

# Linha Verde da Resposta á Emergência

Report period; 16<sup>th</sup> May – 15<sup>th</sup> June 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.

**13,654** Total Cases Registered

**85%** Total Feedback Provided

**5,294** Total Cases Registered since 16<sup>th</sup> January 2020



## CUMULATIVE DATA OVERVIEW PERIOD: 16<sup>TH</sup> JANUARY 2020 – 15<sup>TH</sup> JUNE 2020

### CALLER PROFILE



81% male

19% female



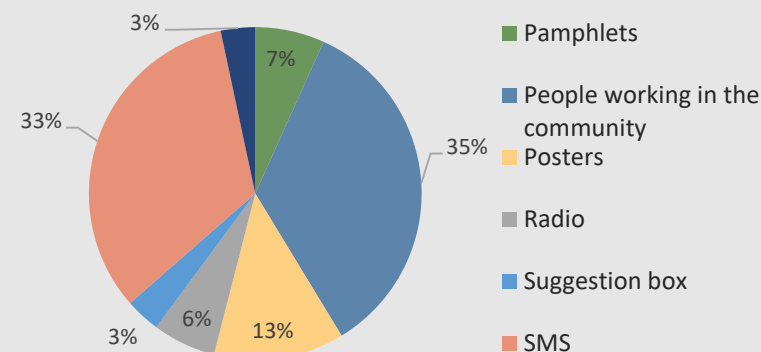
5% 17 and below

89% 18-59

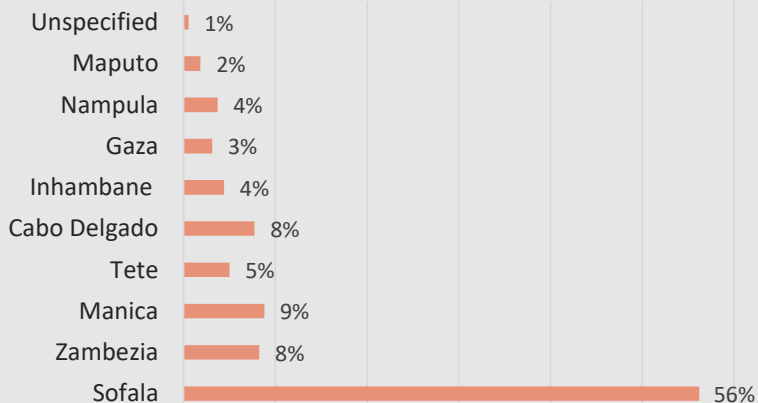
2% 60 and above

5% of callers did not identify their age

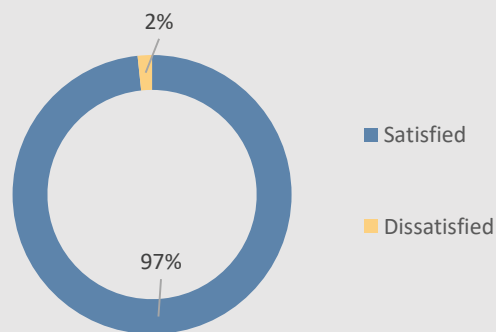
## KNOWLEDGE ABOUT LINHA VERDE 1458



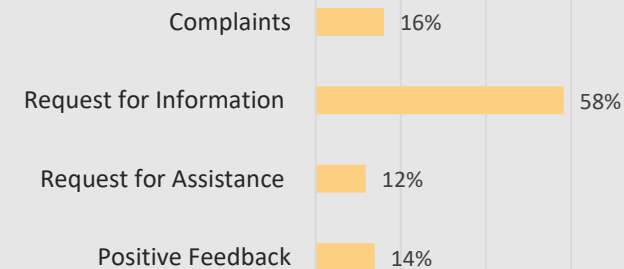
### CASES BY PROVINCE



### SATISFACTION



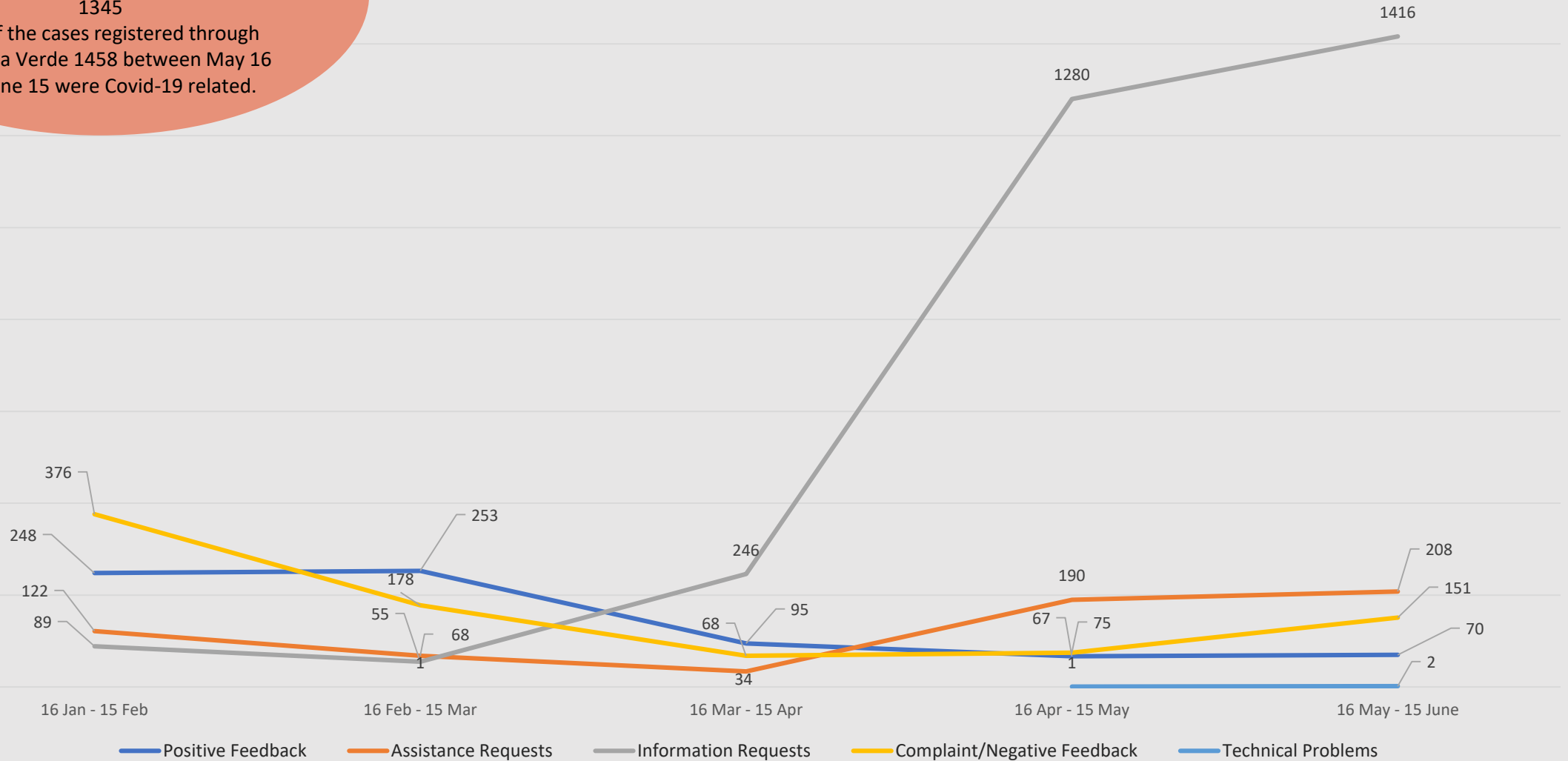
### CASE TYPE



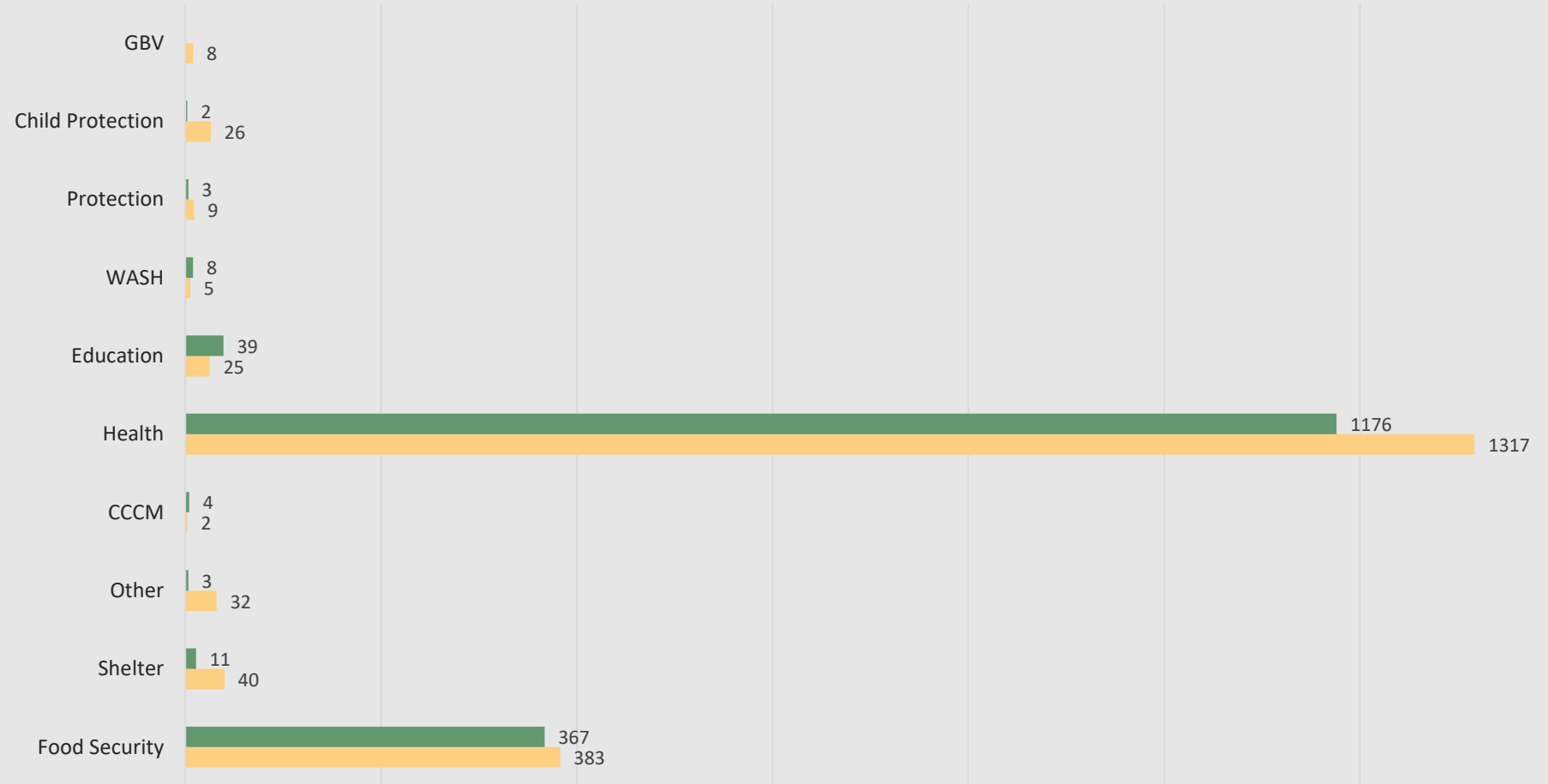
# TYPES OF CASES REGISTERED PER MONTH JANUARY 2020 – MAY 2020

**May 16 to June 15, 2020**  
 Nr. Total Registered Cases:  
**1847**  
 Nr. of calls about the Covid-19:  
 1345  
 73% 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 APRIL – JUNE 2020



■ 16 Apr - 15 May ■ 16 May - 15 June

# CASES PER RESPONSE APR- MAY AND MAY-JUN 2020



16<sup>th</sup> May - 15<sup>th</sup> June 2020

Cases Registered:  
1345

Feedback provided:  
1344

16<sup>th</sup> May - 15<sup>th</sup> June 2020

Cases Registered:  
232

Feedback provided:  
112

16<sup>th</sup> May - 15<sup>th</sup> June 2020

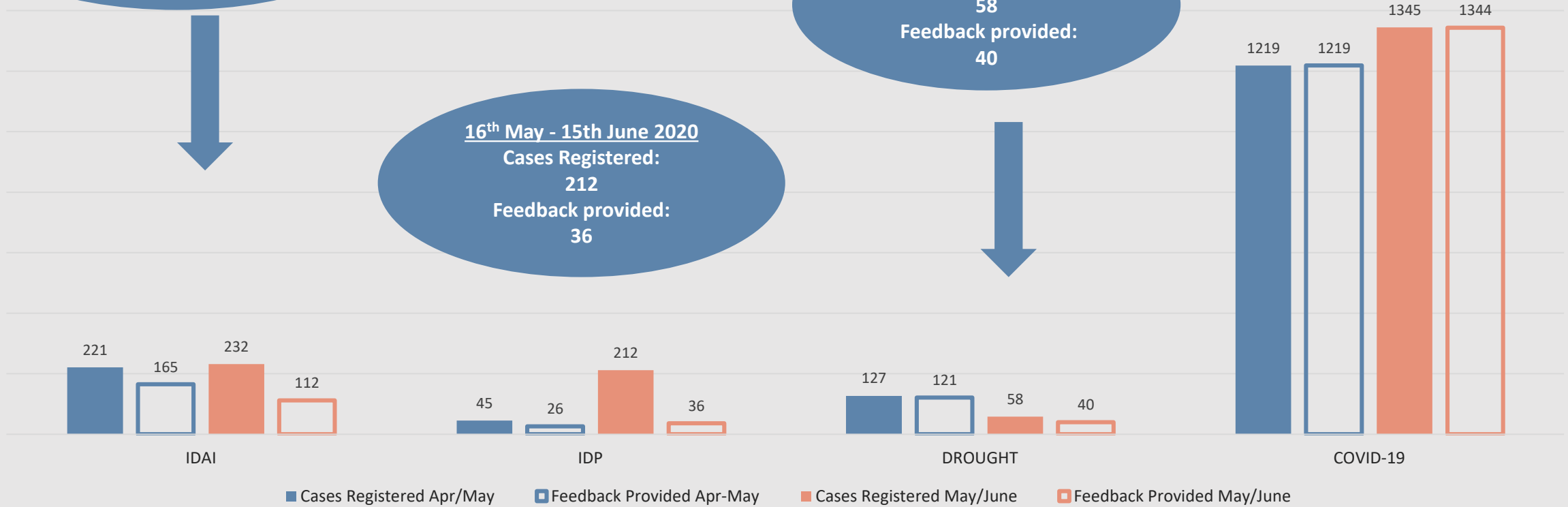
Cases Registered:  
58

Feedback provided:  
40

16<sup>th</sup> May - 15<sup>th</sup> June 2020

Cases Registered:  
212

Feedback provided:  
36



■ Cases Registered Apr/May   ■ Feedback Provided Apr-May   ■ Cases Registered May/June   ■ Feedback Provided May/June

**IDAI RESPONSE**  
**16<sup>TH</sup> MAY – 15<sup>TH</sup> JUNE 2020**

**Apr/May**  
 Cases Registered:  
 221  
 Feedback provided:  
**75%**

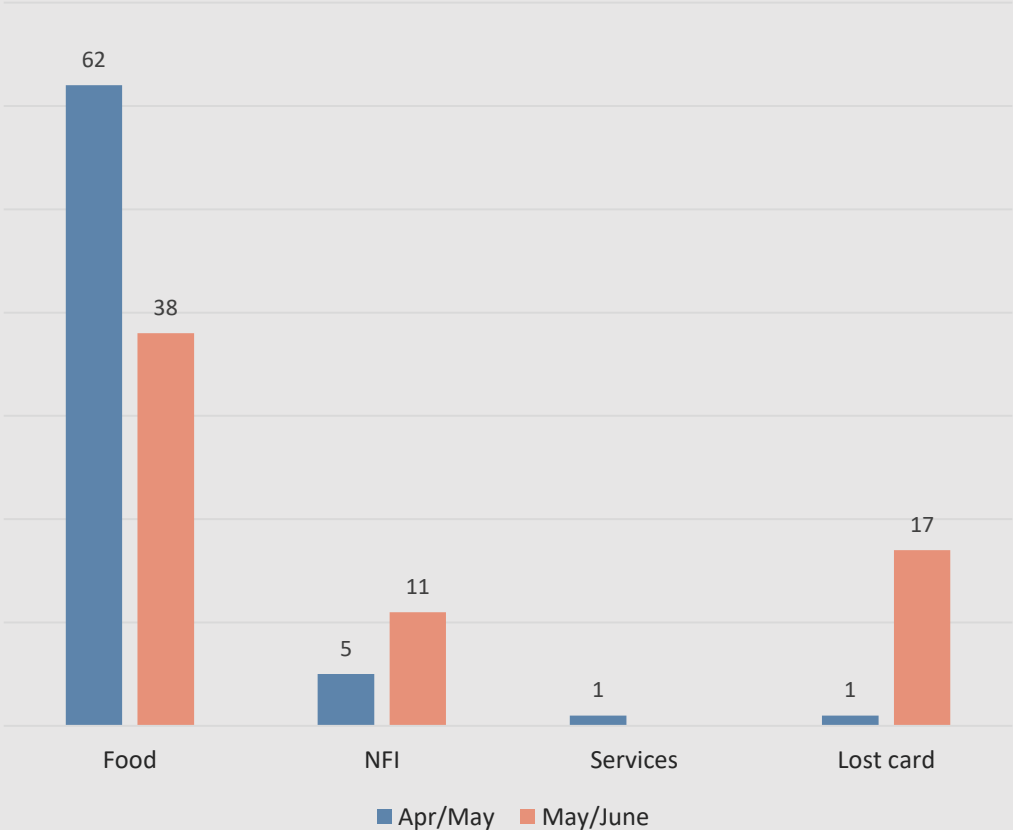
**May/Jun**  
 Cases Registered:  
 232  
 Feedback Provided:  
**48%**

**Apr/May**  
 Cases Registered:  
 69  
 Feedback provided:  
**72%**

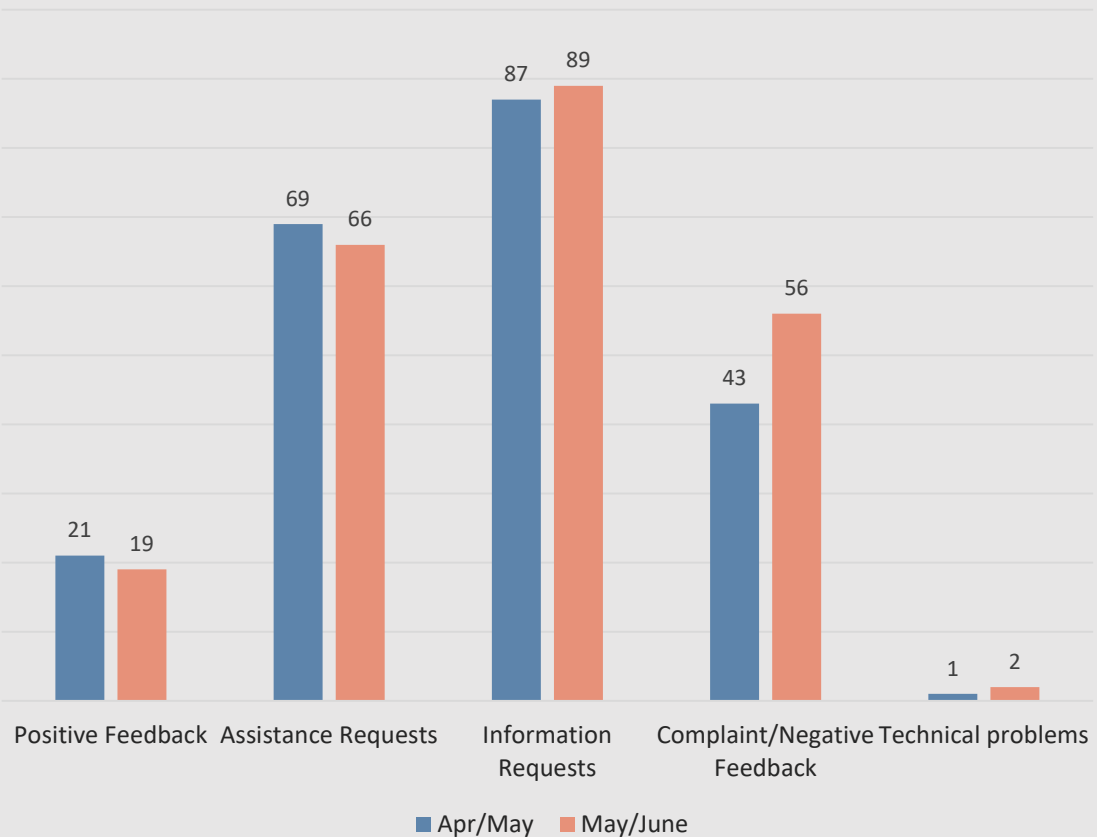
**May/Jun**  
 Cases Registered:  
 66  
 Feedback provided:  
**32%**



**ASSISTANCE REQUESTS**



**CASE CATEGORIES**

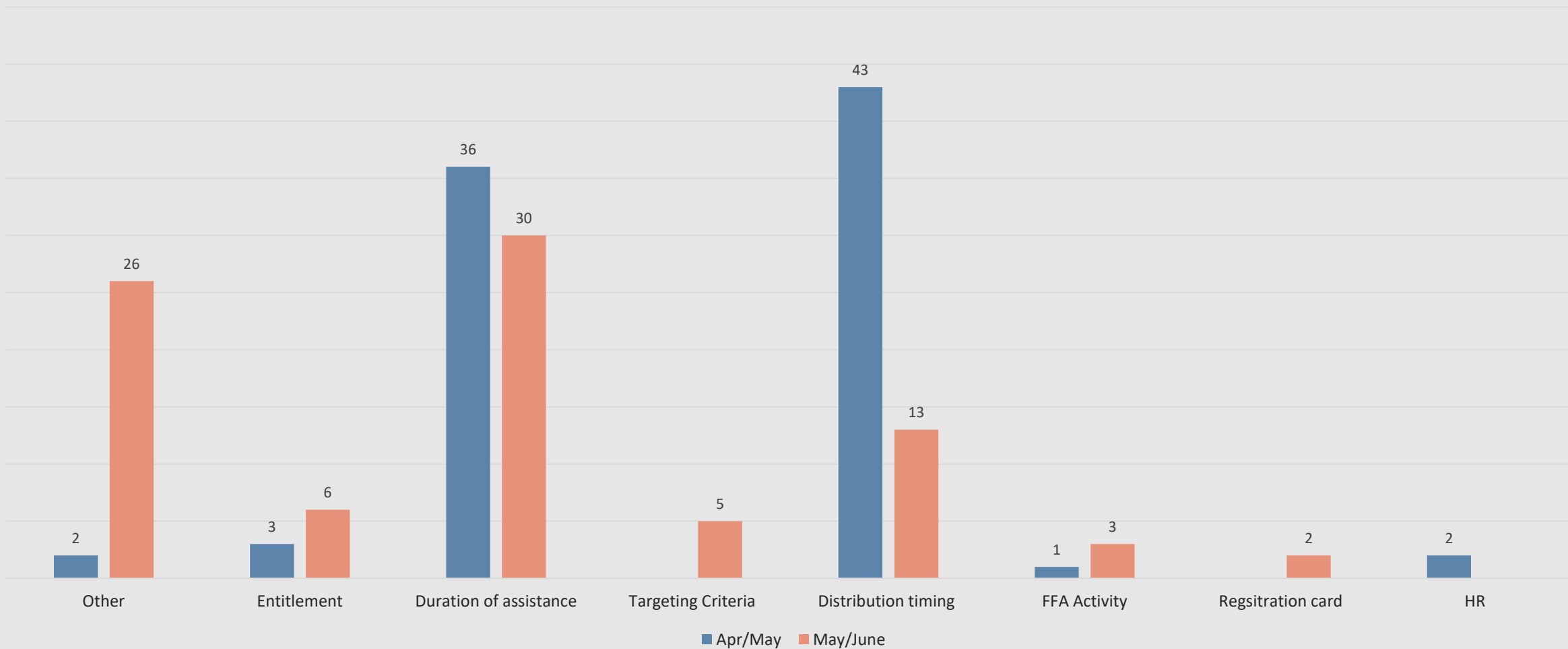


# IDAI RESPONSE INFORMATION REQUESTS 16<sup>TH</sup> MAY – 15<sup>TH</sup> JUNE 2020



**Apr/May**  
Cases Registered:  
87  
Feedback provided:  
95%

**May/Jun**  
Cases Registered:  
85  
Feedback provided:  
91%



## IDAI RESPONSE COMPLAINT/NEGATIVE FEEDBACK 16<sup>TH</sup> APRIL – 15<sup>TH</sup> MAY 2020



**Abuse of power** refers to Fraud and Corruption.  
**Distribution issues** tend to be problems that may occur during distributions for example insufficient food for all beneficiaries that require the distribution team to continue the distribution on another day.

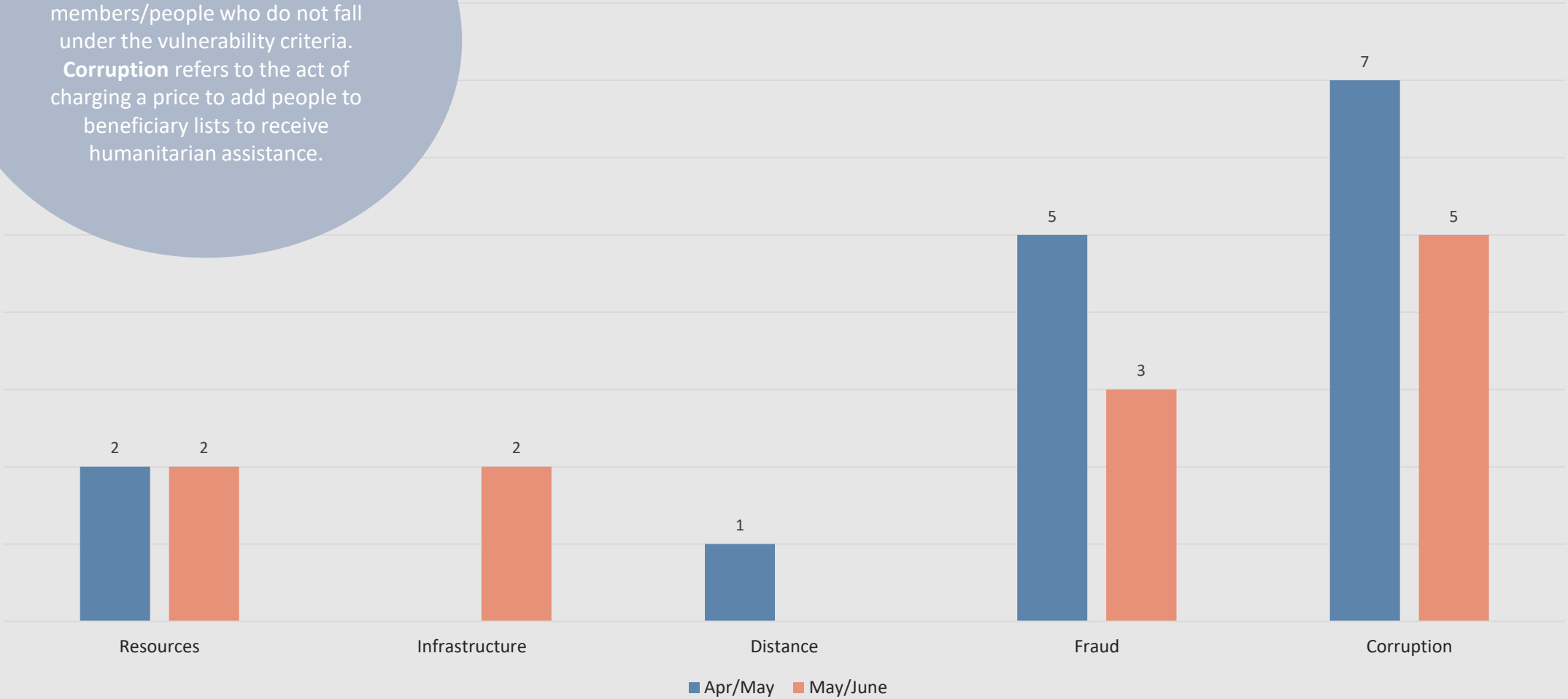
**Access** issues tend to be factors like infrastructure, distance, lack of resources that prevent people from benefitting from humanitarian assistance.



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

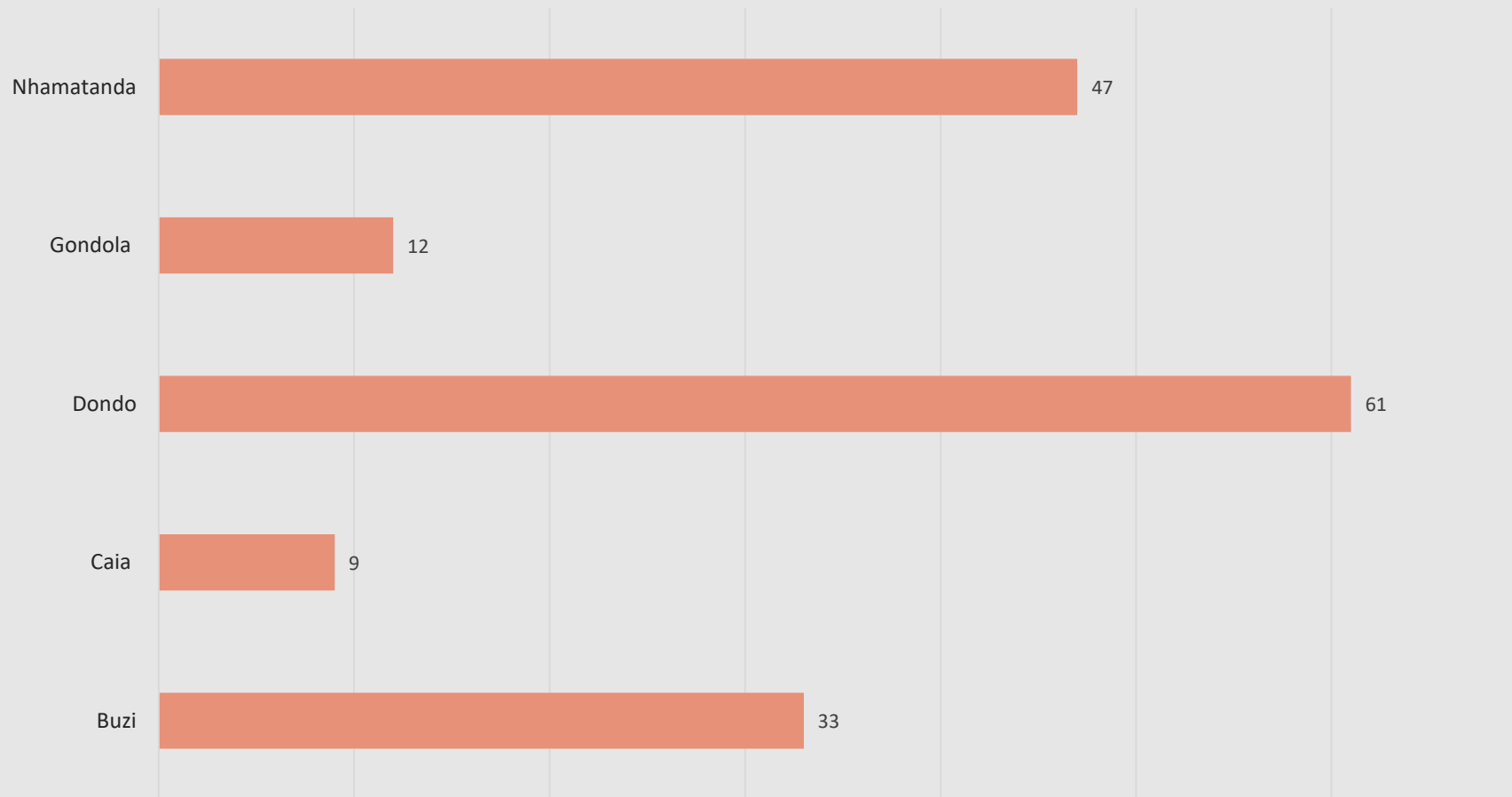
**IDAI RESPONSE**  
**BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS**  
**16<sup>TH</sup> MAY – 15<sup>TH</sup> JUNE 2020**

**Fraud** refers to the manipulation of beneficiary lists by local leaders; adding affiliates and family members/people who do not fall under the vulnerability criteria.  
**Corruption** refers to the act of charging a price to add people to beneficiary lists to receive humanitarian assistance.





**IDAI RESPONSE**  
**DISTRICTS WITH THE HIGHEST NR. OF CASES**  
**16<sup>TH</sup> MAY – 15<sup>TH</sup> JUNE 2020**



**IDP RESPONSE**  
**16<sup>th</sup> MAY – 15<sup>th</sup> JUNE 2020**

**Apr/May**  
 Cases Registered:  
 45  
 Feedback Provided:  
 26%

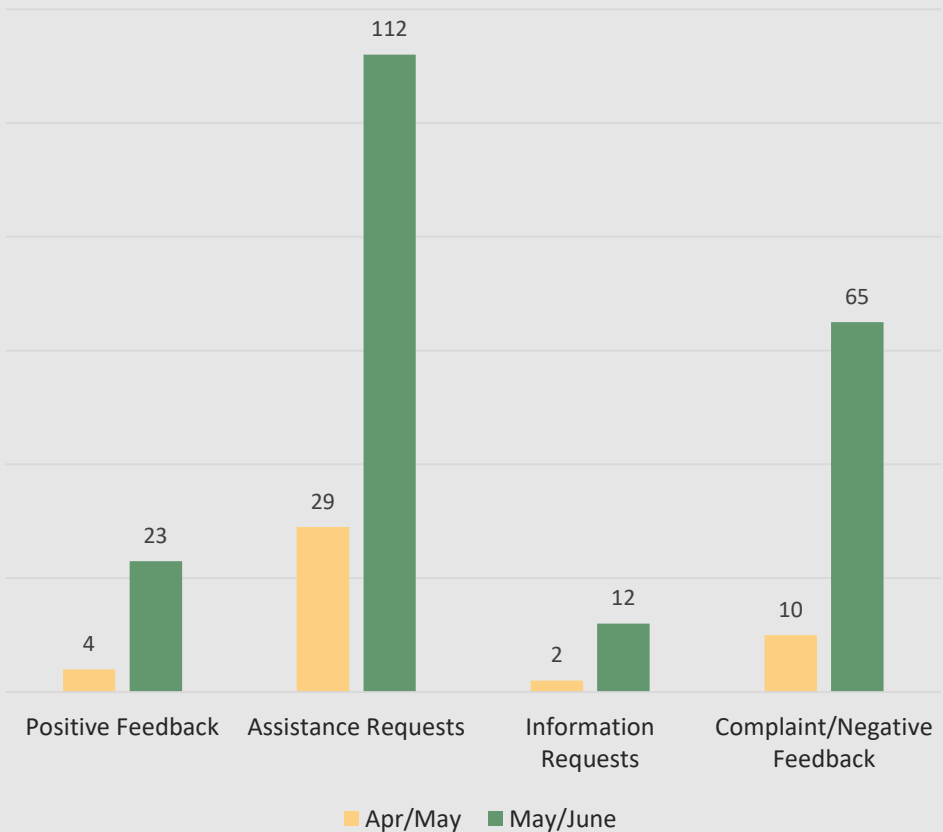
**May/Jun**  
 Cases Registered:  
 212  
 Feedback Provided:  
 17%

**Apr/May**  
 Cases Registered:  
 29  
 Feedback provided:  
 66%

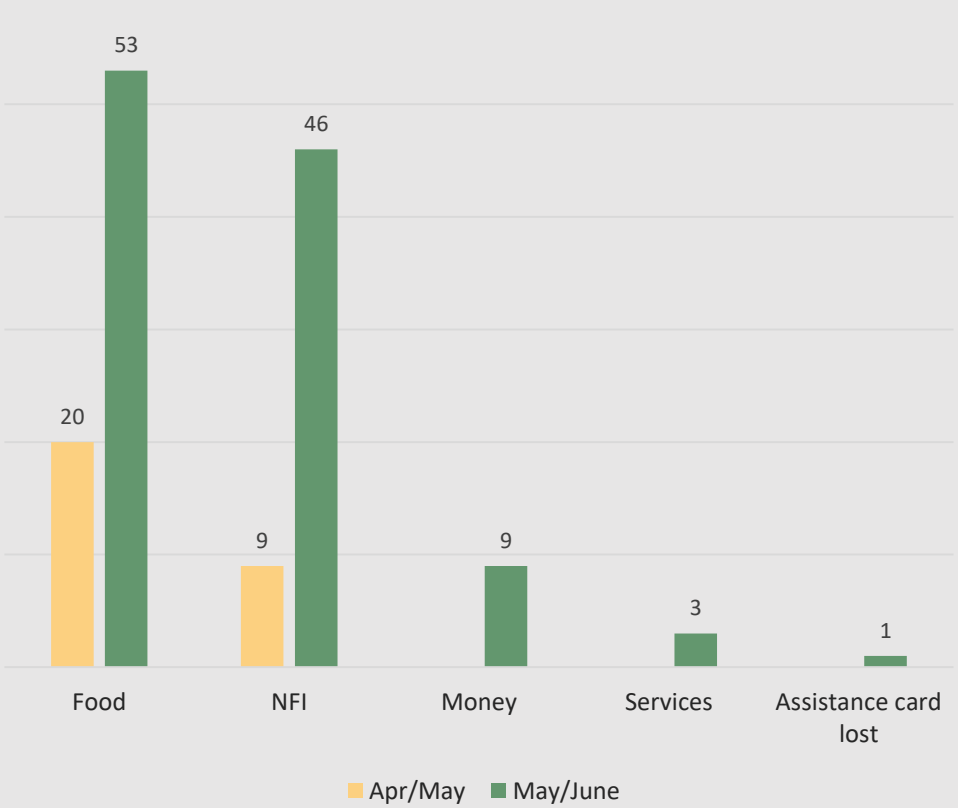
**May/Jun**  
 Cases Registered:  
 112  
 Feedback provided:  
 4%



**CASE CATEGORY**



**ASSISTANCE REQUEST**

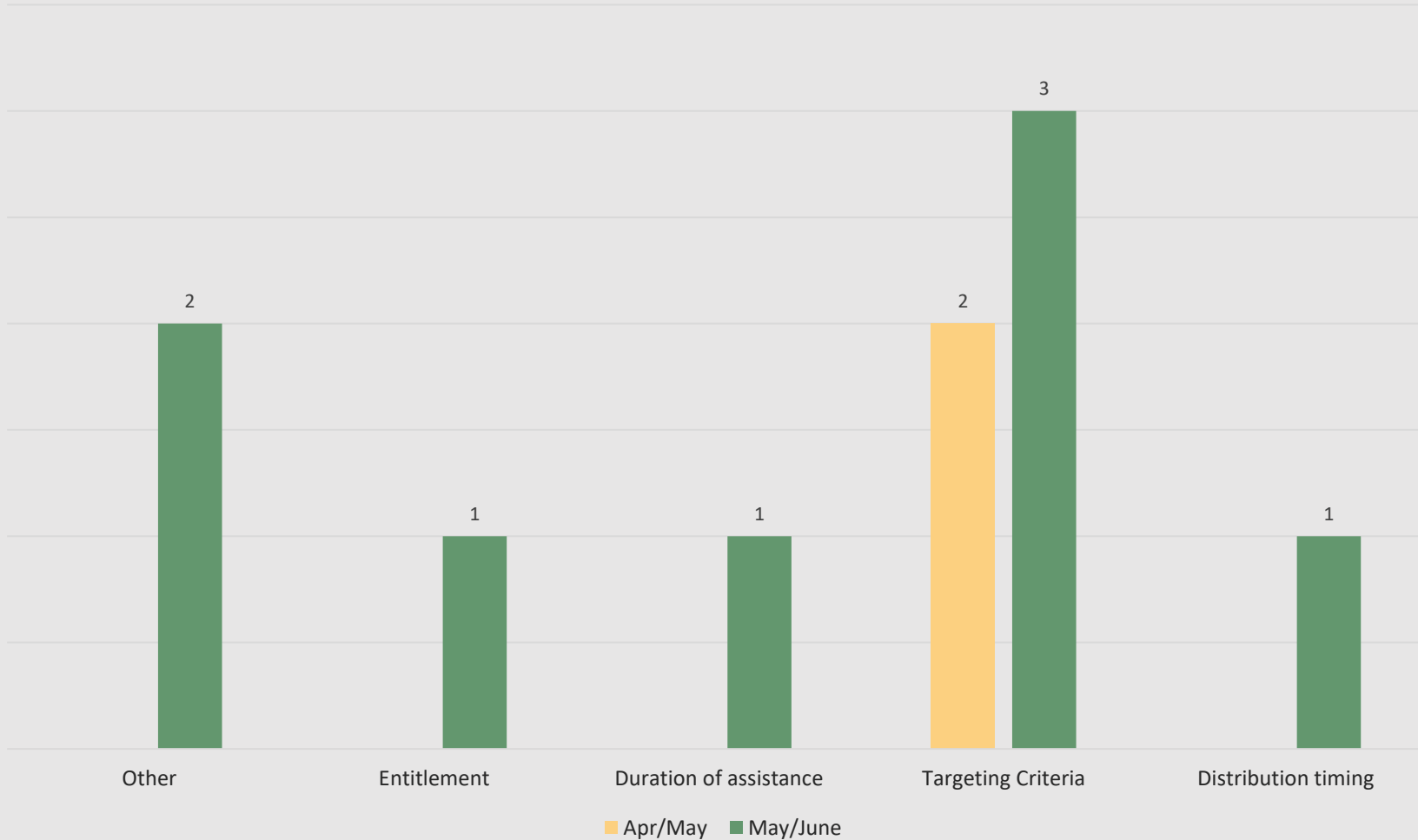


**IDP RESPONSE  
INFORMATION REQUESTS  
16<sup>th</sup> MAY – 15<sup>th</sup> JUNE 2020**



**Apr/May**  
Cases Registered:  
2  
Feedback provided:  
**100%**

**May/Jun**  
Cases Registered:  
8  
Feedback provided:  
**88%**

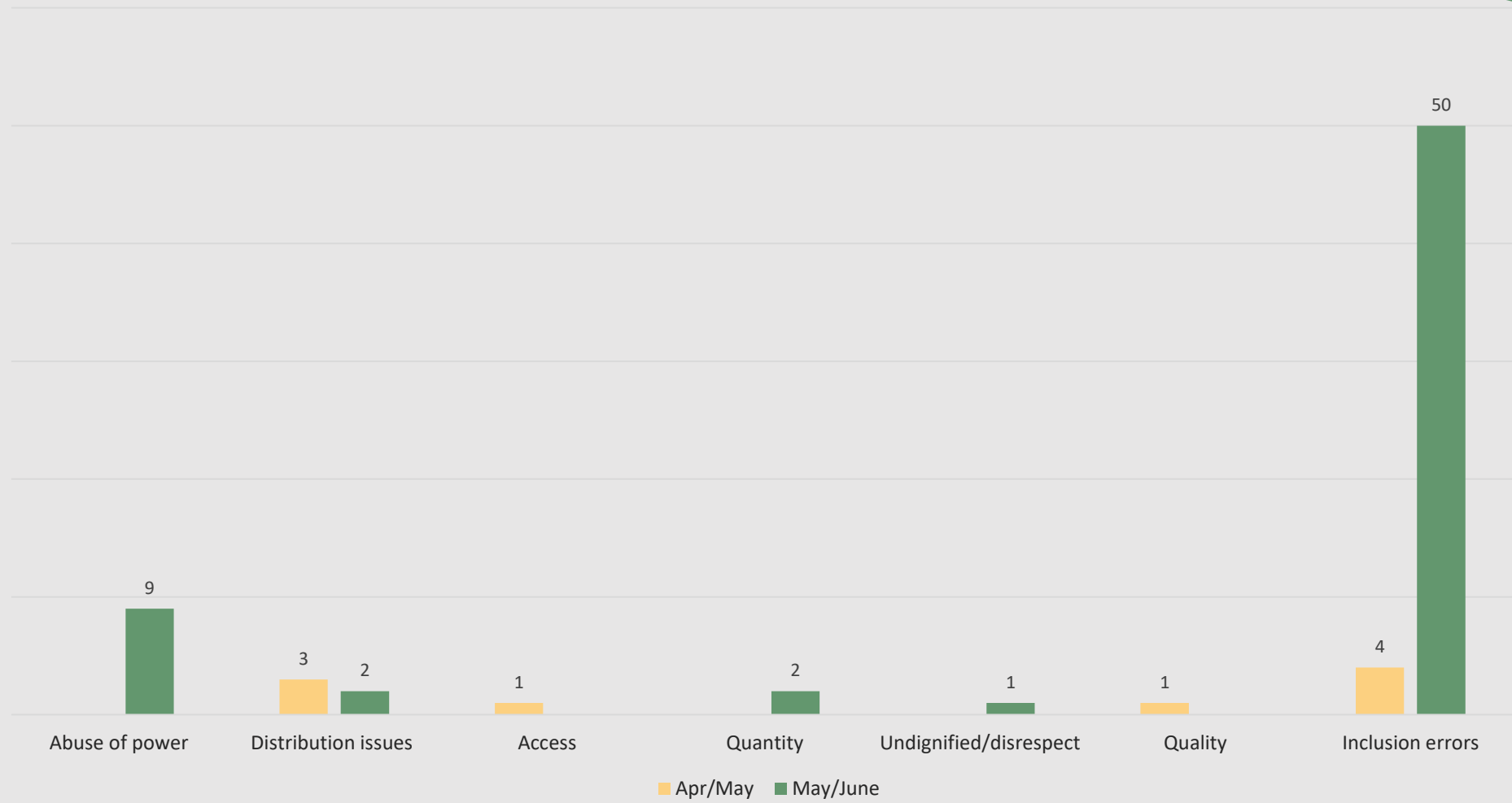


**IDP RESPONSE  
COMPLAINT/NEGATIVE FEEDBACK  
16<sup>th</sup> MAY – 15<sup>th</sup> JUNE 2020**

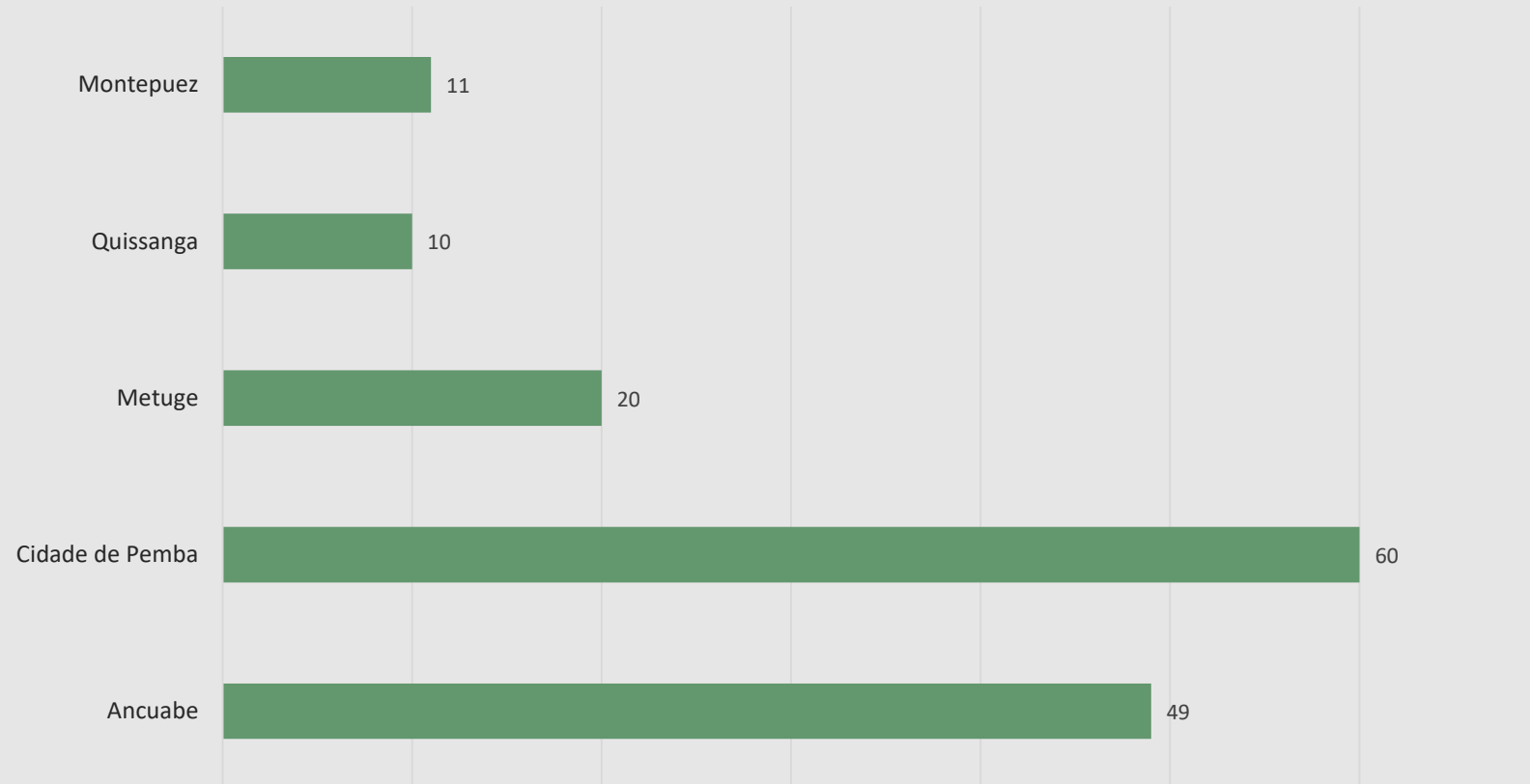


**Apr/May**  
Cases Registered:  
9  
Feedback provided:  
22%

**May/June**  
Cases Registered:  
64  
Feedback provided:  
2%



**IDP RESPONSE**  
**DISTRICTS WITH THE HIGHEST NR. OF CASES**  
**16<sup>TH</sup> MAY – 15<sup>TH</sup> JUNE 2020**



## DROUGHT RESPONSE 16<sup>th</sup> MAY – 15<sup>th</sup> JUNE 2020

**Apr/May**  
Cases Registered:  
127  
Feedback provided:  
95%

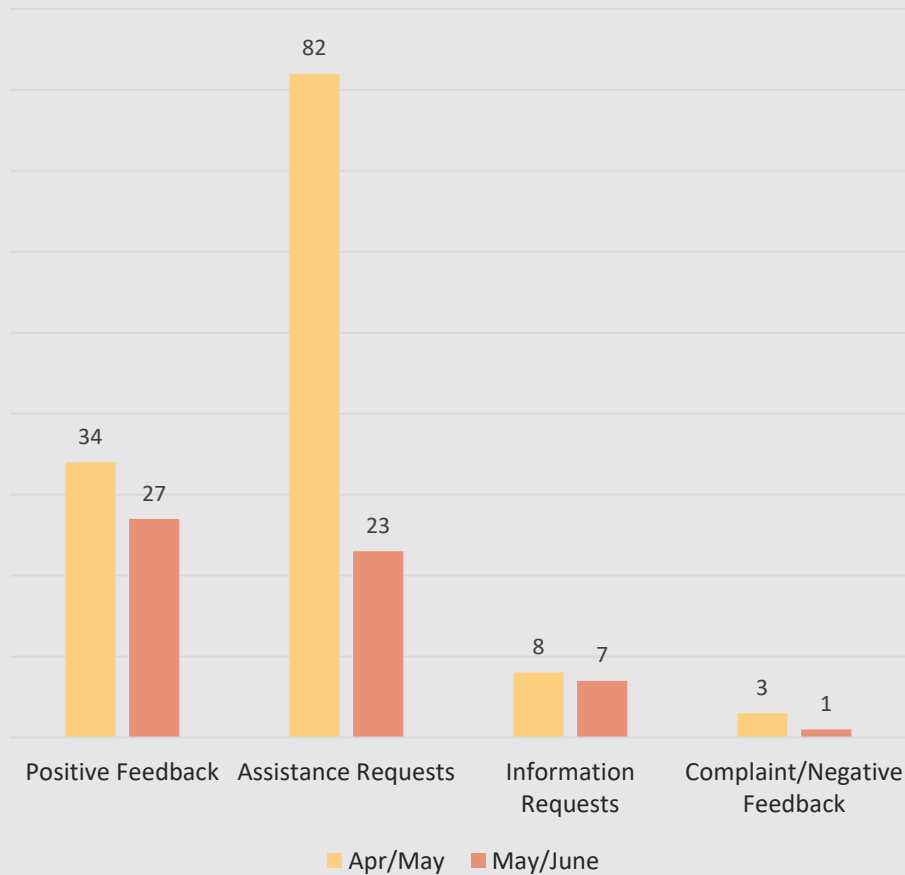
**May/Jun**  
Cases Registered:  
58  
Feedback Provided:  
69%

**Apr/May**  
Cases Registered:  
82  
Feedback provided:  
99%

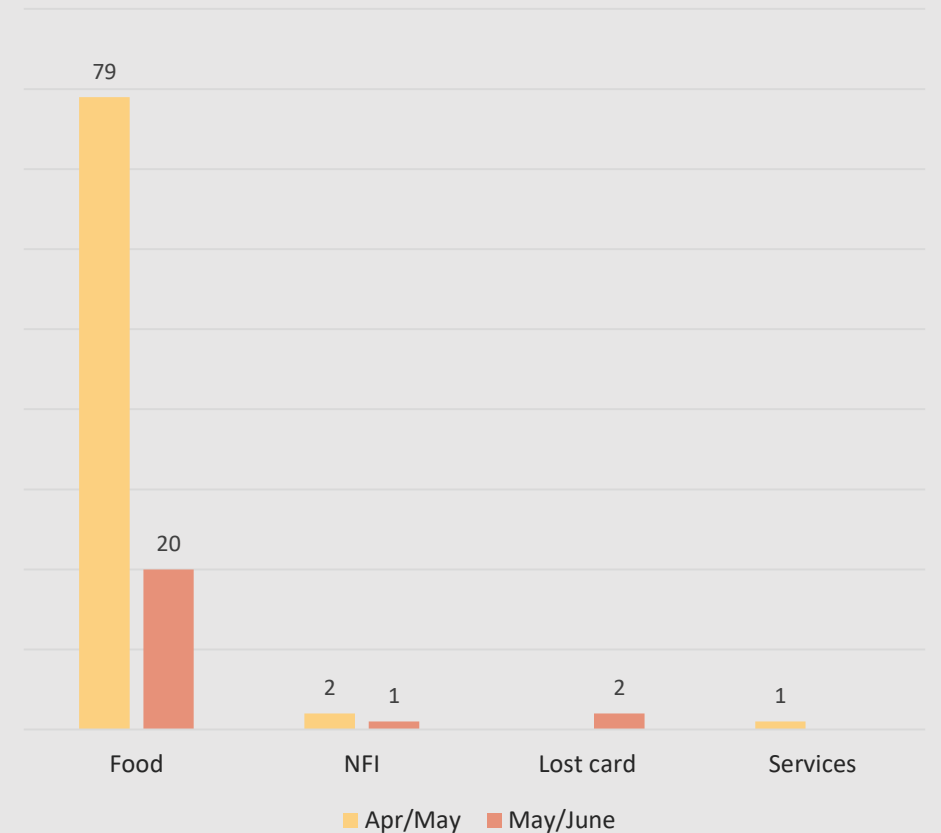
**May/Jun**  
Cases Registered:  
23  
Feedback Provided:  
91%



### CASE CATEGORIES



### ASSISTANCE REQUESTS



# DROUGHT RESPONSE 16<sup>th</sup> MAY – 15<sup>th</sup> JUNE 2020

**Apr/May**  
Cases Registered:  
8  
Feedback provided:  
99%

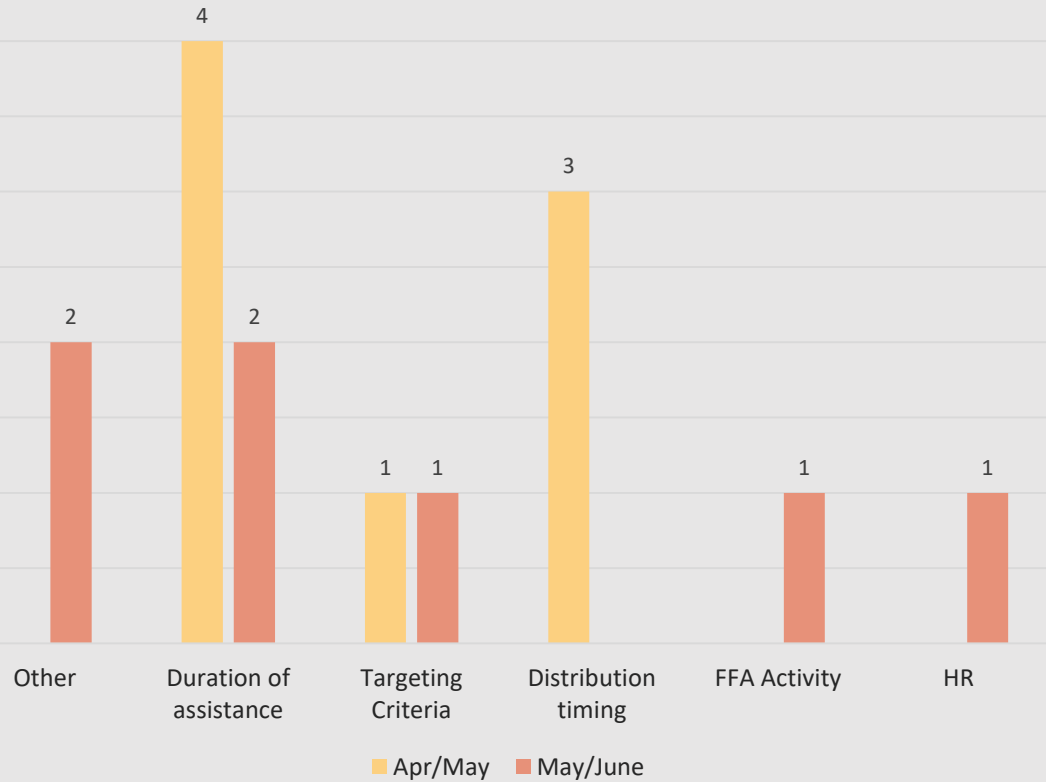
**May/Jun**  
Cases Registered:  
7  
Feedback Provided:  
100%

**Apr/May**  
Cases Registered:  
3  
Feedback Provided:  
67%

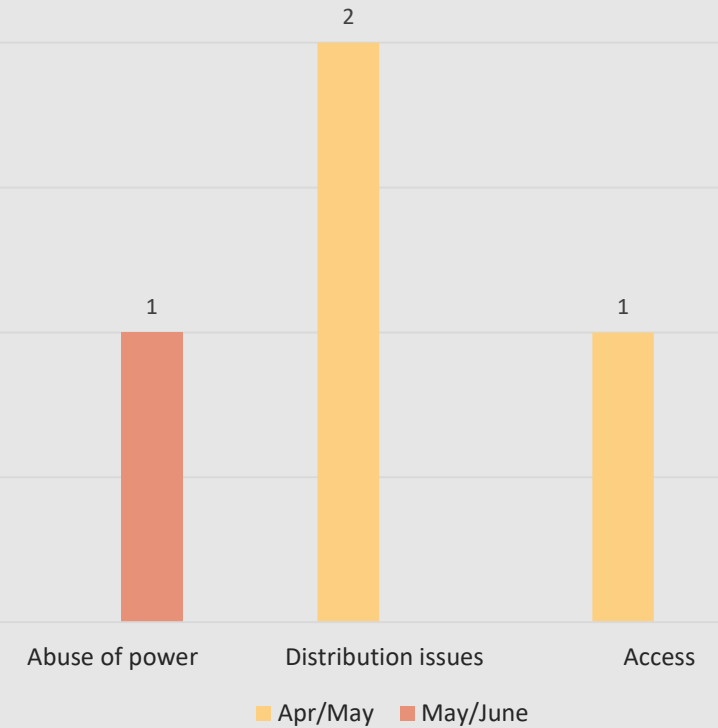
**May/Jun**  
Cases Registered:  
1  
Feedback Provided:  
0%



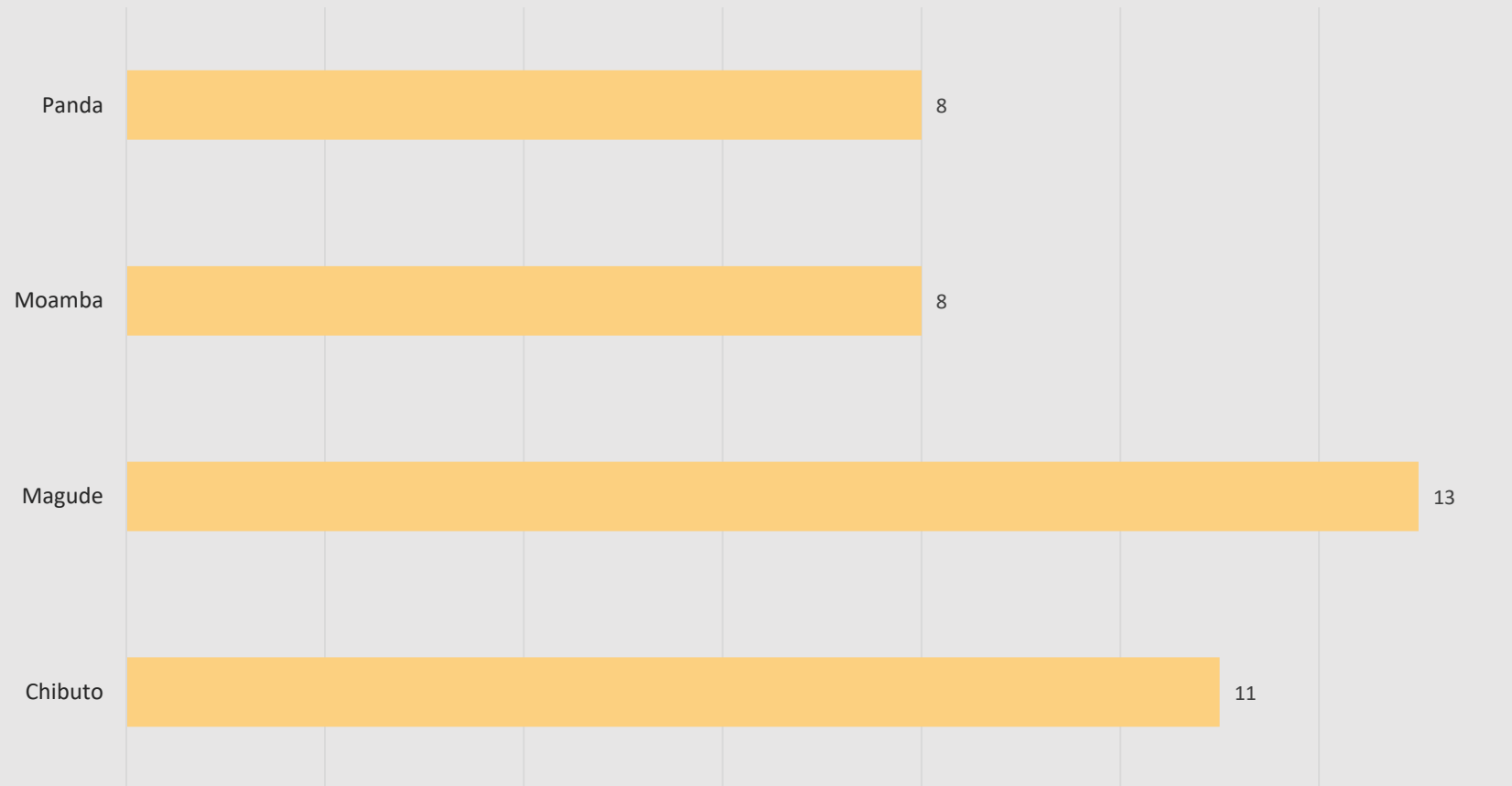
## INFORMATION REQUESTS



## COMPLAINT/NEGATIVE FEEDBACK



**DROUGHT RESPONSE**  
**DISTRICTS WITH THE HIGHEST NR. OF CASES**  
**16<sup>TH</sup> MAY – 15<sup>TH</sup> JUNE 2020**





**POSITIVE FEEDBACK**  
**16<sup>th</sup> MAY – 15<sup>th</sup> JUNE 2020**



**FOOD SECURITY**

“Thank you for the food that was distributed in Bairro Expansao, in Cidade de Pemba for the people displaced by the violence”

**FOOD SECURITY**

“I called to say thank you for the bean seeds we received on the 10th of June 2020 distributed by FAO at Muezi Primary school.”

**LINHA VERDE 1458**

“I am calling to ask for information about the number of covid-19 cases in the country currently and I would like to say thank you to Linha Verde 1458 because I trust Linha Verde to solve all my problems in the humanitarian assistance.”

**FOOD SECURITY**

“I would like to say thank you for the assistance we received today from WFP. We received 100 kg of maize meal, 10 kg of peas, and 2 l of cooking oil. We would also like to request that the assistance continues and thanks for the care in providing information related to covid-19 preventive measures.”



**HUMANITARIAN ASSISTANCE IN GENERAL**

“I just wanted to convey my thanks for the humanitarian assistance since cyclone IDAI hit.”

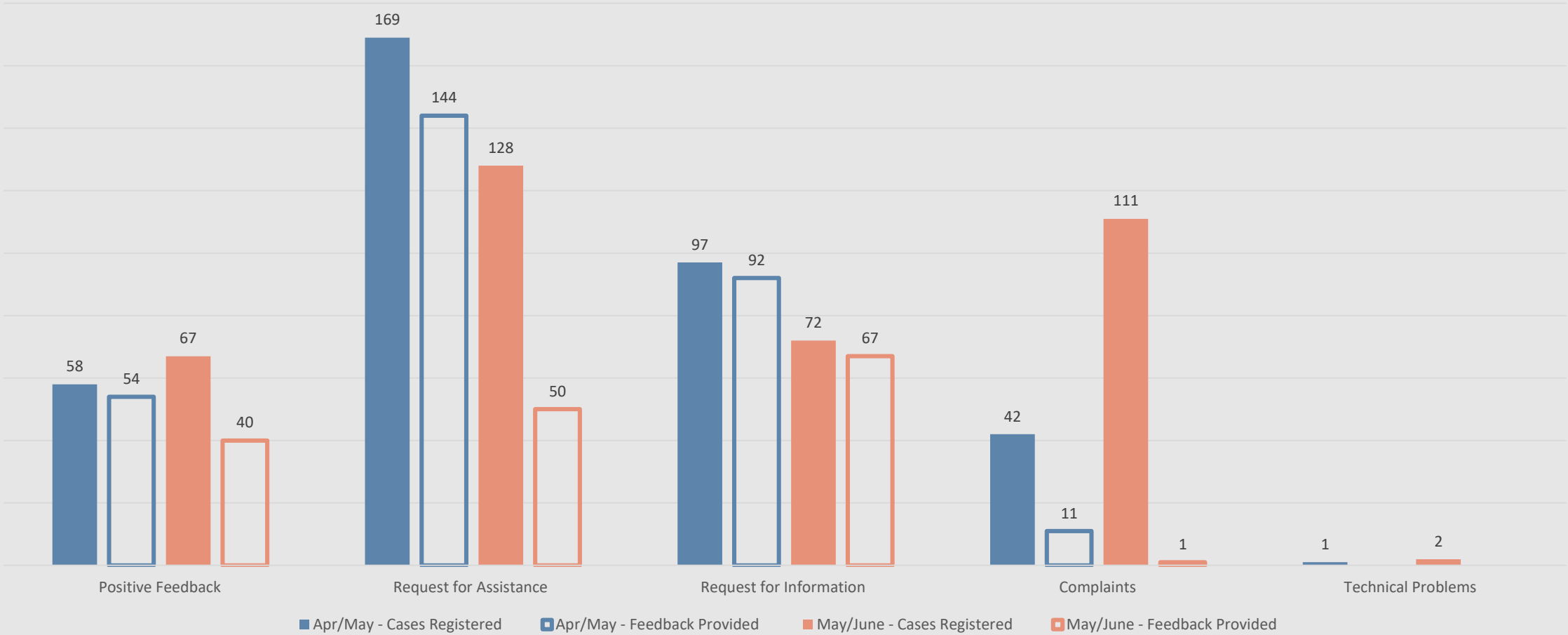
**MISAU/LINHA VERDE 1458**

“ Thank you for the SMS messages you send us with Covid-19 related information, it is very helpful, and helps us to see how serious the disease really is, thank you for remembering us, we are now able to ensure that we can try to protect our families from covid-19.”

# FOOD SECURITY



**16 May - 15 June 2020**  
**Cases Registered:**  
**379**  
**Feedback provided:**  
**157**



# HEALTH



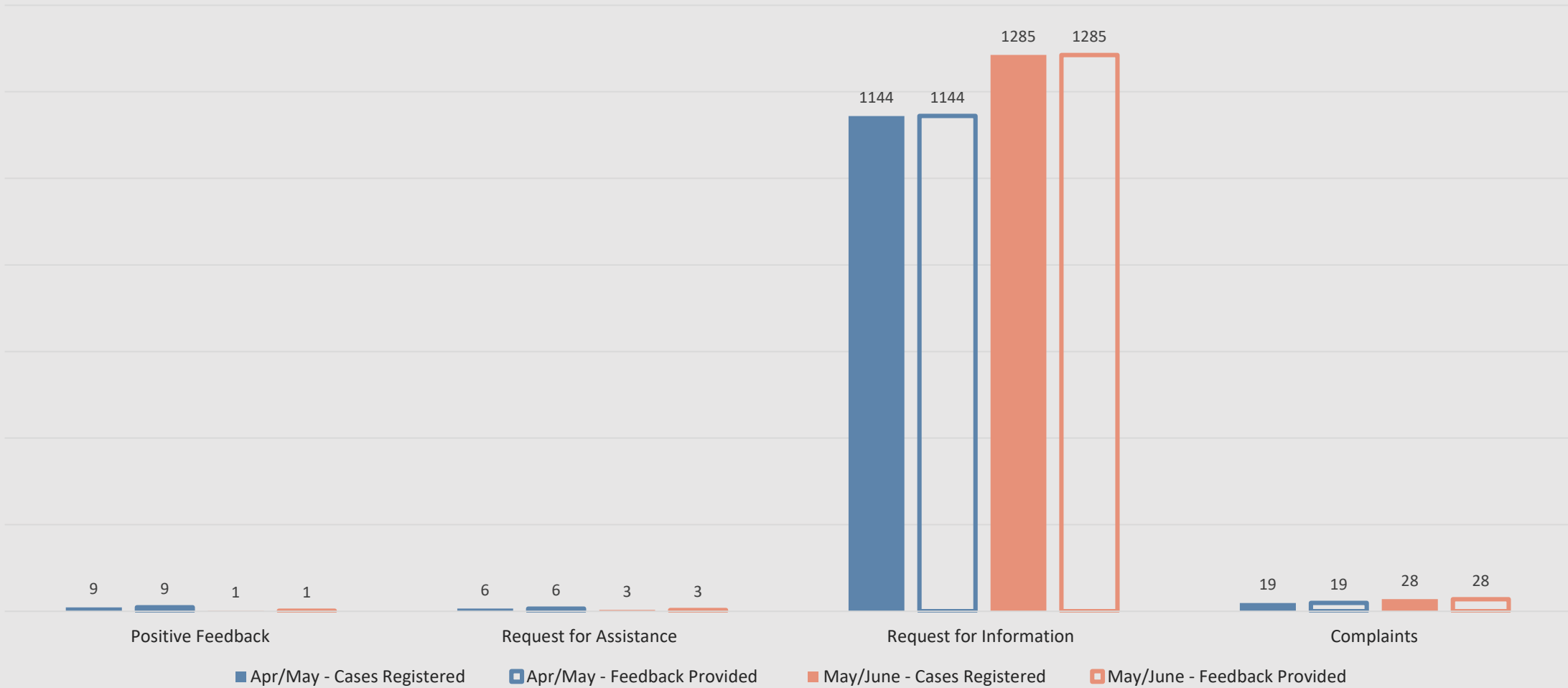
**16 May - 15 June 2020**

**Cases Registered:**

**1317**

**Feedback provided:**

**1317**



# EDUCATION



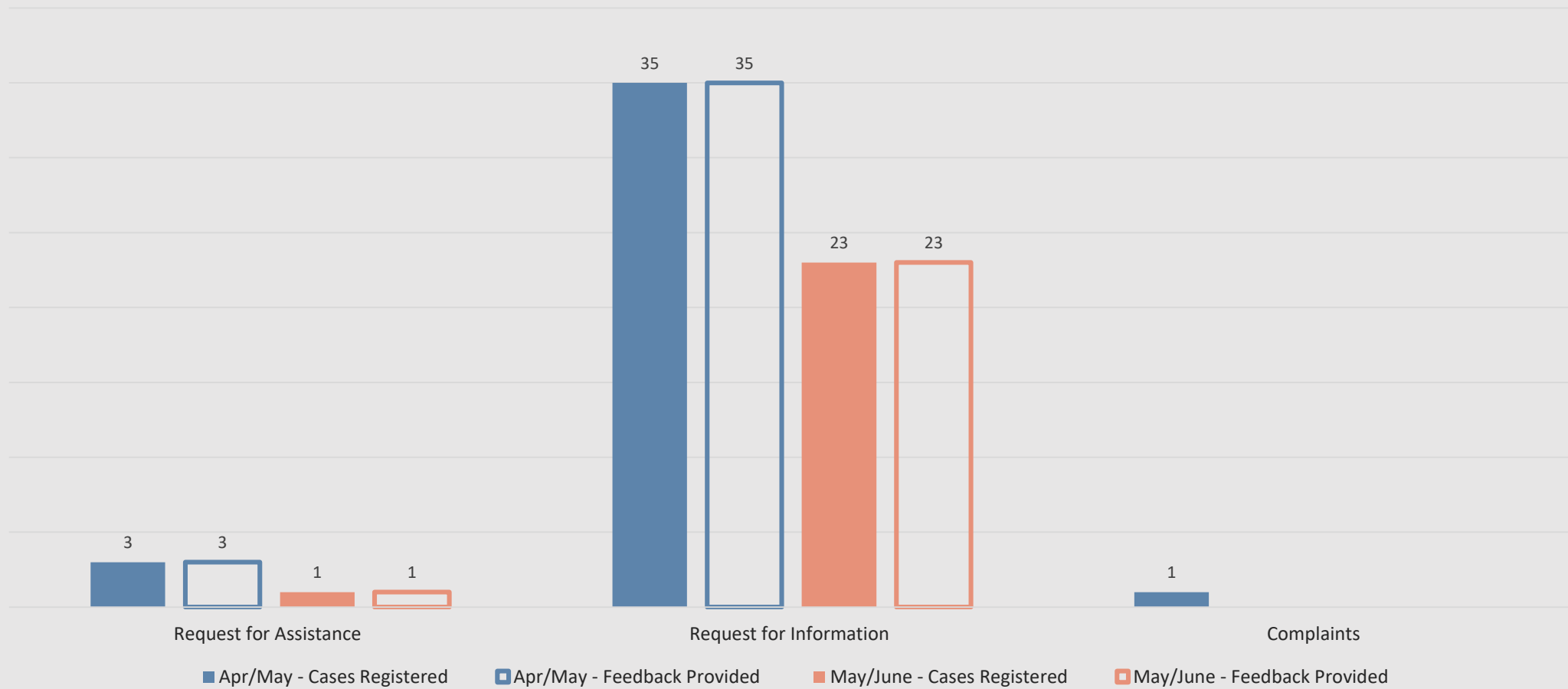
16 May - 15 June 2020

Cases Registered:

24

Feedback provided:

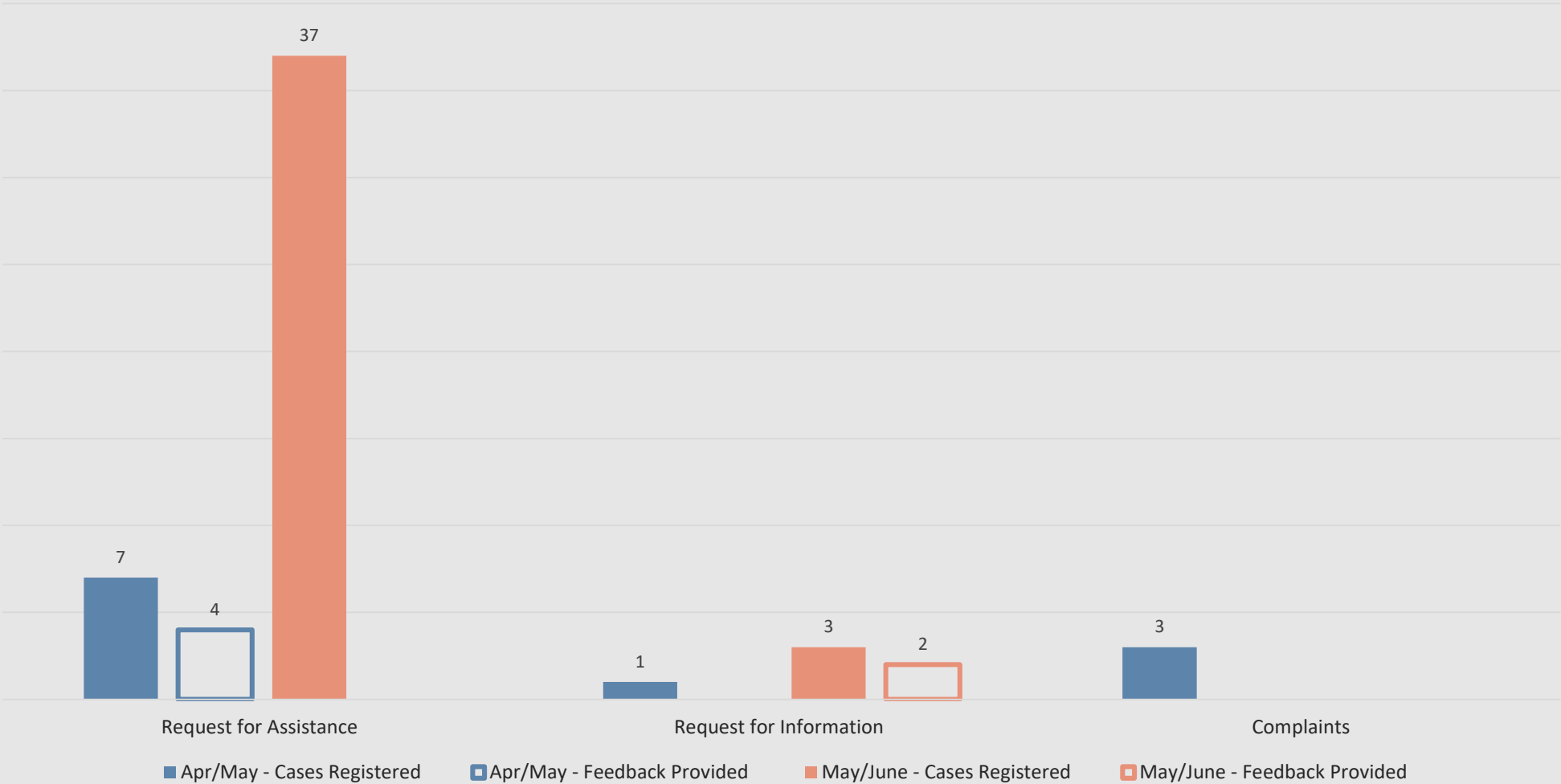
24



# SHELTER AND NFI



**16 May - 15 June 2020**  
**Cases Registered:**  
40  
**Feedback provided:**  
2



# WASH



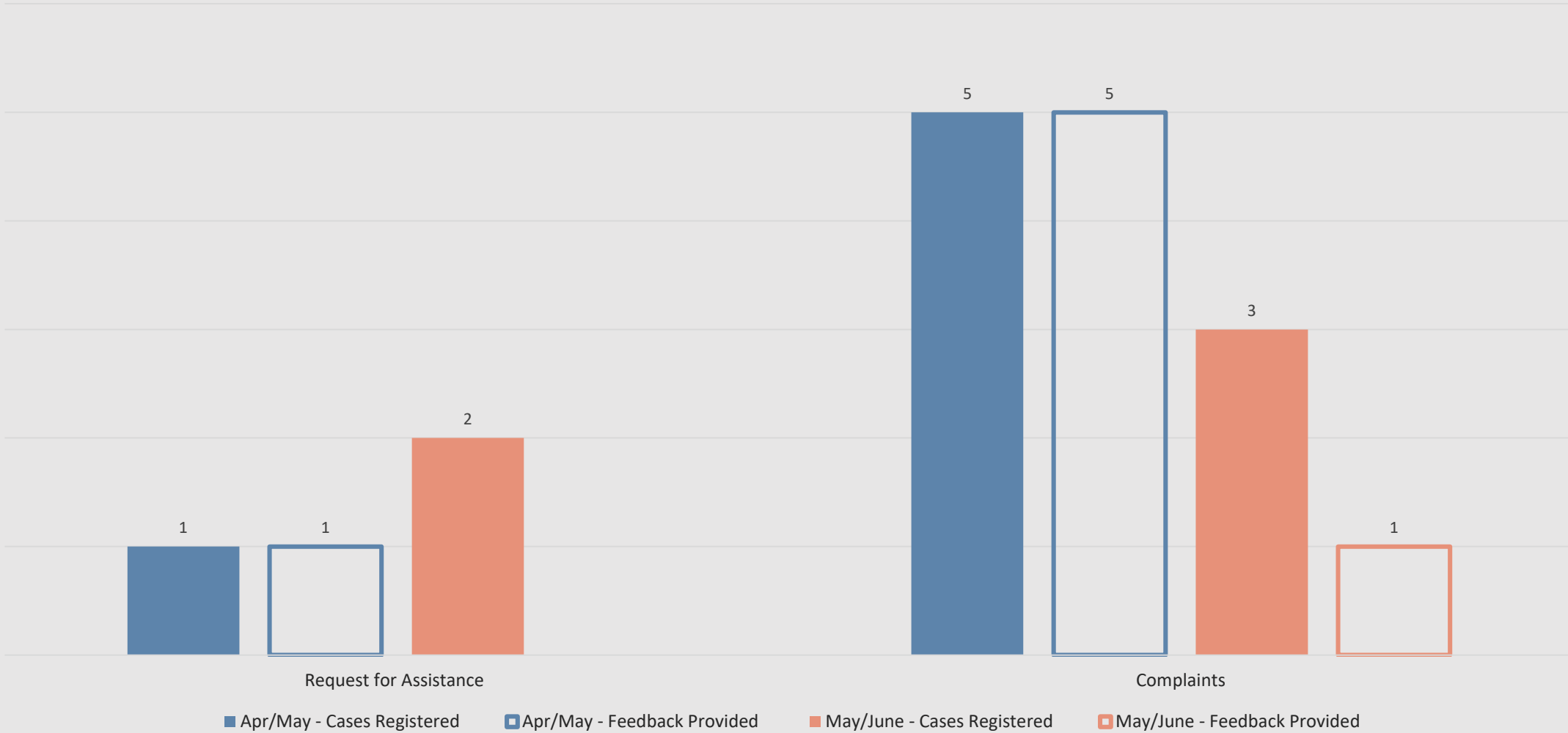
16 May - 15 June 2020

Cases Registered:

5

Feedback provided:

1



CCCM



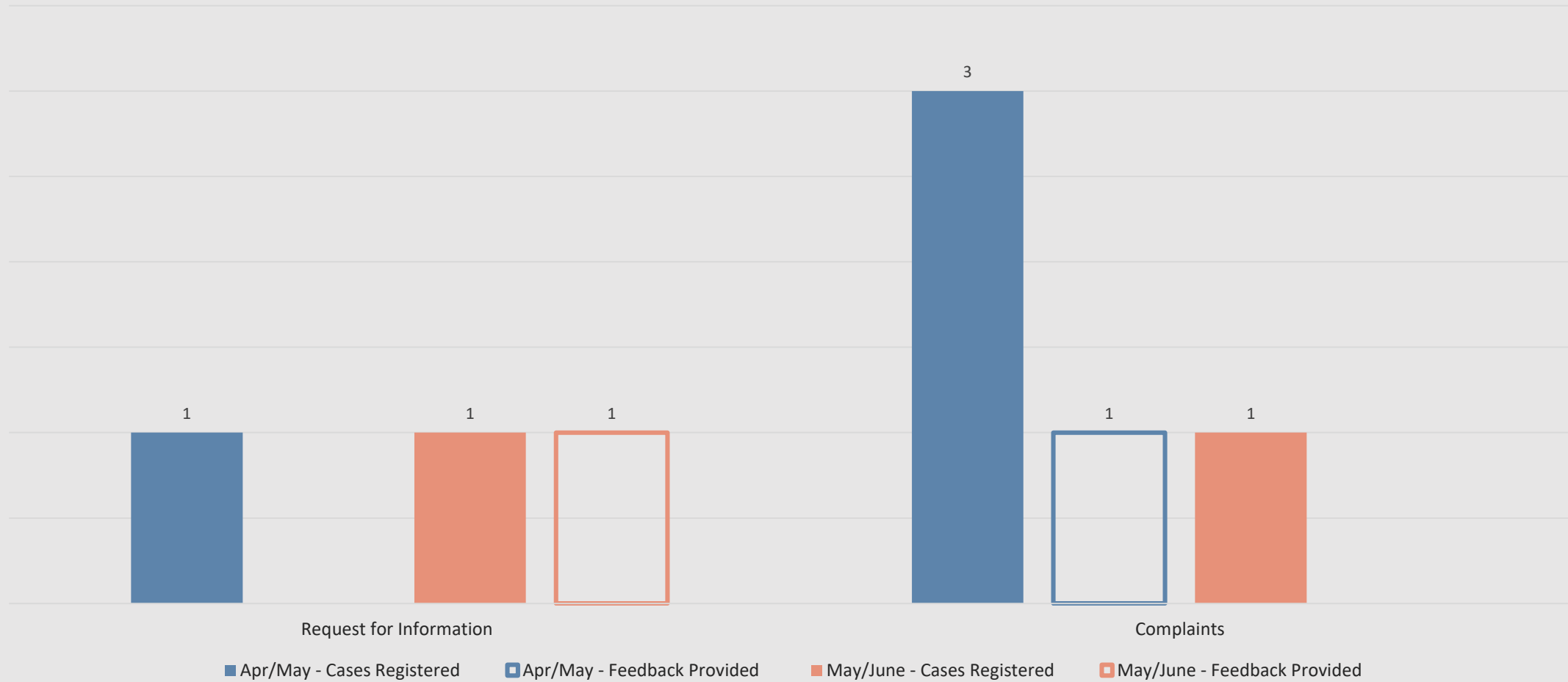
16 May - 15 June 2020

Cases Registered:

2

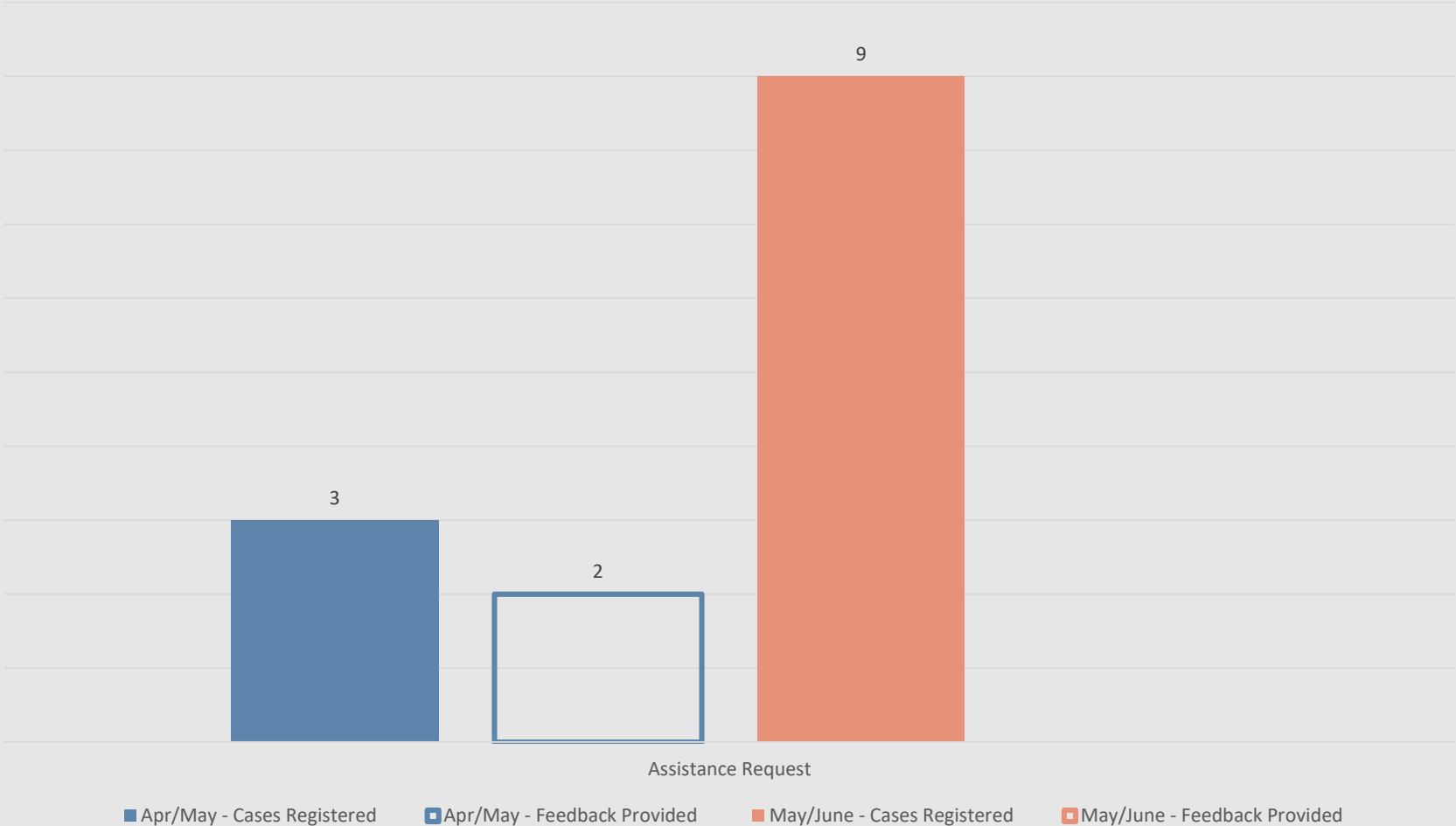
Feedback provided:

1



**PROTECTION**

**16 May - 15 June 2020**  
**Cases Registered:**  
**9**  
**Feedback Provided:**  
**0**





# CHILD PROTECTION



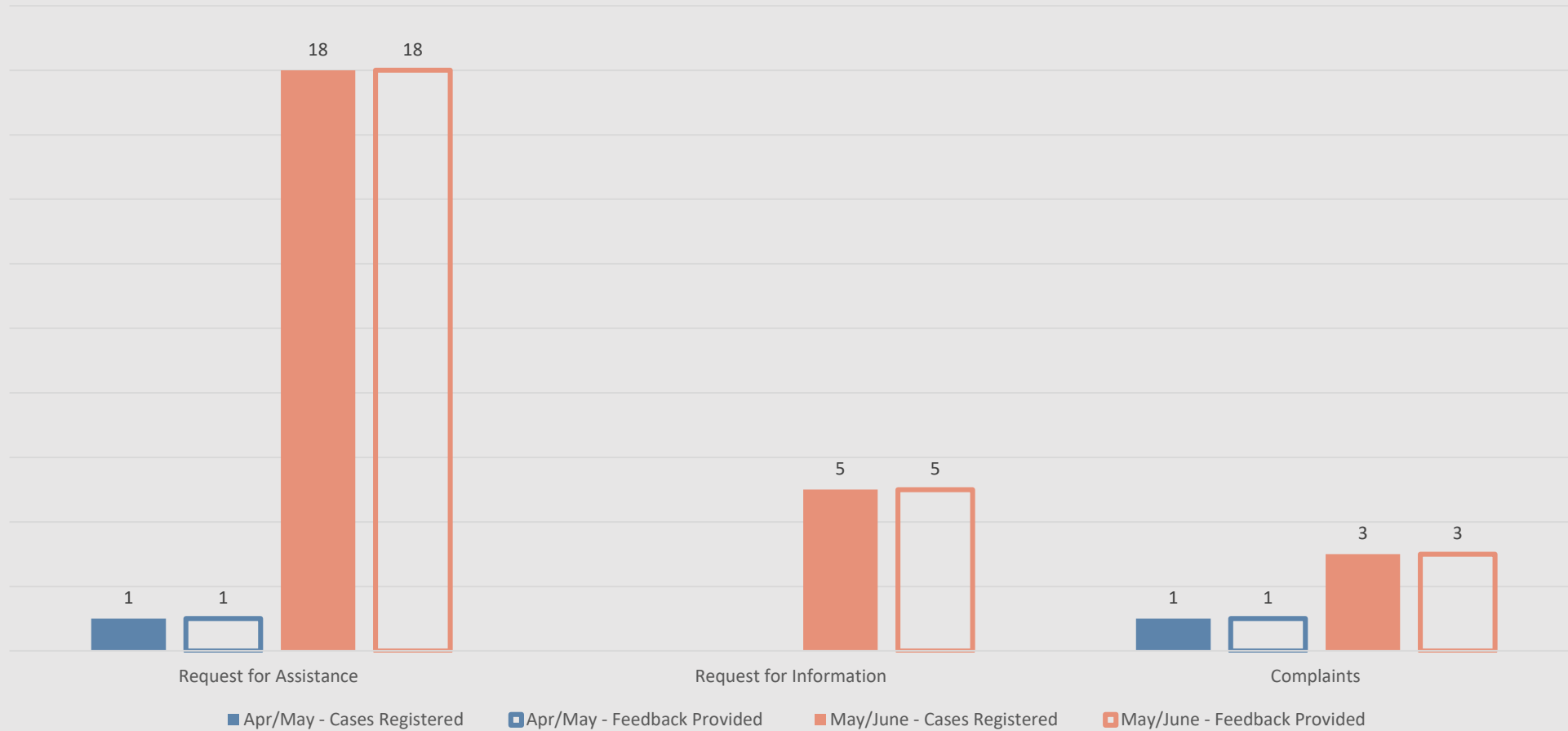
16 May - 15 June 2020

Cases Registered:

26

Feedback provided:

26



# GBV

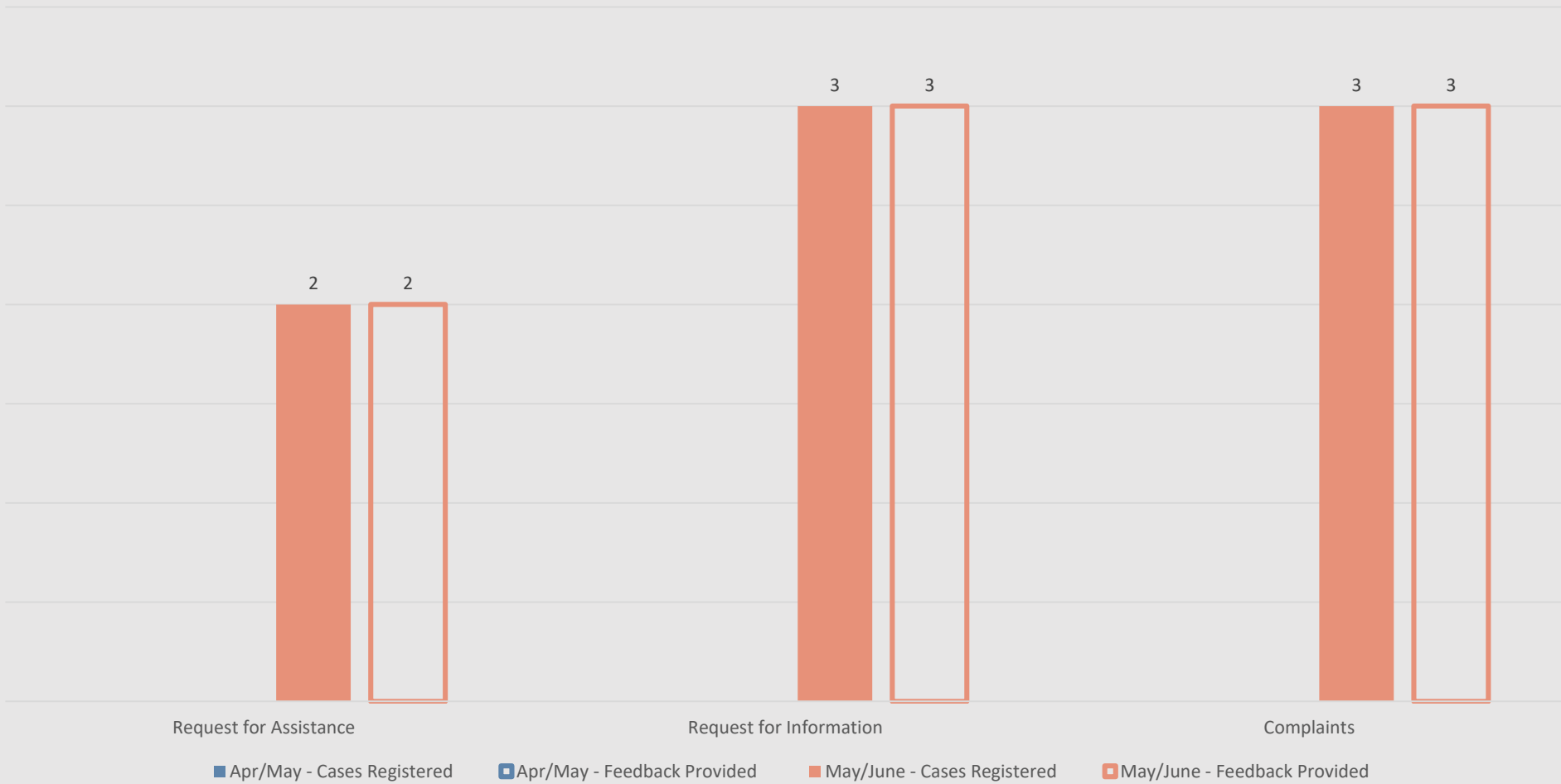
16 May - 15 June 2020

Cases Registered:

8

Feedback provided:

8



## Overview

- ❖ Until 15<sup>th</sup> of June 2020, Linha Verde 1458 received a total of 13,653 cases with a feedback rate of 85%. During this year, since January 2020, more than 5,300 cases have been registered.
- ❖ During this month (mid-May to mid-June), the majority of the calls continue to come from Sofala, representing 56% of the total cases, followed by Manica with 9% and Cabo Delgado and Zambezia with 8% each. The number of calls has also increased where there is no humanitarian intervention as in the district of Niassa, for example.
- ❖ During the past 2 months, most calls related to Health/Covid-19, which accounted for 73% of the total registered cases with Food Security representing 20.5% of the cases. However, there was also an increase in cases related to Shelter, mainly in relation to internally displaced families in the north of the country, which also indicates needs for protective interventions and psychosocial support.
- ❖ Calls requesting information are still prevalent mainly due to the context of Covid-19 in the country. A monthly summary of the calls on Covid-19 is presented in the second section of the document, which also includes reference to the sectors relevant to concerns about Covid-19.

## Interagency Coordination and with the National Government: May - June 2020

- ❖ During this period, which also marked the start of the second year of Linha Verde 1458, several coordination meetings were held with the focal points of most Clusters (Education, Protection, GBV, WASH, Health, Food Security, PSEA Network, Child Protection/ “Linha Fala Criança 116”) and actions taken to update the FAQs. The meetings helped to strengthen partnerships and re-establish the referral flows of calls.
- ❖ During the 1<sup>st</sup> and 5<sup>th</sup> of June, an extensive training was conducted at the Howard Johnson Call Center with the new Linha Verde 1458 operators and recycling of content with the old ones. Several United Nations agencies (WFP, FAO, UNFPA, UNHCR, UNICEF, UNDP), NGO partners (World Vision and Save the Children), Linha Fala Criança 116 (LFC) and the National Institute of Health (INS/MISAU) engaged with the Linha Verde 1458 operators, remotely or in person, about the respective topics of interest.

## LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

### 16<sup>th</sup> MAY – 15<sup>th</sup> JUNE 2020



❖ **Gender Based Violence (GBV):** 2 SMS with content aimed at preventing GBV and raising awareness on Child Protection were sent to approximately 76 thousand contacts each.

- The result was very positive. In addition to informing the population in rural areas with little access to information and encouraging them to report cases of violence against women and children and report cases of child marriage, the number of calls increased subsequently.

❖ **Child Protection:** The partnership between “Linha Verde 1458” and “Linha Fala Criança 116” was formalized. In this way, all Child Protection calls are sent to the focal points of the LFC.

- During coordination meetings, it was agreed between the parties (LFC, Linha Verde 1458, UNFPA) that cases of child marriage would be forwarded to LFC. , Linha Verde 1458 remains the official line for reporting cases of sexual exploitation and abuse (SEA) but the PSEA coordinator committed to training the LFC operators in case any such cases come to them.

### *IDAI Response: May - June 2020*

- ❖ In the period between 16<sup>th</sup> of May 16 and 15<sup>th</sup> of June, 2020, there was a slight increase in the number of cases received via Linha Verde 1458, rising from 221 cases last month, to 232 cases with a feedback rate of approximately 50%. However, this does not necessarily mean that the cases have not been properly handled, but that they are taking longer to resolve, possibly in light of the significant reduction in assistance.
- ❖ **Requests for assistance** continued to be reported, with 28.5% of all such cases relating to the Idai assistance. Most were related to requests for continued food aid and replacement of lost beneficiary cards in Mafambisse, Nhamatanda and Dondo
- ❖ In this period, most complaints related to:
  - claims of exclusion errors in the updating of beneficiary lists for continued food assistance (Dondo, Buzi, Lamego, Nhamatanda, Chibabava, Mafandisse);
  - Food voucher distributions: absence of the beneficiaries on distribution day, delays in distribution;
  - Value vouchers: issues when redeeming vouchers in shops due to claims that retailers have increased prices.

### *Cabo Delgado IDP Response: May - June 2020*

- ❖ The cases in Cabo Delgado increased from 45 to 212 from month to month, mainly in relation to ongoing internal displacement of families in this part of the country.
- ❖ During this month, the majority of cases related to **requests to assistance**, representing approximately 50% of cases registered.
- ❖ The feedback rate for the cases of the humanitarian response in Cabo Delgado was less than ideal, but they have already been referred to partners and with feedback pending on actions taken.

### *Food security*

- ❖ 47% of requests for assistance are requests for food assistance.
  - Requests for cash, which totalled 8% of the demands, were mainly for assistance to mill the maize received as part of the food assistance. Many people called thanking for the food received but claiming that they had no capacity or financial means to mill the maize.
- ❖ 78% of **complaints** mainly related to claims of *exclusion errors* with regard to management of beneficiary lists for food assistance (Pemba, Montepuez, Ancuabe and Chiure).

### *Shelter and NFIs*

- ❖ 41% of requests for assistance are focused on non-food items. Displaced families call to request shelter assistance and/or blankets, nails, tarpaulins, stakes, wire, machetes among others, to build their own shelters.

### *Drought Response (Tete, Nhambane, Gaza e Maputo): May - June 2020*

- ❖ During this period, the cases received to Drought Response decreased from 127 to 58 cases comparing to the last period, with a 69% feedback rate.
- ❖ Most registered cases, 46.5%, were **positive feedback**. **Requests for assistance** account for 40% of all cases and almost all of which consist of requests for continued food assistance until July or August due to low production due to lack of rain.

### *Protection: May - June 2020*

- ❖ Between 16 May and 15 June 2020, Linha Verde 1458 received a total of 48 cases related to Protection:
  - 26 cases related to Child Protection, which were referred to “Linha Fala Criança 116”. It is likely that this significant increase in cases was a result of SMS messages sent to Linha Verde 1458 users and the communication material provided by MISAU.. The cases are mostly related to child sexual abuse and child marriage;
  - 8 cases were received regarding Gender Based Violence (GBV). As per the established referral pathways, these cases were immediately referred to UNFPA focal points. The cases mainly concerned domestic violence between couples;
  - 9 cases, were referred directly to the Protection Cluster. These cases came from Cabo Delgado (Quissanga, Metunge, Pemba and Nanjua) and reflect the callers' state of vulnerability in relation to personal security and lack of resources; and Zambezia (Maganja da Costa), requests for assistance to people with disabilities.
  - 5 cases were received related to water sanitation and hygiene these were from communities with incomplete latrine projects in Manica, communities in need of access to water and hygiene kits in Cabo Delgado and a call from a student who did not receive a hygiene kit in Buzi and other abuses of power in the distribution of buckets to communities in Nhamatanda.

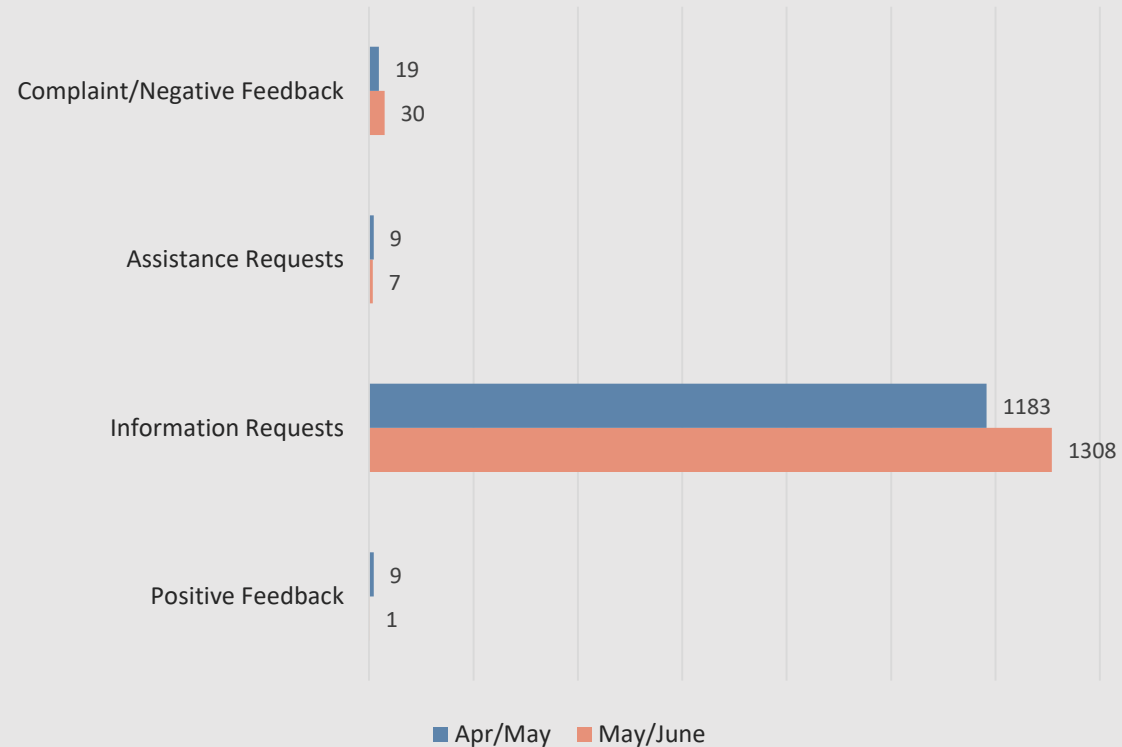
## Trends: Covid-19

# COVID-19: CASE CATEGORIES AND CASES BY PROVINCES

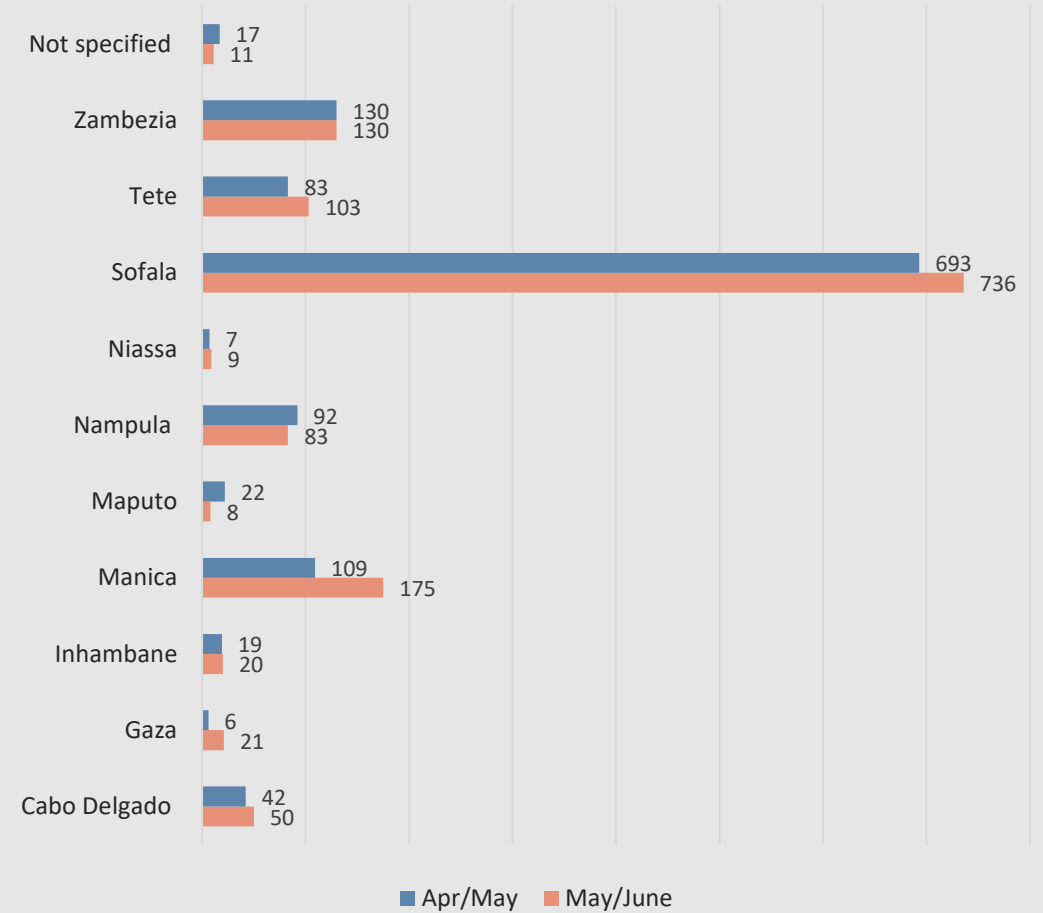
## 16TH MAY - 15TH JUNE 2020

**16<sup>TH</sup> MAY – 15<sup>TH</sup> JUNE 2020**  
 Nr. of cases about the Covid-19:  
**1346**  
**73%** of the cases registered through the Linha Verde 1458 between April 16 and May 15 were Covid-19 related.

### CASE CATEGORIES



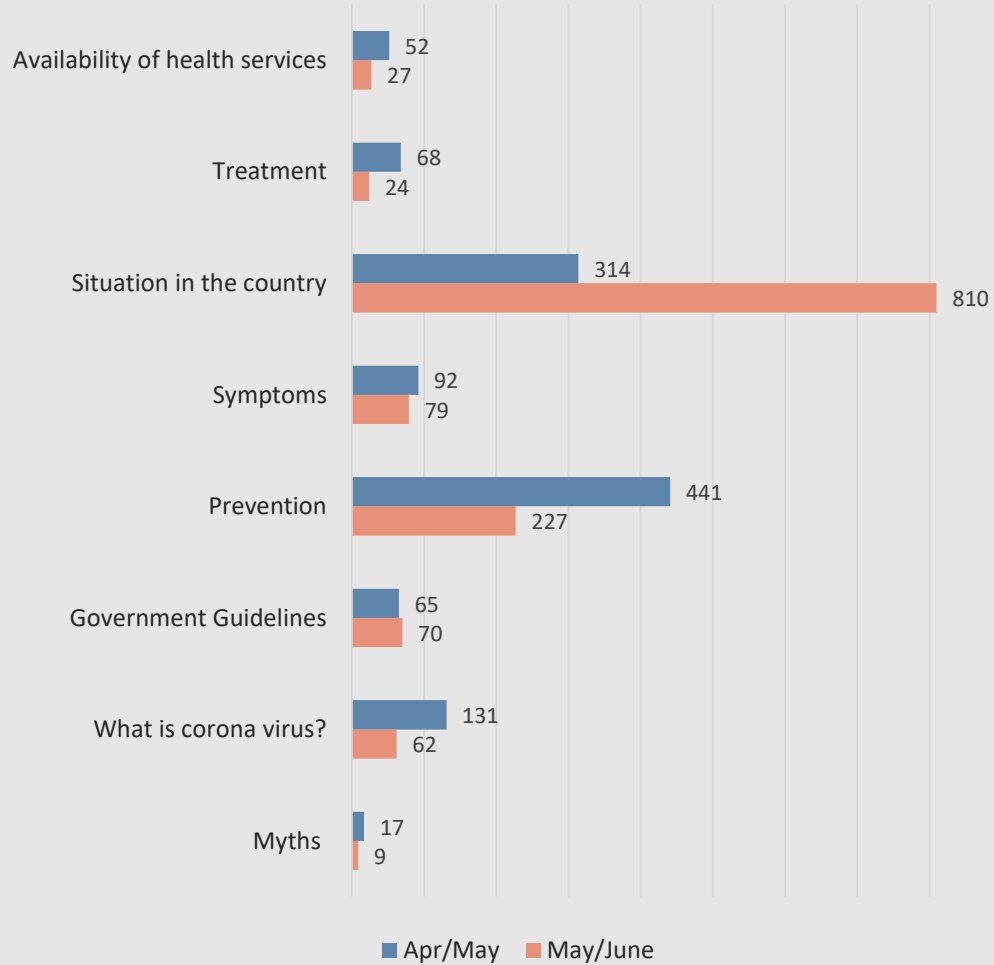
### PROVINCES



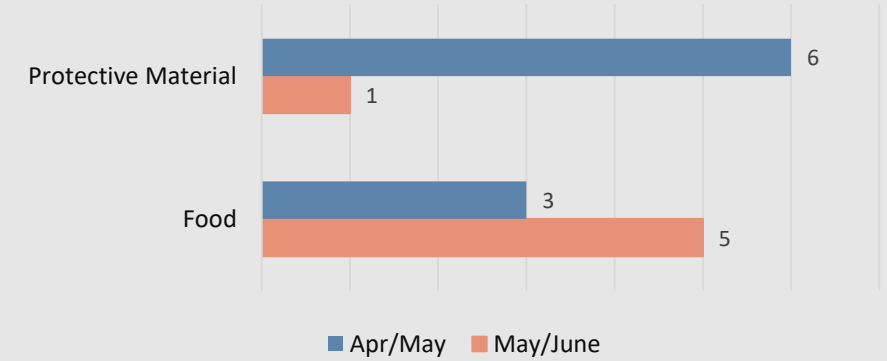


# COVID-19 CASE TYPE BY CATEGORY 16TH MAY - 15TH JUNE 2020

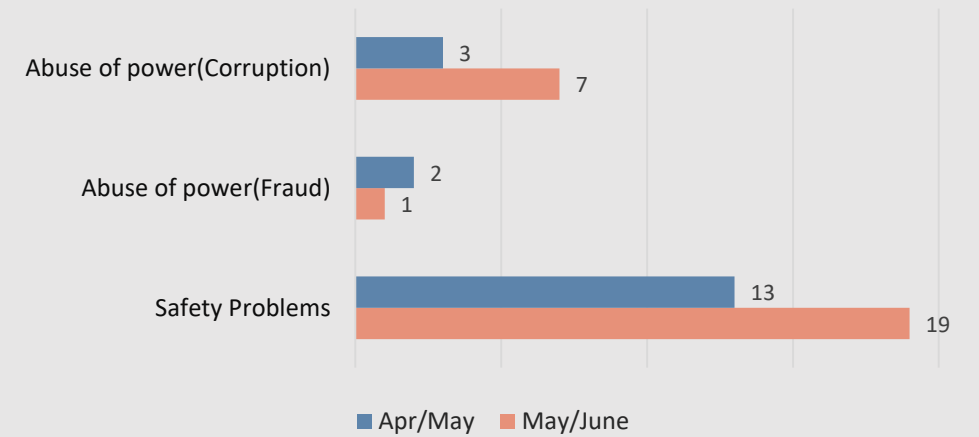
## INFORMATION REQUEST



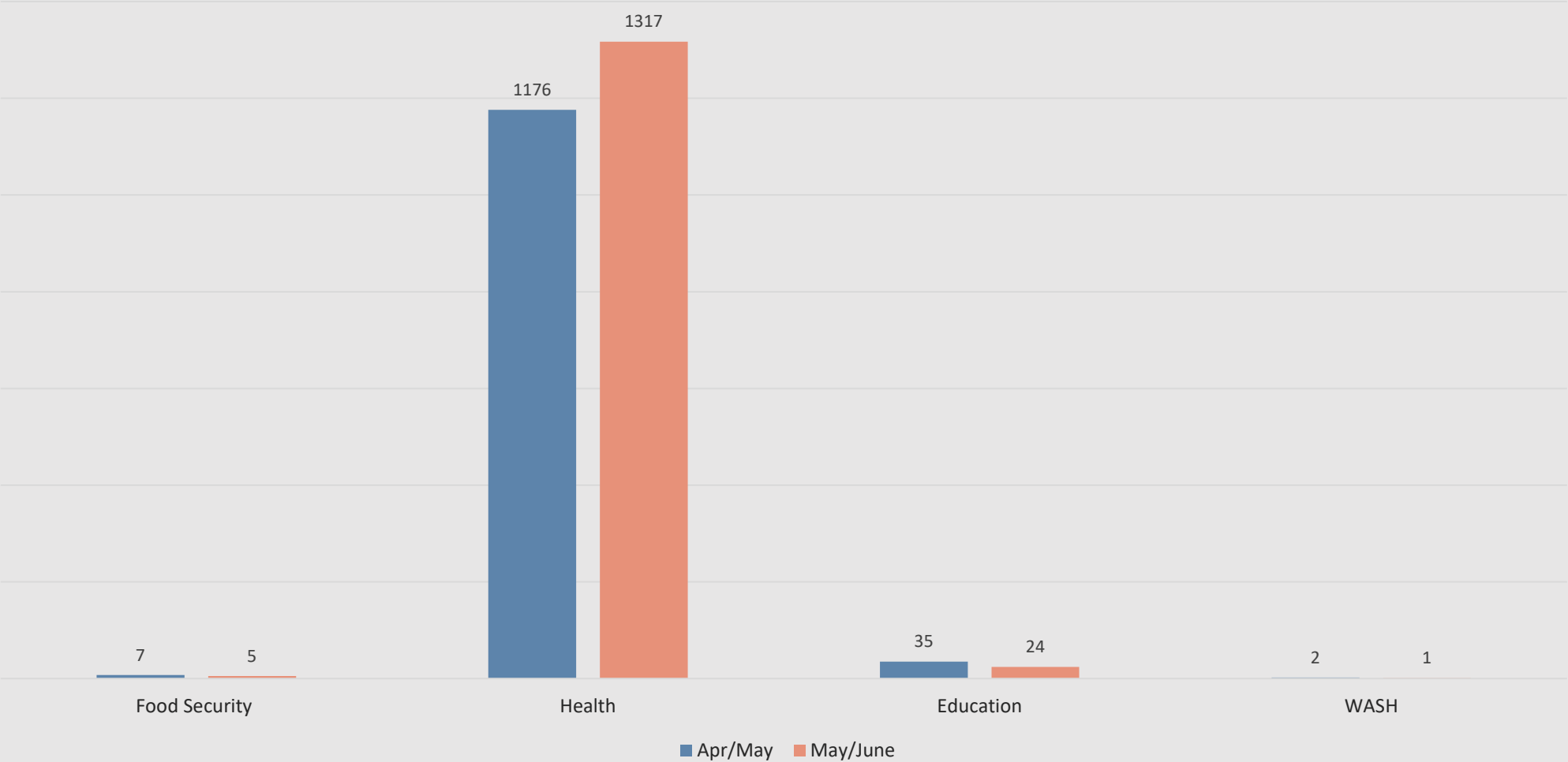
## ASSISTANCE REQUEST



## COMPLAINT/NEGATIVE FEEDBACK



**COVID-19: RELATED SECTORS**  
**16TH MAY - 15TH JUNE 2020**

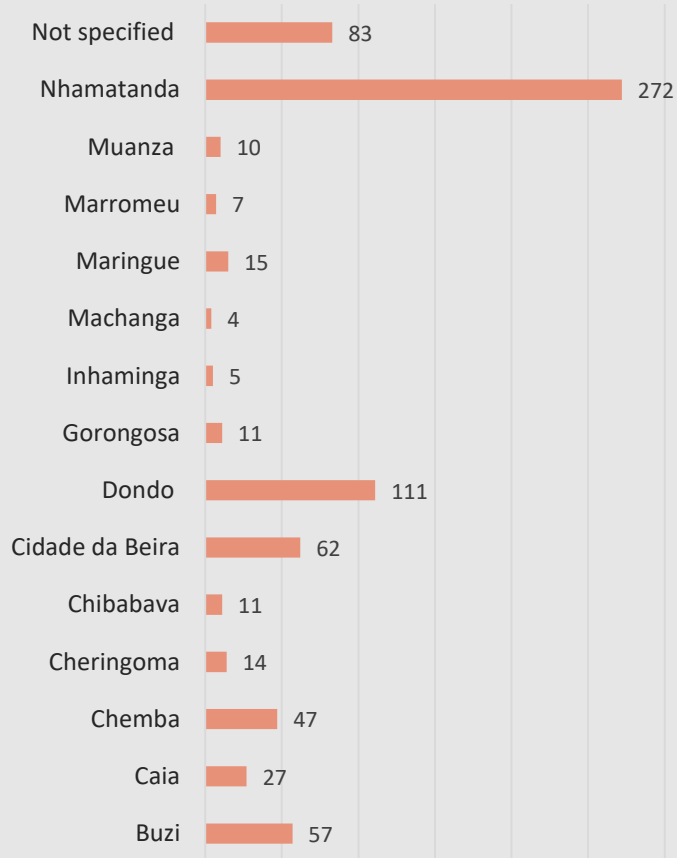


# COVID-19: LOCATIONS OF COVID-19 CALLS

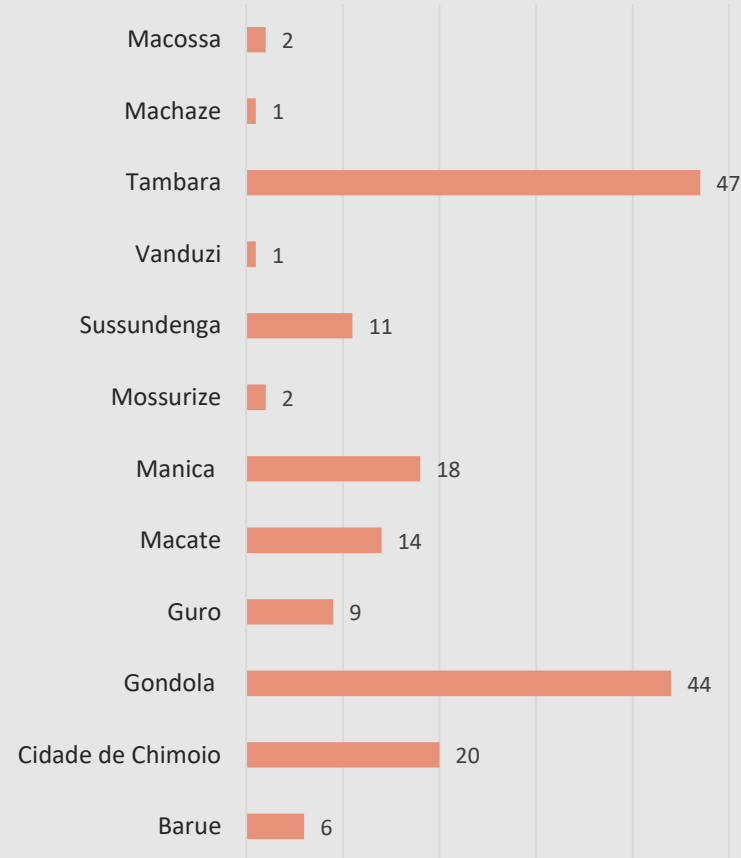
## 16TH MAY - 15TH JUNE 2020



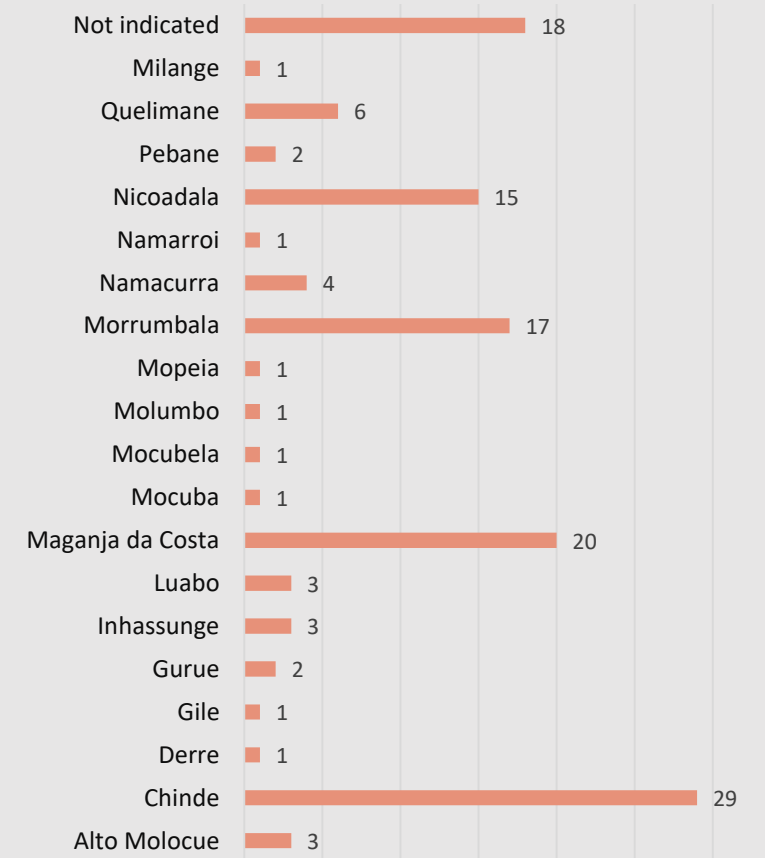
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### MANICA - 175



### ZAMBEZIA - 130

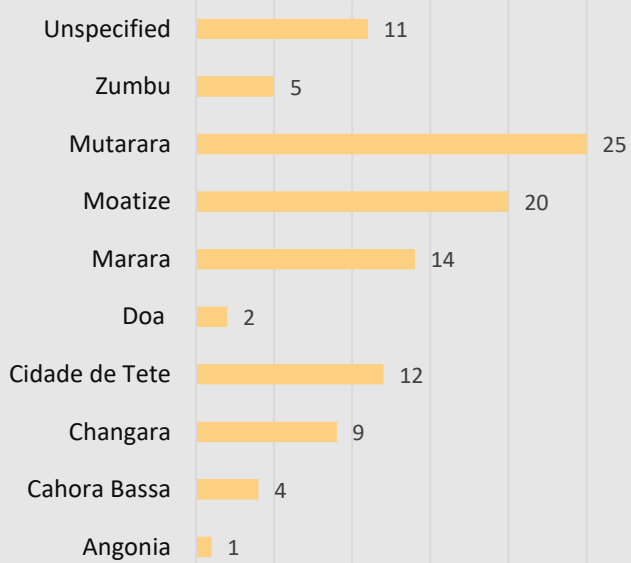




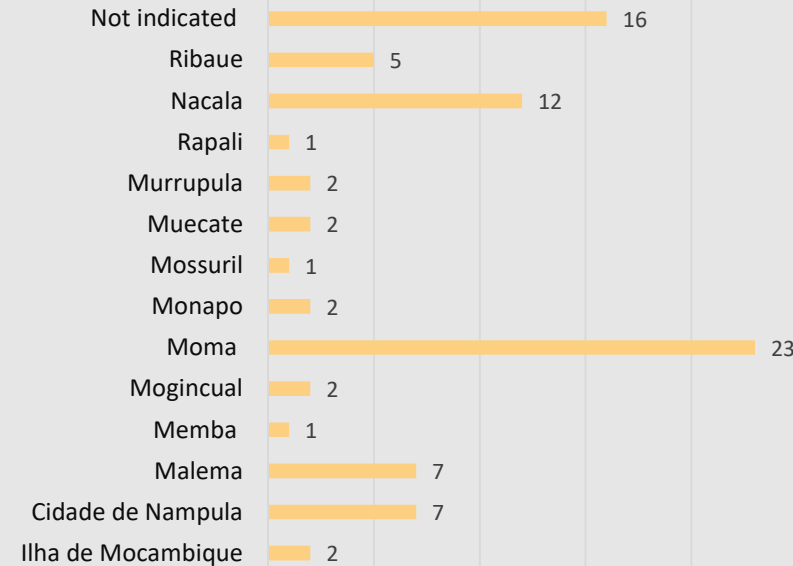
# COVID-19: LOCATIONS OF COVID-19 CALLS

## 16TH MAY - 15TH JUNE 2020

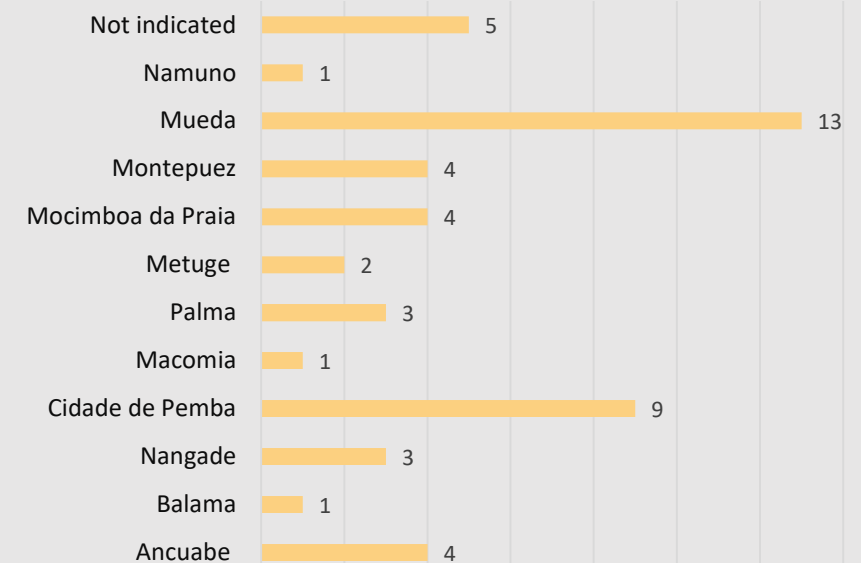
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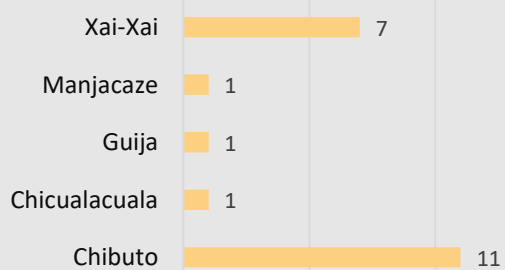
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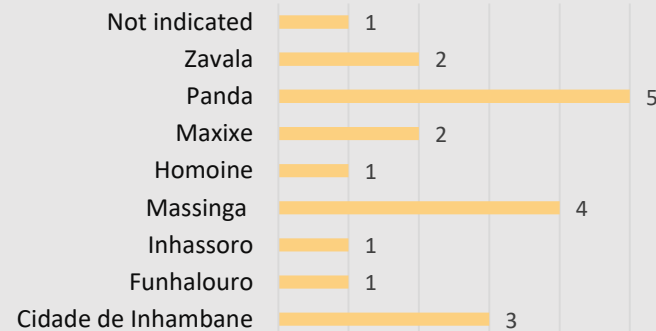
### CABO DELGADO - 50



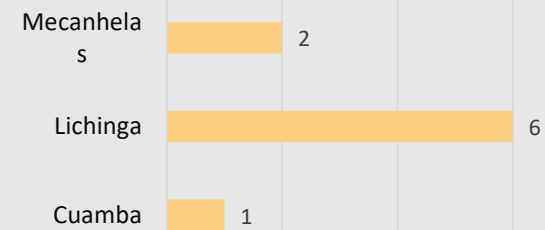
### GAZA - 21



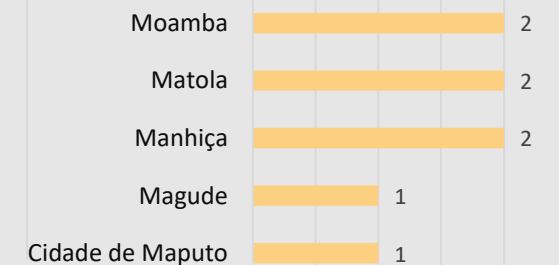
### INHAMBANE - 20



### NIASSA - 9



### MAPUTO - 8



NARRATIVE: COVID-19  
16<sup>th</sup> MAY – 15<sup>th</sup> JUNE 2020

### Covid-19: May - June 2020

- ❖ Between the 16th of May and 15<sup>th</sup> of June 2020, Linha Verde 1458 received, a total of 1,346 cases concerning Covid-19, representing 73% of all cases reported this month. 55% of these calls come from Sofala Province.
- ❖ All operators are instructed to offer callers messages about Covid-19 regardless of the purpose of the call.
- ❖ Linha Verde 1458 continues to collaborate with MISAU in responding to Covid-19 through participation in meetings and coordination committees, sending weekly reports of calls regarding Covid-19 and forwarding suspected Covid-19 cases to health specialists.
- ❖ Most of the registered cases continue to be **requests for information**.
  - Some 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, more detail on these requests are presented below.
- ❖ **Assistance requests** relate to access the protection of materials (especially masks), but also buckets and hygiene kits.

### Information requests:

- ❖ Information requests were subdivided into 8 categories (see slide 32). During the period in question, calls referring to **the current situation** in the country were consolidated as the majority of calls received. The most frequent doubts regarding the current situation, relate to:
  - How many cases are there in the country? In which locations? How many recovered?
  - If the disease already has treatment, cure, vaccine, medicine.
  - Number of deaths in the country?
- ❖ Issues related to *government guidelines* are mainly doubts about the enacted State of Emergency (duration, prohibitions, restrictions). The analysis of the other requests for clarification indicates the following topics between 16<sup>th</sup> May and 15<sup>th</sup> June:
  - **Masks:** How to access them; from what age should children use them; when should they be used.
  - **Sports:** If people can train and play sports.
  - **Church services:** When will they return; why are churches closed?
  - **Travel and opening the borders:** When will the borders reopen? Whether people can visit family members in other locations within the country.

**NARRATIVE: COVID-19**  
**16<sup>th</sup> MAY – 15<sup>th</sup> JUNE 2020**

- ❖ Clarifications of myths and rumours have decreased dramatically and the end of this period, appear practically no longer in the call, a sign that the population is increasingly better informed about the disease.

### **Complaints:**

- ❖ During this period, there was an increase in complaints, which are generally related to **crowding, corruption** and **abuse of power**. Corruption and abuse of power cases mainly concern police officers improperly charging , people who drinking in public, for not wearing masks, or unduly selling goods.

### **Education and Covid-19**

- ❖ Since the Government interrupted classes with the closing of schools from March 23, due to the Covid-19 context, the Linha Verde 1458 has received many calls from parents requesting information regarding the re-opening of schools or if the year will be cancelled. Many students do not have access to tele classes and find themselves without minimum conditions to study. A smaller number of Education issues raised are requests for assistance in school materials for example.

### **WASH and Covid-19**

- ❖ During this period, Linha Verde 1458 received calls related to “Water, Sanitation and Hygiene” from a community in Metuge, Cabo Delgado requesting for assistance in water pumps. They mentioned that following preventive measures of washing hands has been impossible due to lack of water. Other requests for assistance were for hygiene kits.