - Feedback Provided

EDUCATION



16 June - 15 July 2020

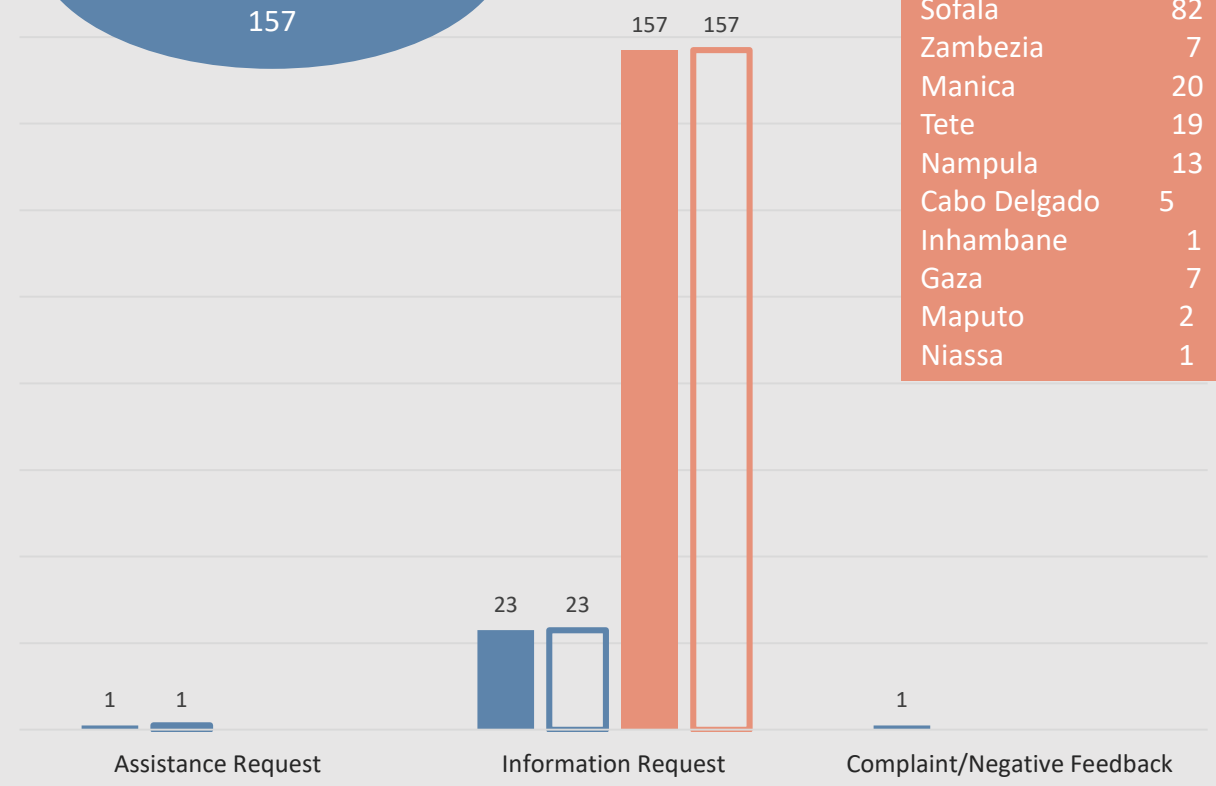
Cases Registered:

157

Feedback provided:

157

Sofala	82
Zambezia	7
Manica	20
Tete	19
Nampula	13
Cabo Delgado	5
Inhambane	1
Gaza	7
Maputo	2
Niassa	1



■ May/June - Cases Registered □ May/June - Feedback Provided
 ■ June/July - Cases Registered □ June/July - Feedback Provided

CCCM



16 June - 15 July 2020

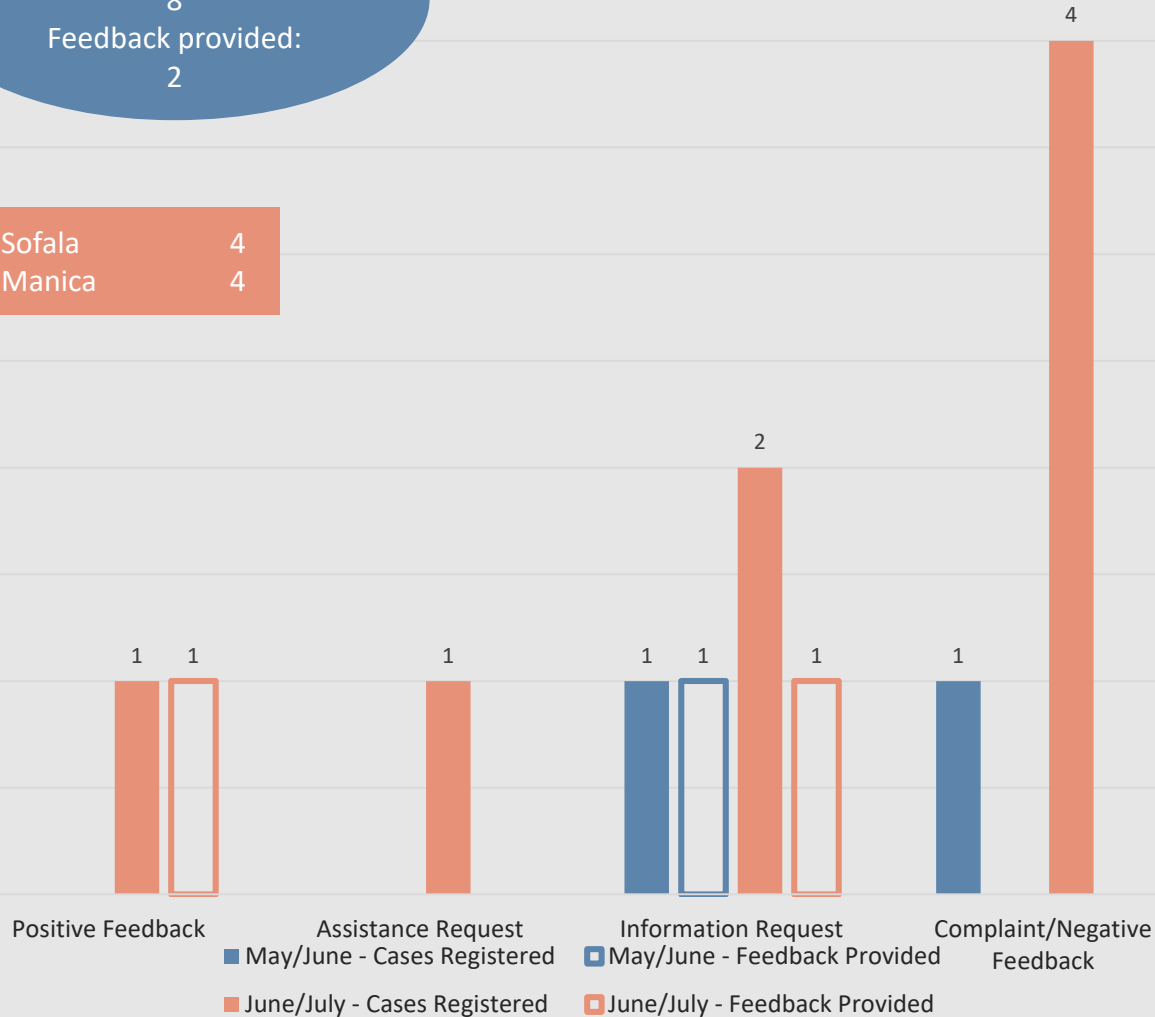
Cases Registered:

8

Feedback provided:

2

Sofala	4
Manica	4



SHELTER AND NFI



16 June - 15 July 2020

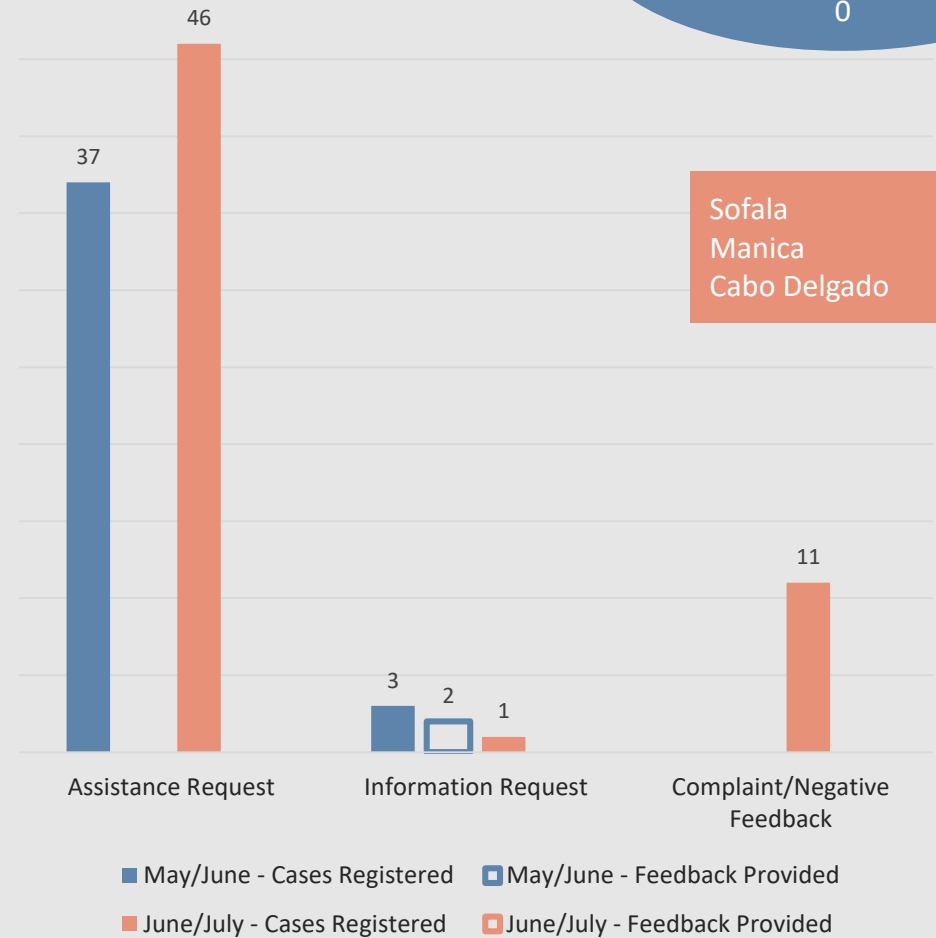
Cases Registered:

58

Feedback provided:

0

Sofala	6
Manica	2
Cabo Delgado	50



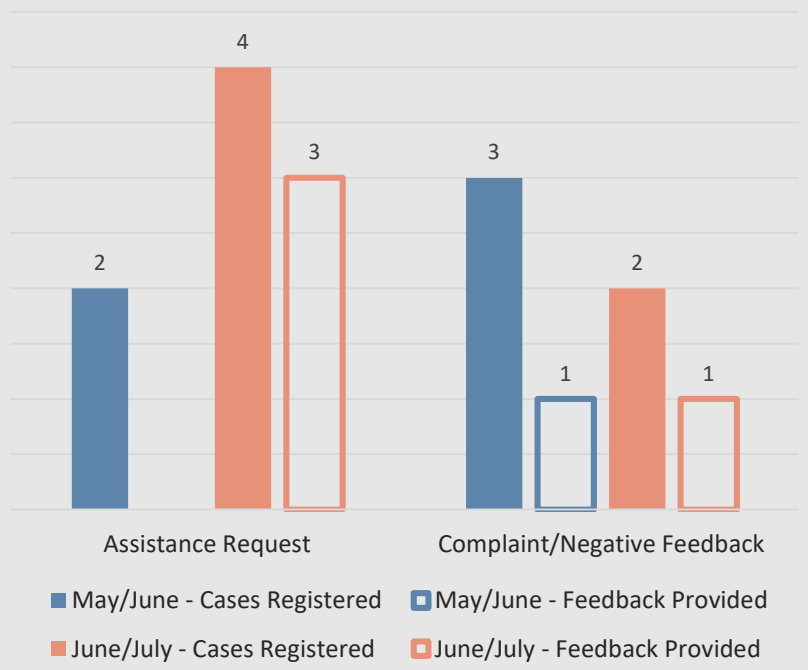
WASH



16 June - 15 July 2020

Cases Registered:
6
Feedback provided:
4

Sofala	3
Manica	1
Tete	1
Inhambane	1

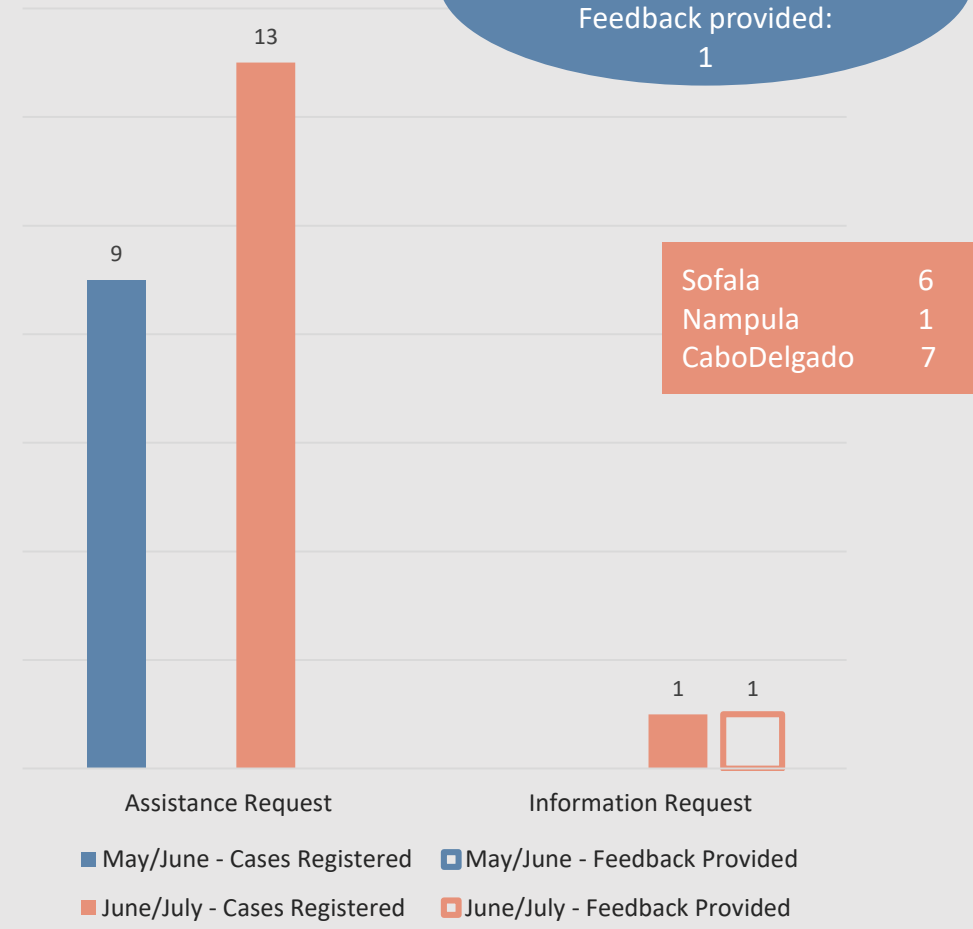


PROTECTION

16 June - 15 July 2020

Cases Registered:
14
Feedback provided:
1

Sofala	6
Nampula	1
CaboDelgado	7



CHILD PROTECTION



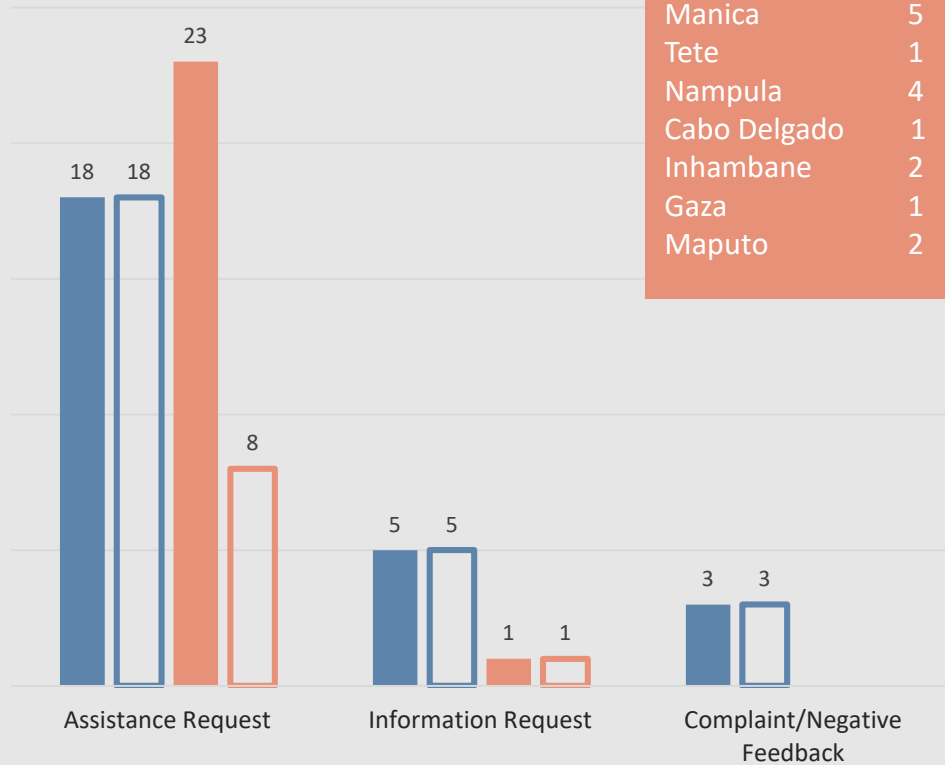
16 June - 15 July 2020

Cases Registered:

25

Feedback provided:

9



■ May/June - Cases Registered □ May/June - Feedback Provided
 ■ June/July - Cases Registered □ June/July - Feedback Provided

GBV

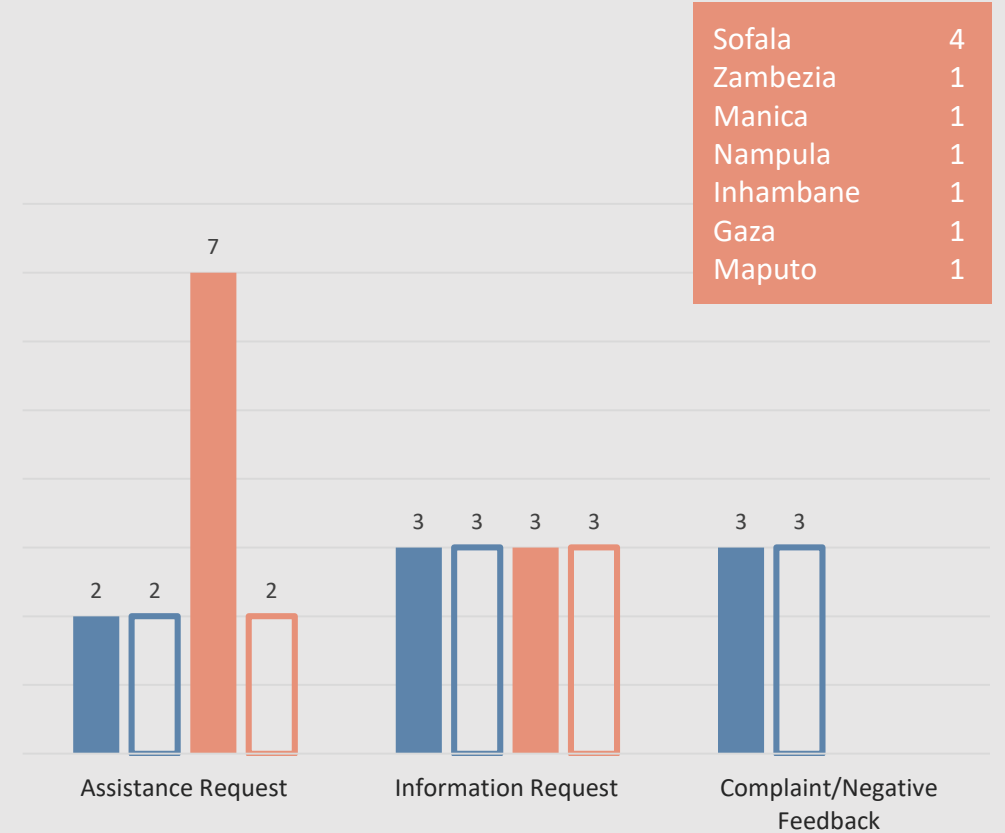
16 June - 15 July 2020

Cases Registered:

10

Feedback provided:

5



■ May/June - Cases Registered □ May/June - Feedback Provided
 ■ June/July - Cases Registered □ June/July - Feedback Provided

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH JUNE – 15TH JULY 2020

Overview

- ❖ Until 15th of July 2020, Linha Verde 1458 registered a total of 16,159 cases with a feedback rate of 84%. During this month, 2,504 cases were registered, which represents one of the highest monthly rates during the hotline's 14 months of operation.
- ❖ During this month (mid-June to mid-July), most of the calls continued to come from Sofala, representing 54% of the total cases. However, calls from Cabo Delgado have increased considerably.
- ❖ Since May 2020, 70% of the cases were related to **Health/Covid-19**, while **Food Security** issues represented 24% of the cases registered although in the north of the country food-related cases tend to also request shelter and NFIs in parallel. Indeed, cases focusing specifically on **Shelter** and **NFI** needs continue to feature more prominently among the internally displaced families in the north of the country.

Interagency Coordination and with the National Government: June - July 2020

- ❖ Applying lessons learned from year 1, coordination meetings with focal points continued, this time with the Shelter and CCCM Clusters. The aim was to re-establish the referral flows for issues raised through the hotline and update material for FAQs.
- ❖ **Gender Based Violence (GBV):** action was carried integrated between UNFPA, WFP and Linha Verde 1458, which consisted in delivering cell phones for activists in Metuchira. Throughout the month of June, we were allocated to 36 cell phones to activists of the 12 resettlement centres, who now have access to cell phones for the process of reporting GBV cases, as well as for presenting beneficiaries' concerns.

- ❖ The partnership between UNFPA and Linha Verde 1458 was announced on the UNFPA website:
 - <https://mozambique.unfpa.org/en/news/responding-gbv-cases-times-covid-19-powerful-role-linha-verde-emergency-hotline-operators>
- ❖ **Child Protection:** In July, Linha Verde 1458 participated in the Course on *Reporting and Response Mechanisms for Cases of Abuse and Violence against Children and Mitigation Measures to Covid-19 Pandemic*, which took place on the premises of Linha Fala Criança 116 and counted on the participation of the managers and advisers of LFC and the manager and some operators of LV1458. It was an important moment of integration and common training of these two important hotlines.



LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH JUNE – 15TH JULY 2020

Idai Response: June - July 2020

- ❖ In the period between 16th of June and 15th of July 2020, there was an increase in the number of cases received via Linha Verde 1458, which went from 232 cases last month, to 367 cases with a feedback rate of approximately 38.4%.
- ❖ **Complaints** accounted for 48.2% of all cases in the Idai Response. Most were related to claims of errors of exclusion from the list of beneficiaries and abuse of power by the community leaders.
 - This trend in complaints can be traced to a beneficiary verification exercise and combined multi-agency assessment undertaken in May and June across all Resettlement Centres in Sofala, involving FAO, IOM, WFP, INGC and district governments. The aim of the exercise was to determine what families continue to live in the resettlement centres and better understand the household dynamics and livelihoods opportunities of the remaining families. The final report is expected to be ready in the beginning of August.
 - Issues raised tended to come from families who had not been present in the resettlement centres on the day of the exercise, but there are also cases of ineligible households (living outside resettlement centres) attempting to continue to receive food assistance. In some cases, leaders also attempted to register ghost families. All claims are being addressed by food assistance teams.
 - Following verification, the lists were validated and passed on to the WFP registration team for SCOPE registration, which provides households with electronic beneficiary cards and, WFP's electronic beneficiary registration platform.

Cabo Delgado Humanitarian Response: June - July 2020

- ❖ The number of cases registered in Cabo Delgado continues to increase, rising from 212 to 330 this month. The feedback rate for the cases in Cabo Delgado is less than ideal (15%), but referred cases are being followed up on, although the dynamic context is challenging.
 - The majority of the cases come from Chiure, Ancuabe and Pemba, although people continue to call from areas where humanitarian access is restricted, seeking to know when they might be able to receive assistance.
 - The majority of callers, when asked, claim to want to return home if the situation improves.
- ❖ **Complaints** represent 27.2% of the registered cases in the period, mainly concerning claims of exclusion errors. Arriving IDPs have to register with the chefe do bairro, however issues raised by the affected population show that:
 - Leaders have been including local families and affiliates;
 - Leaders register affected families two to three times, yet they do not appear on lists for assistance;
 - Many households from the same family have been counted as a single household (of ten to as many as 25), resulting in claims of insufficient food, and a single tent being provided to a large number of people which is of particular concern in the context of Covid-19;

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH JUNE – 15TH JULY 2020

- Host families receiving new families are unable to register new arrivals, adding to the strain on host families, that are already stretched.
- ❖ The majority of registered cases, 57%, are **requests for assistance** .
 - Were callers cite immediate **food needs**, the cases are registered as food security issues (so as to not double-count cases), although the majority of callers also refer to pressing needs for **shelter materials, pots, pans and other cooking materials, clothes and blankets**, having arrived only with the clothes on their backs. As such the 57.2% of cases tied to food assistance are rather misleading.
 - **Shelter and NFI** requests noted above are equally referred to the Shelter cluster focal points, alongside specifically targeted shelter and NFI cases.
 - A small number of callers has requested support in accessing **livelihoods opportunities** including seeds or business start-up funds so that they may sustain themselves.

Drought Response (Tete, Inhambane, Gaza and Maputo): June - July 2020

- ❖ The number of cases continued to decrease from 58 to 44 cases registered between 16th of June and 15th July 2020, due to a break in food assistance following the end of the lean season assistance.

- ❖ Most of the cases were **requests for continued food assistance** due to poor production during the previous agricultural season. In July food assistance resumed in the worst affected districts.

Protection: June - July 2020

- ❖ Between mid-June and mid-July 2020, Linha Verde 1458 received a total of 49 cases related to Protection:
 - 25 cases related to **Child Protection**, which were referred to “Linha Fala Criança 116”. The cases are mostly related to premature marriages and child sexual abuse;
 - 10 cases of **Gender Based Violence (GBV)**, which were sent to UNFPA focal points. The cases mainly concerned with domestic violence.
 - 14 cases were referred directly to the Protection Cluster. These cases came from Cabo Delgado (Quissanga, Montepuez, Pemba and Ancuabe) and reflect the callers' state of vulnerability in relation to personal security and lack of resources. A number of these cases were requests for assistance to people with disabilities, mainly from Sofala Province (Beira, Chemba and Caia).

Trends: Covid-19

**COVID-19: CASE CATEGORIES AND
CASES BY PROVINCES
16TH JUNE – 15TH JULY 2020**

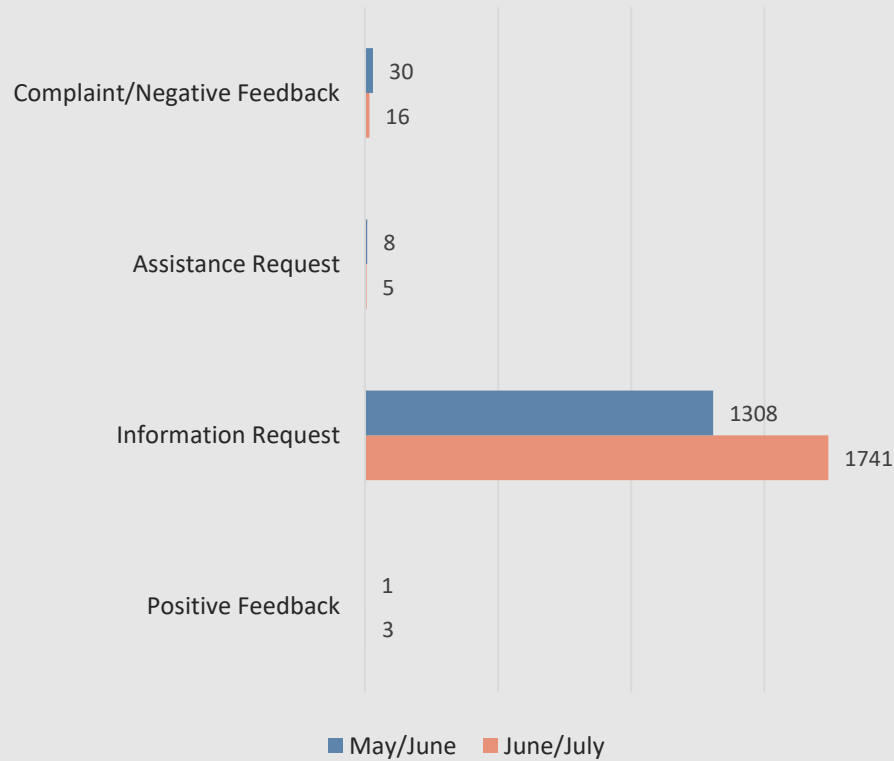
16TH JUNE – 15TH JULY 2020

Nr. of cases about the Covid-19:

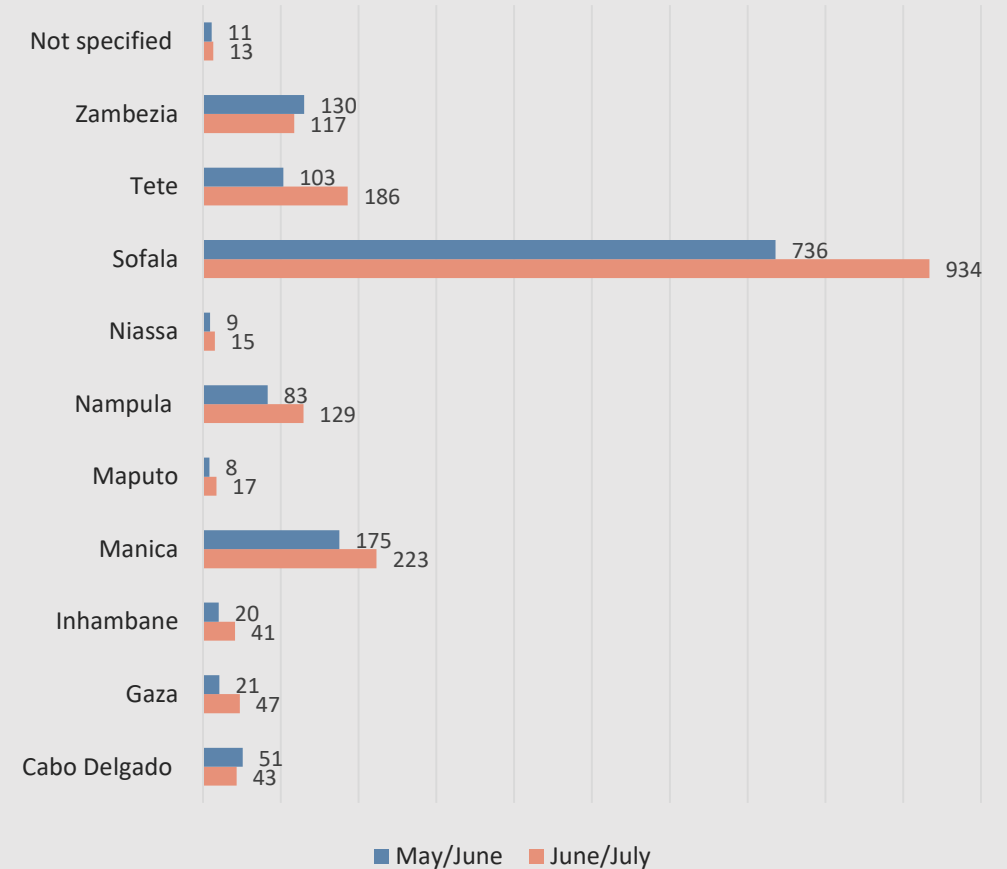
1763

70% of the cases registered through the Linha Verde 1458 between April 16 and May 15 were Covid-19 related.

CASE CATEGORY

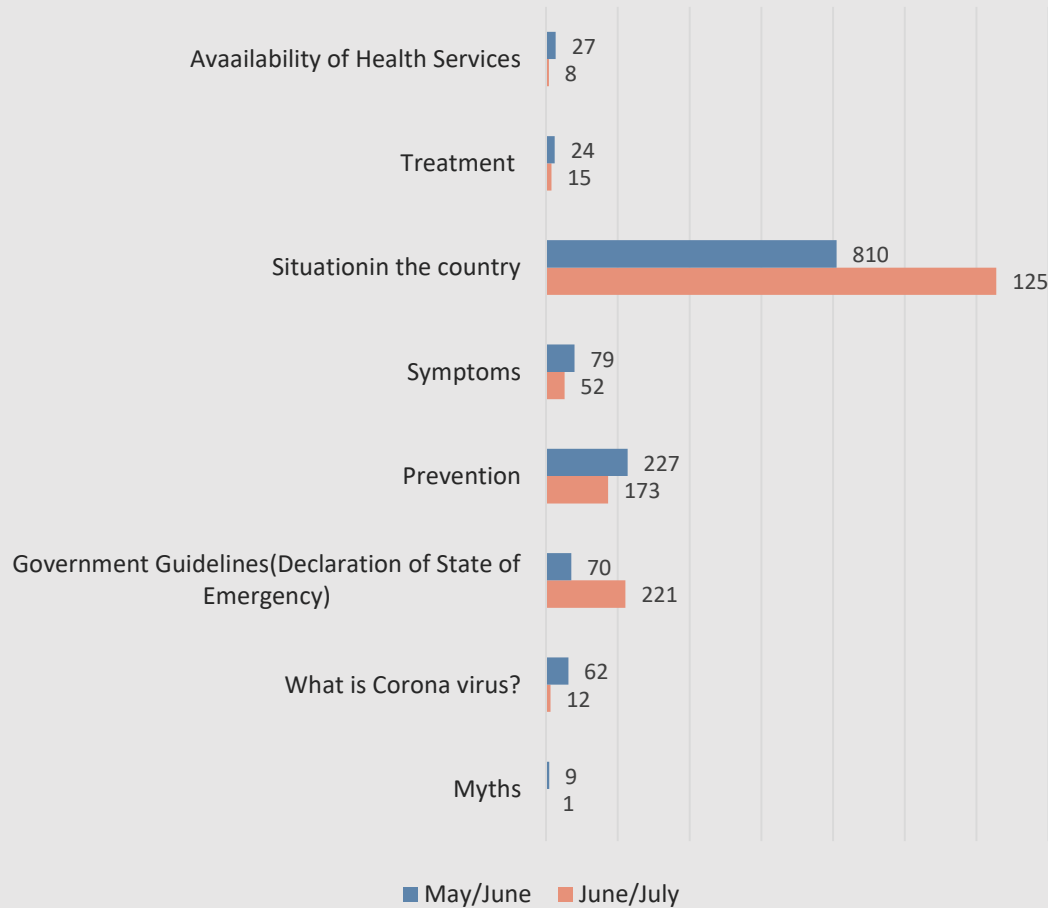


CASES BY PROVINCES

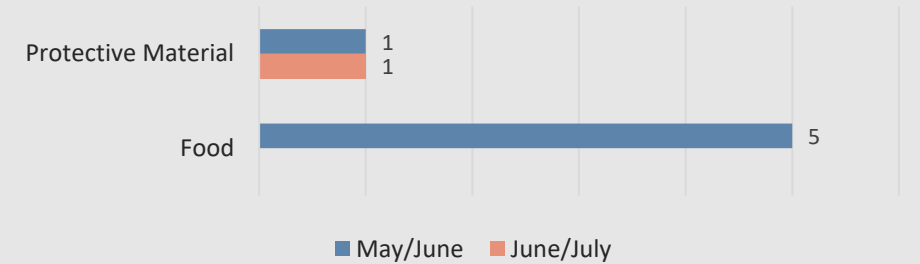


COVID-19 CASE TYPE BY CATEGORY 16TH JUNE – 15TH JULY 2020

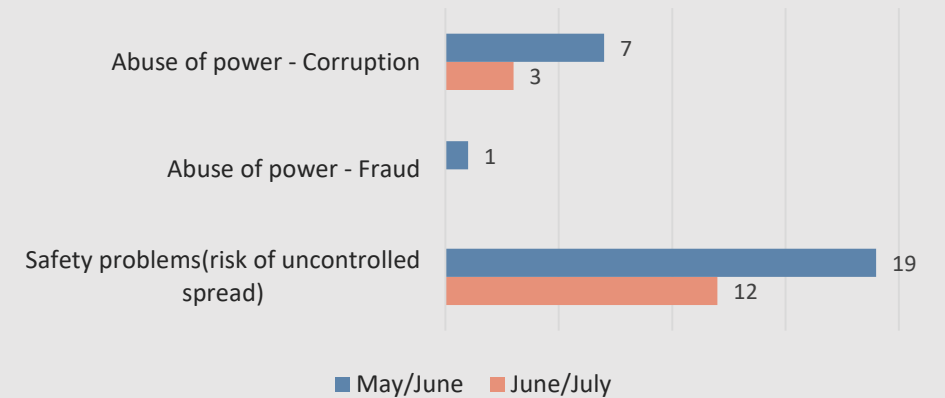
INFORMATION REQUESTS



ASSISTANCE REQUEST

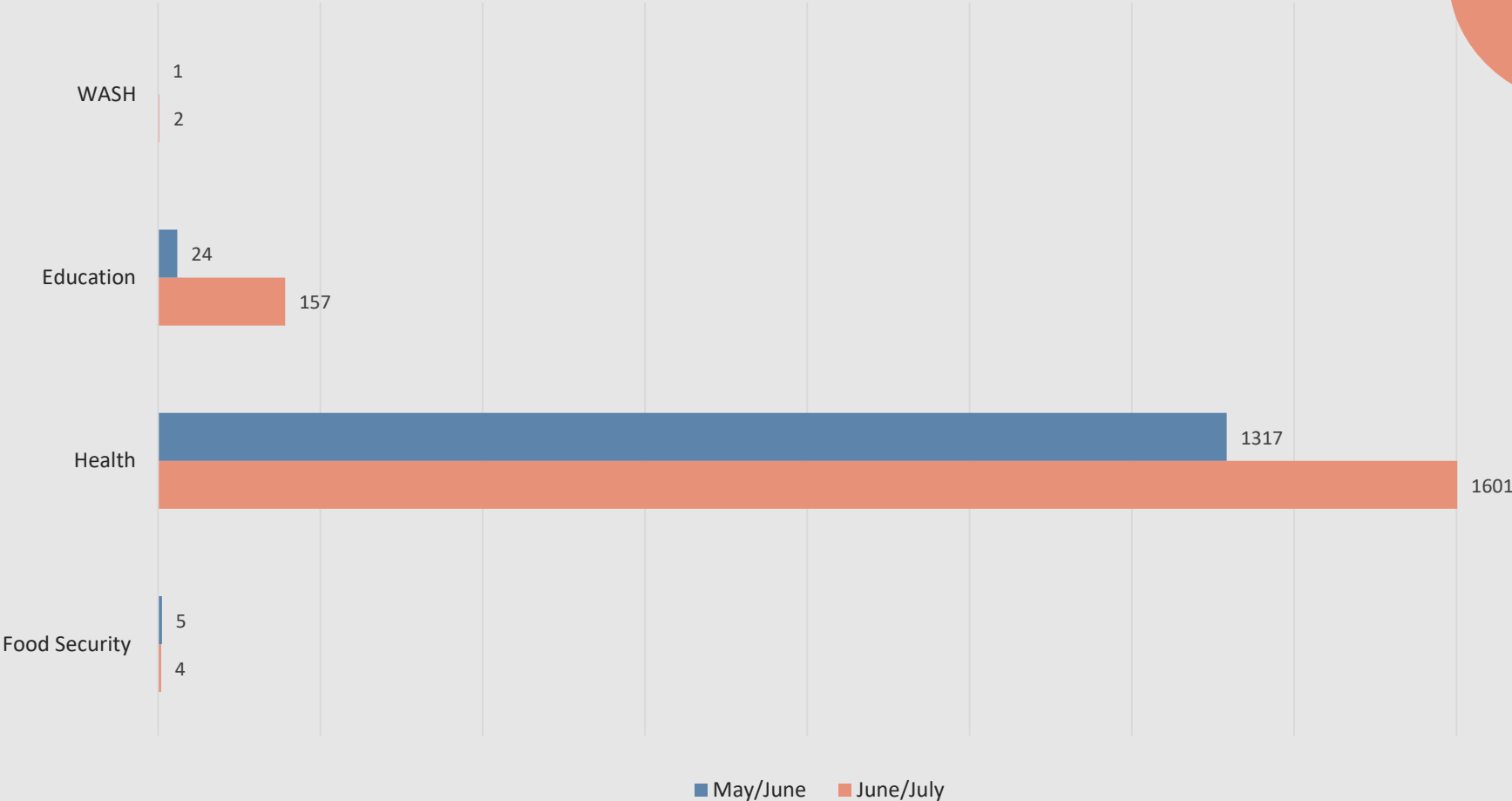


COMPLAINT/NEGATIVE FEEDBACK



COVID-19: RELATED SECTORS
16TH JUNE – 15TH JULY 2020

Cases already reflected in the case overview on slides 17-21

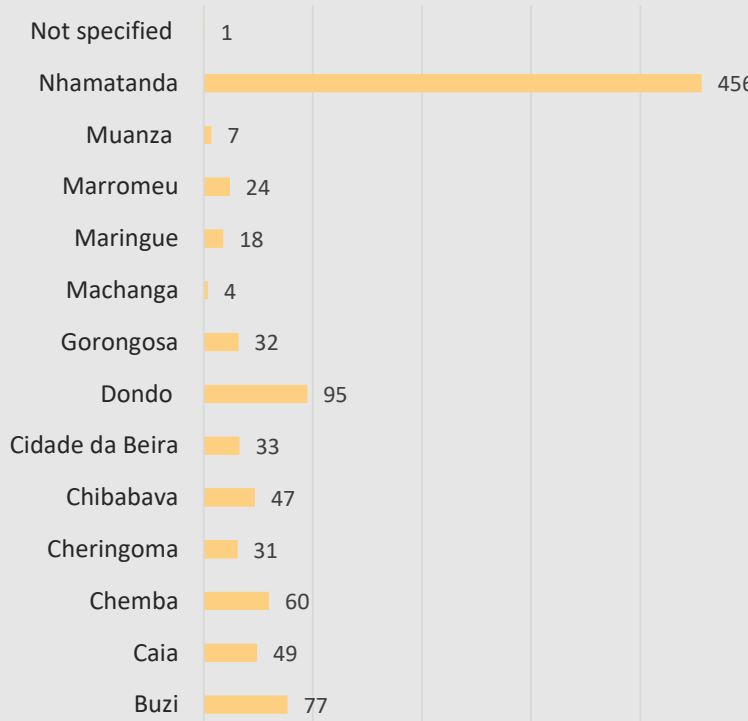


COVID-19: LOCATIONS OF COVID-19 CALLS

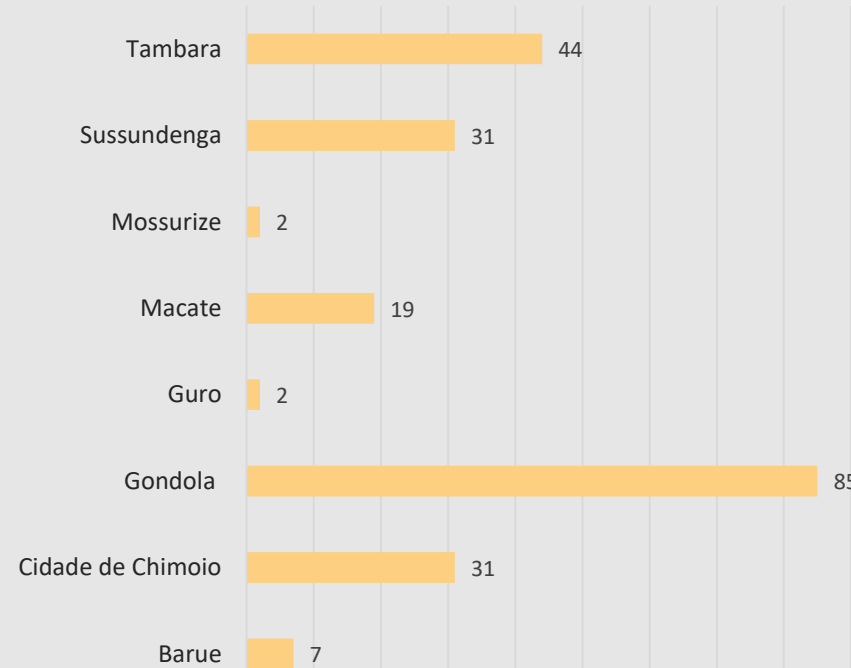
16TH JUNE – 15TH JULY 2020



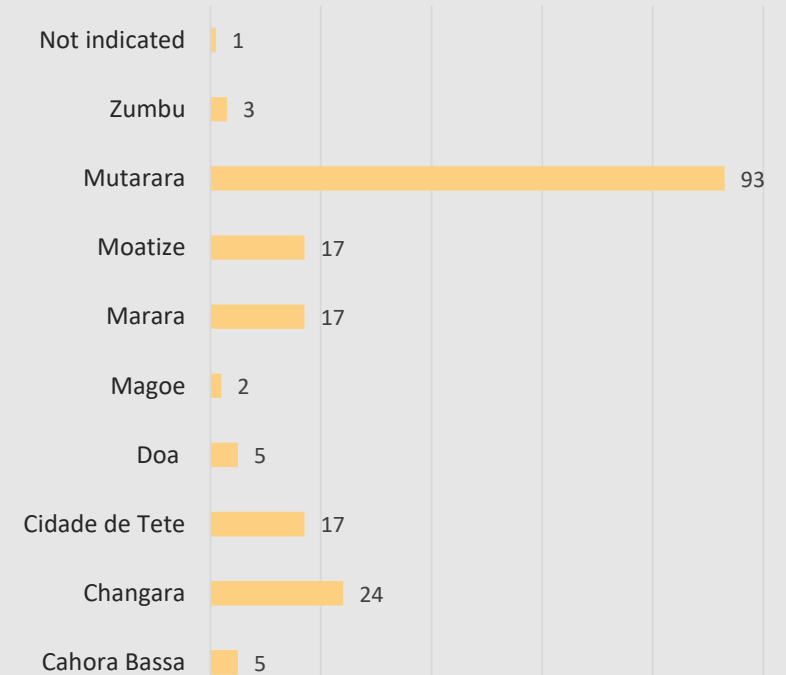
SOFALA - 934



MANICA - 221



TETE - 184

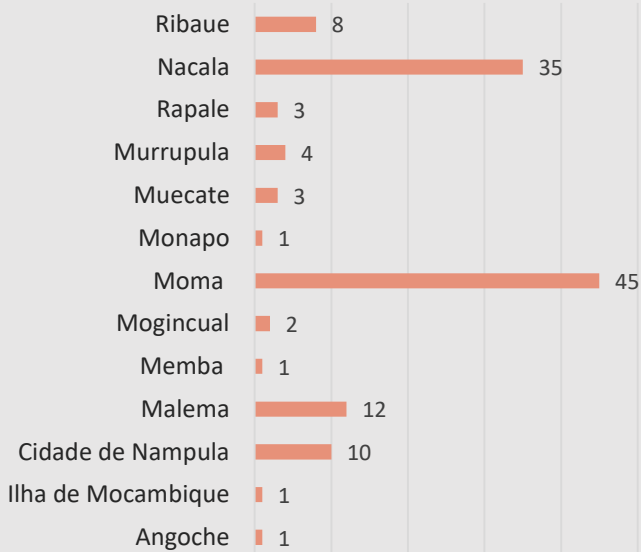




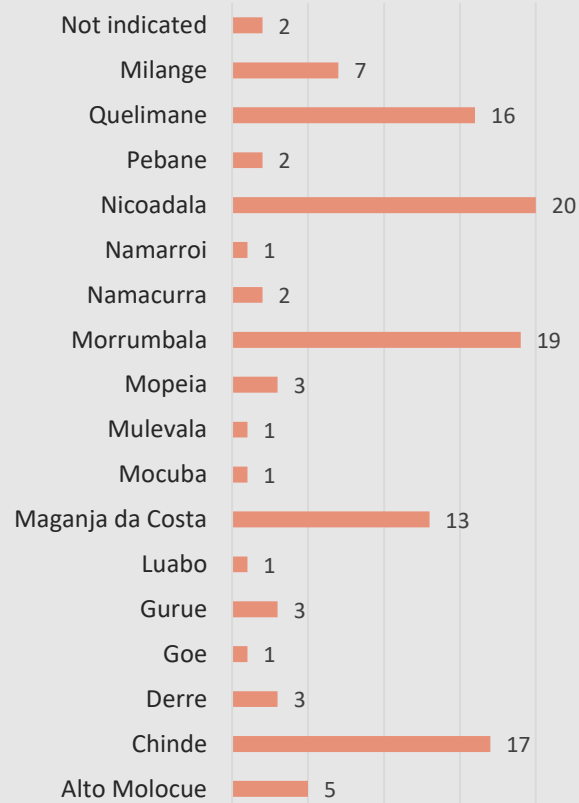
COVID-19: LOCATIONS OF COVID-19 CALLS

16TH JUNE – 15TH JULY 2020

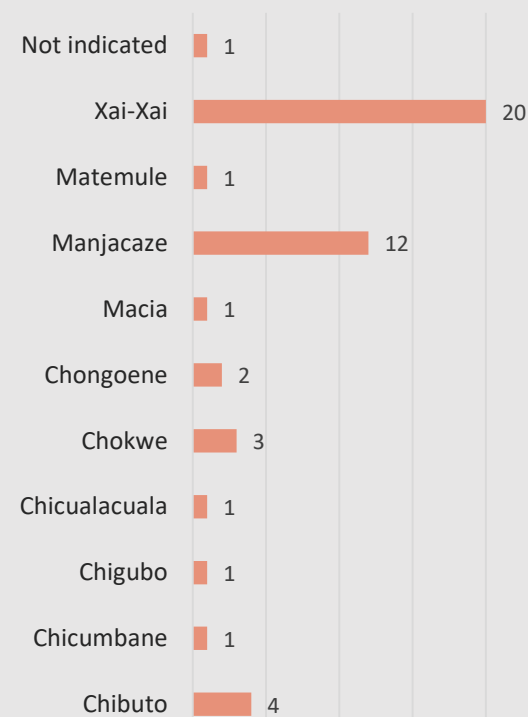
NAMPULA - 125



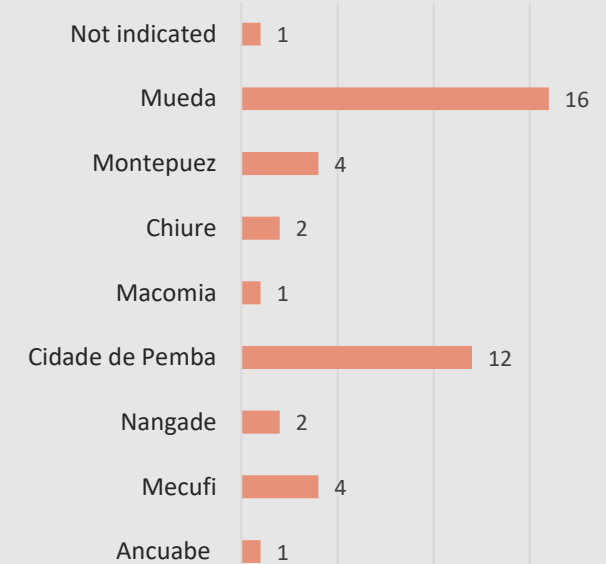
ZAMBEZIA - 117



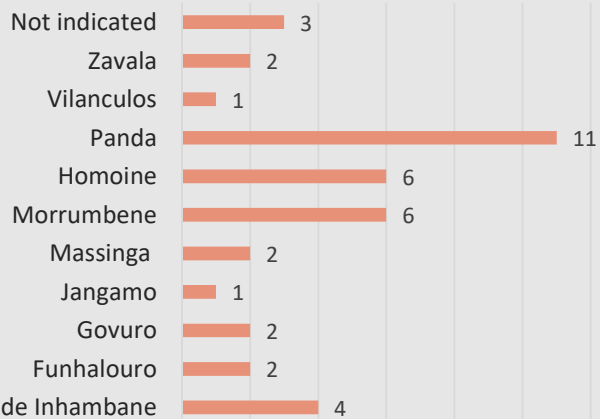
GAZA - 47



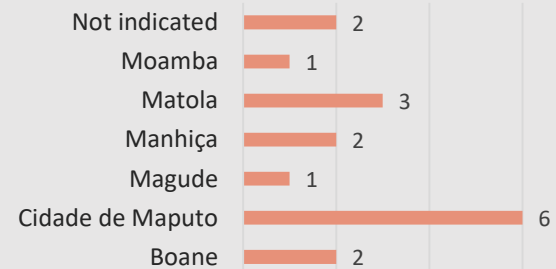
CABO DELGADO - 43



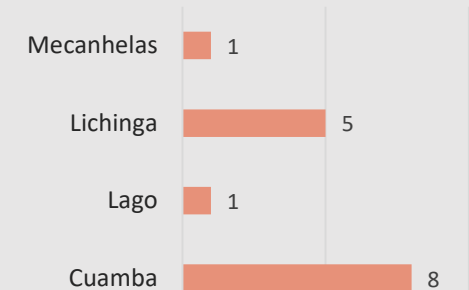
INHAMBANE - 40



MAPUTO - 17



NIASSA - 15



NARRATIVE: COVID-19

16TH JUNE – 15TH JULY 2020

Overview

- ❖ Linha Verde 1458 registered between the 16th of June and 15th of July 2020, a total of 1,741 cases on Covid-19, representing 70% of all the cases reported during the month. 53.6% of these calls came from Sofala Province, demonstrating an increasing diversification in the origin of callers.
- ❖ Linha Verde 1458 continues to collaborate with MISAU in responding to Covid-19 through participation in meetings and coordination committees, sending weekly reports and forwarding suspected Covid-19 cases for action by health professionals.
- ❖ Most of the registered cases continue to be **requests for information**.
 - Some of the callers say they have no radio or television to get up-to-date information on the current situation and use Linha Verde 1458 as an accessible, free and reliable means.

Complaints:

- ❖ During this period only 16 complaints were received. These cases are generally related to “safety problems”, mainly being related to undue **crowding** of people, who are drinking, not wearing masks, or improperly selling goods.

Information requests:

- ❖ During the period in question, calls referring to **the current situation** remain the most prevalent, with key concerns being:
 - How many cases are there in the country? In which locations? How many have recovered?

- If there is already a treatment/ cure/ vaccine.
- Number of deaths registered in the country.
- ❖ The analysis of the other requests for clarification indicates the following topics between 16th of June and 15th July:
 - **Church:** When will they re-open. Why are they closed?
 - **Travel and opening of borders:** When will international borders reopen? Can family members in other locations in the country be visited?
 - **State of Emergency:** As a result of the statement by the President of the Republic, many people called to clarify the content of this statement. How much longer will it last? When will this disease end? When can they return to normal life? What can people do under the state of emergency?
- ❖ The cases related to *myths and rumours* are rare suggesting that the population is becoming better informed about the disease.

Education and Covid-19

- ❖ During this period, Linha Verde 1458 recorded 157 cases related to the Education Cluster, all of them related to the current context of Covid-19. The calls are requests for information about the reopening of schools and the Government's position on the current school year.