



LINHA VERDE
DA RESPOSTA A EMERGÊNCIA
1458



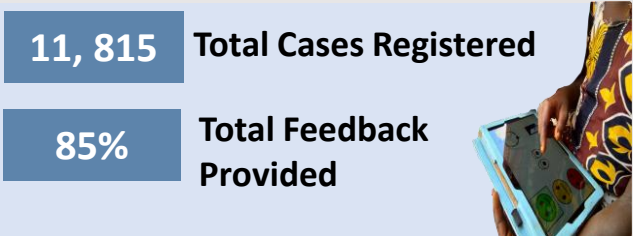
Department
for International
Development



Linha Verde da Resposta á Emergência

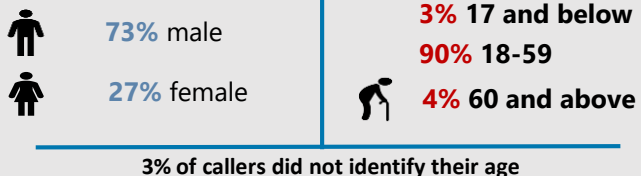
16th April – 15th May 2020

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.

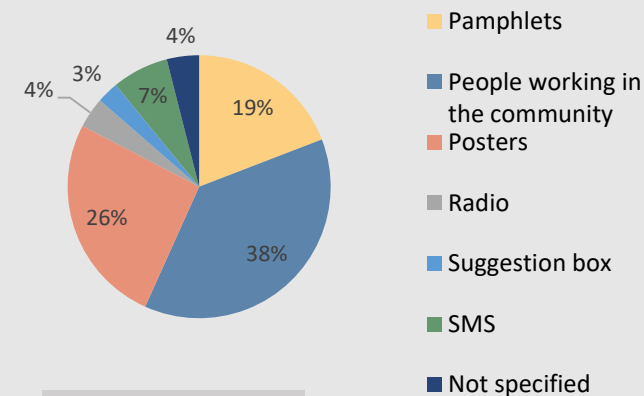


CUMULATIVE DATA OVERVIEW: 16TH MAY 2019 – 15TH MAY 2020

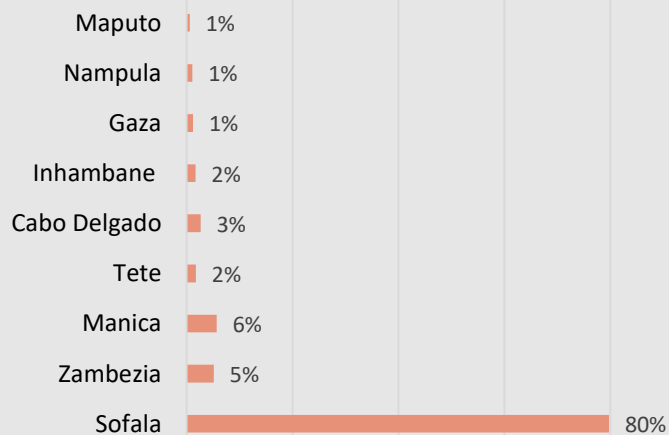
CALLER PROFILE



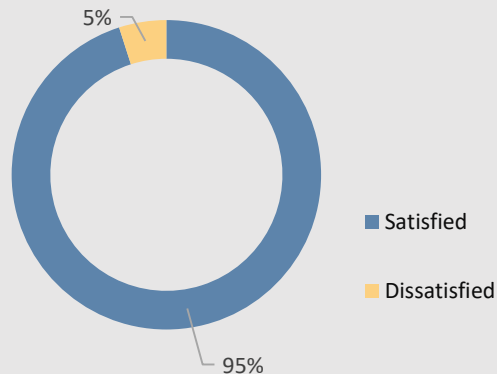
KNOWLEDGE ABOUT LINHA VERDE 1458



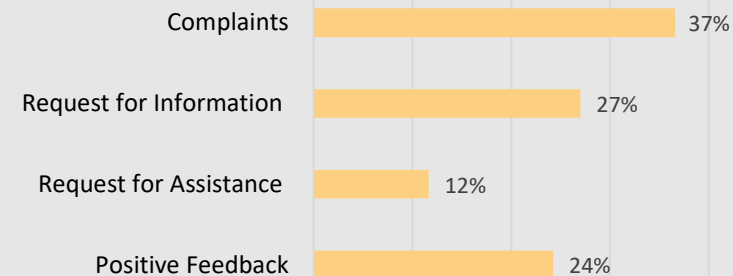
CASES BY PROVINCE



SATISFACTION



CASE TYPE



TYPES OF CASES REGISTERED PER MONTH MAY 2019 – MAY 2020

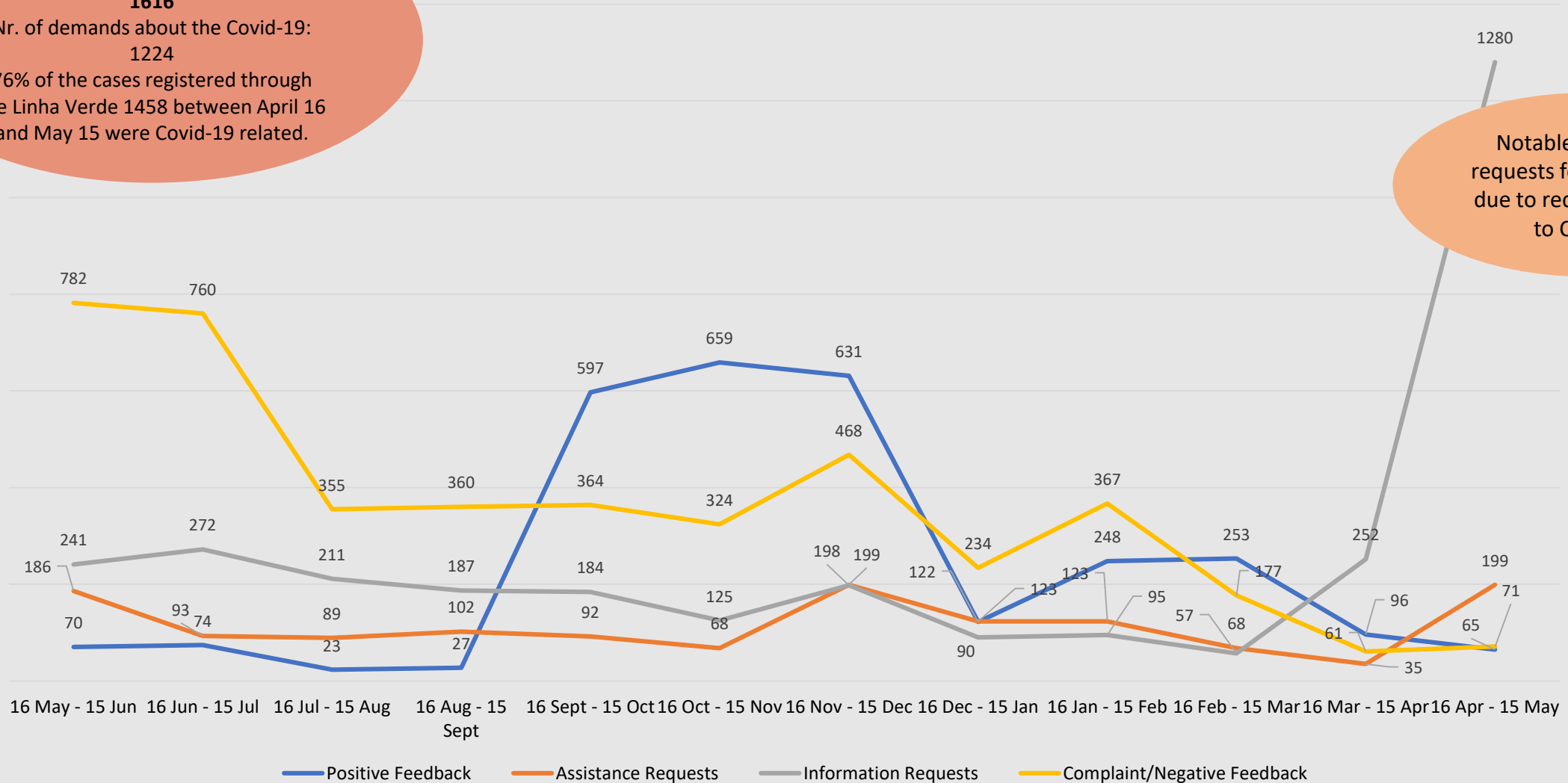
April 16 to May 15, 2020

Nr. Total Registered Cases:
1616

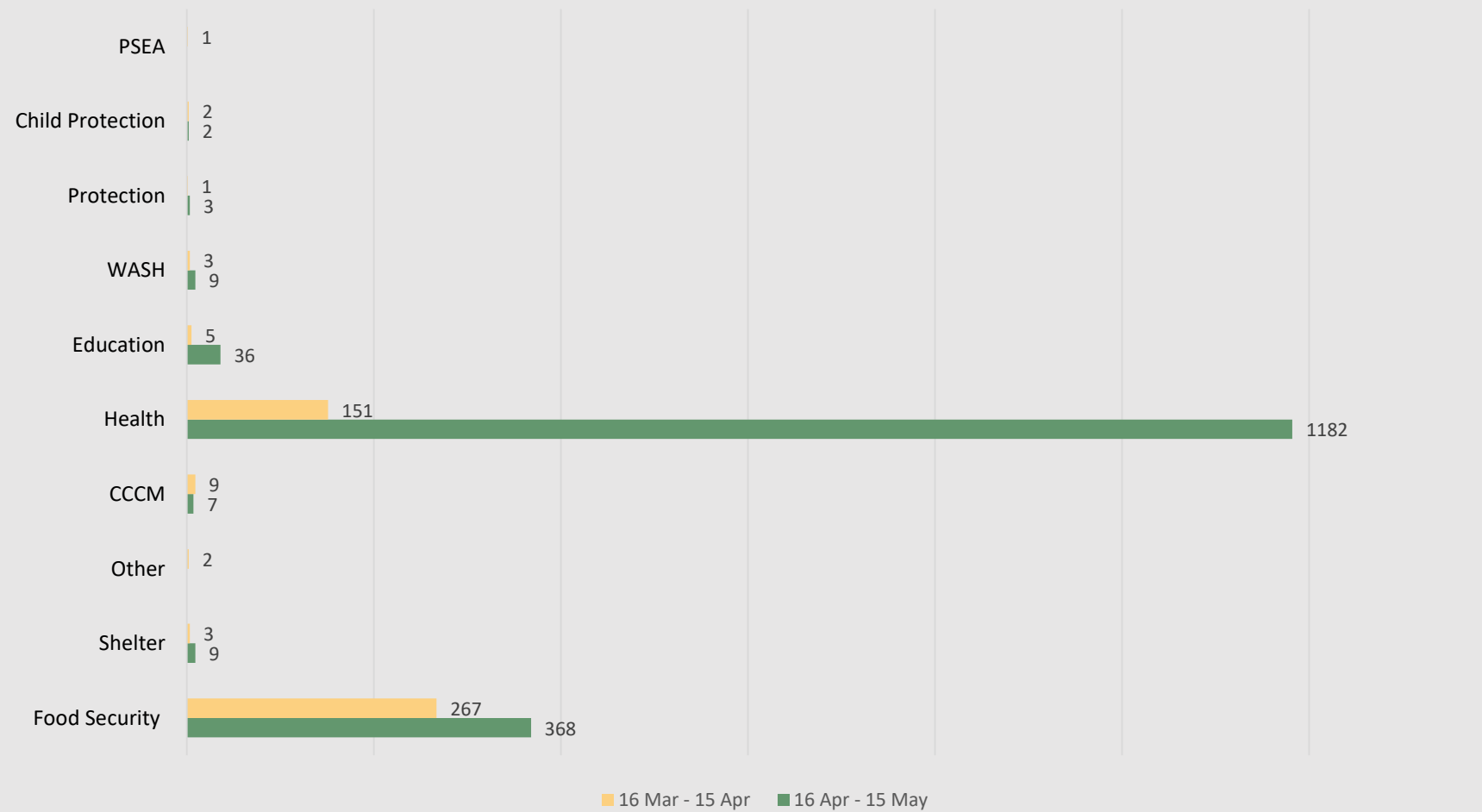
Nr. of demands about the Covid-19:
1224

76% of the cases registered through the Linha Verde 1458 between April 16 and May 15 were Covid-19 related.

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



CASES PER SECTOR APRIL–MAY 2020

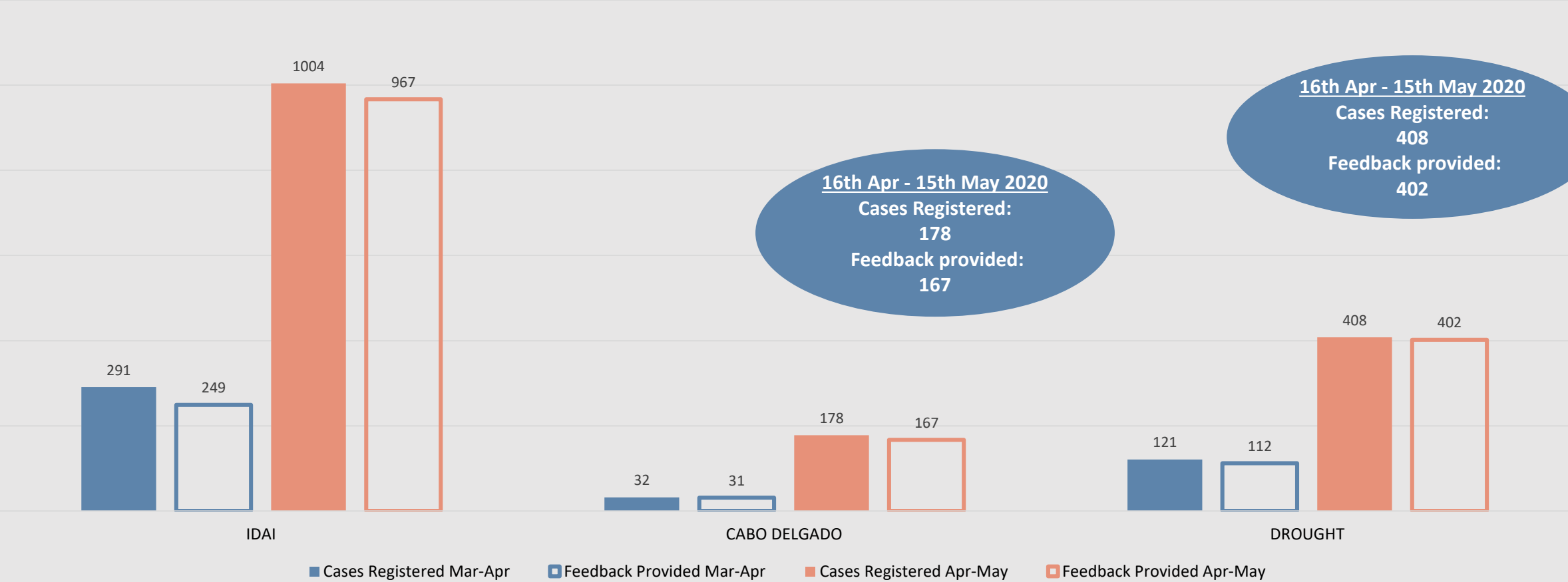


**CASES PER RESPONSE
MAR- APR AND APR-MAY 2020**

16th Apr - 15th May 2020
Cases Registered:
1004
Feedback provided:
966



**Corona virus
 related cases have
 been included in
 the responses**



16th Apr - 15th May 2020
Cases Registered:
408
Feedback provided:
402

16th Apr - 15th May 2020
Cases Registered:
178
Feedback provided:
167

IDAI RESPONSE
16TH APRIL – 15TH MAY 2020

Mar/Apr
 Cases Registered:
 291
 Feedback provided:
86%

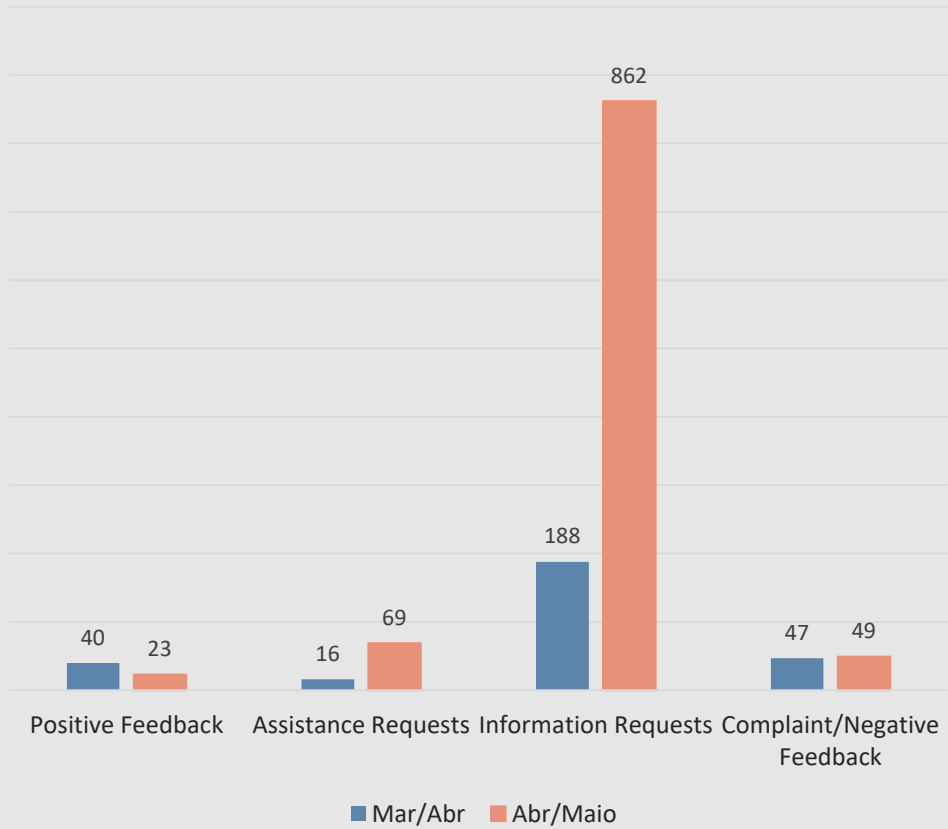
Apr/May
 Cases Registered:
 1004
 Feedback Provided:
96%

Mar/Apr
 Cases Registered:
 16
 Feedback provided:
100%

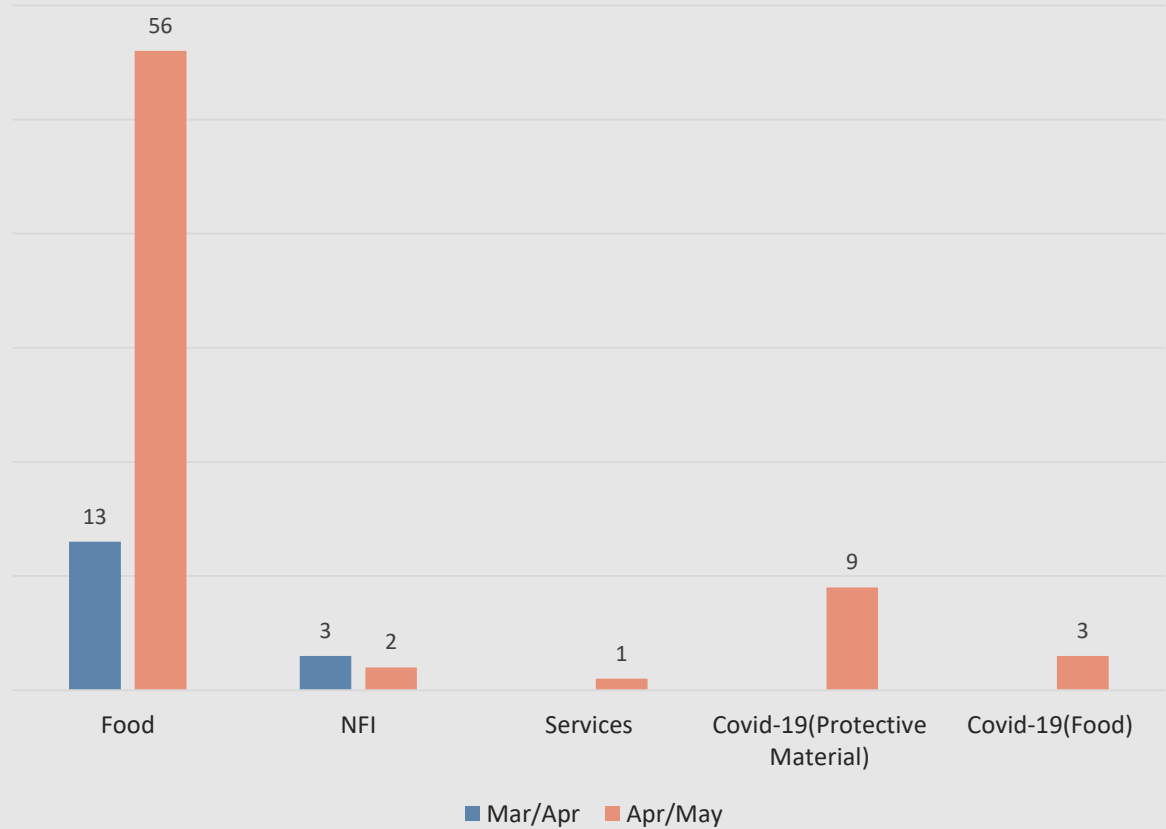
Apr/May
 Cases Registered:
 65
 Feedback provided:
98%



CASE CATEGORY



ASSISTANCE REQUESTS



IDAI RESPONSE INFORMATION REQUESTS 16TH APRIL – 15TH MAY 2020



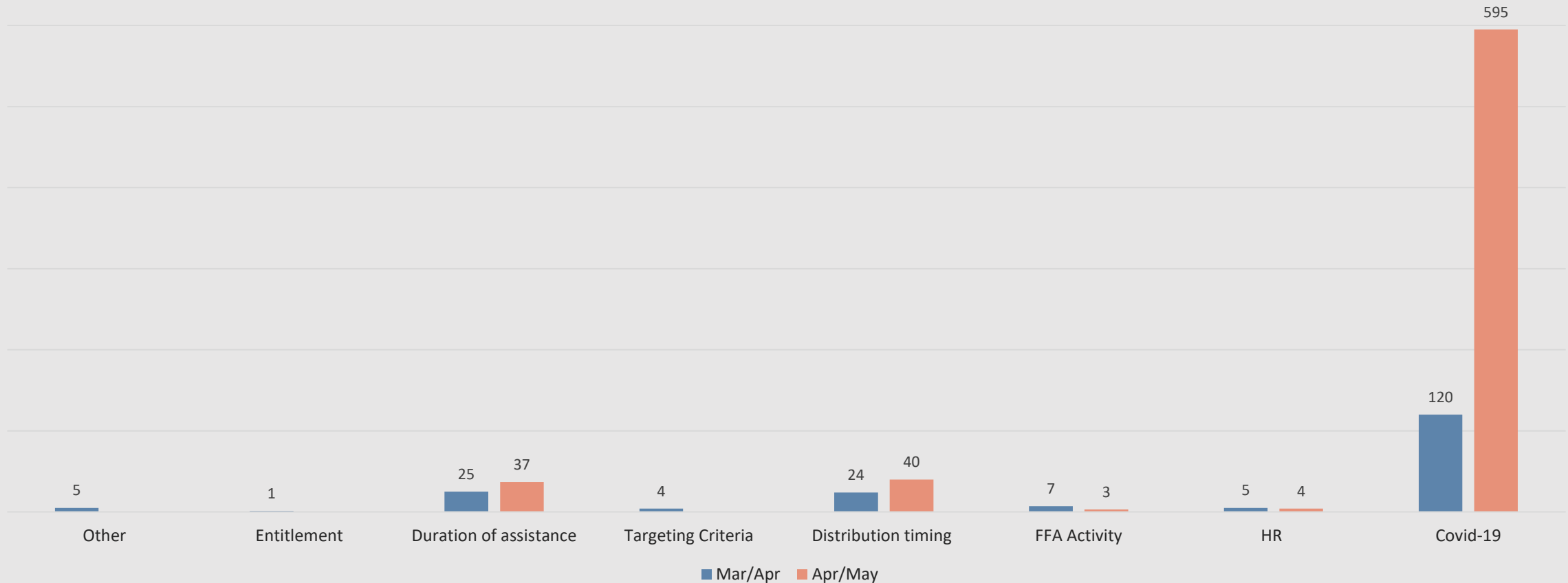
Mar/Apr

Cases Registered:
191
Feedback provided:
94%

Apr/May

Cases Registered:
679
Feedback provided:
99%

The requests for information relating to Covid-19 in the second part of this report are examined in more detail



IDAI RESPONSE COMPLAINTS 16TH APRIL – 15TH MAY 2020

PROTECTION CASES
Mar/Apr & Apr/May
CHILD PROTECTION: 2
SEA: 1 Case

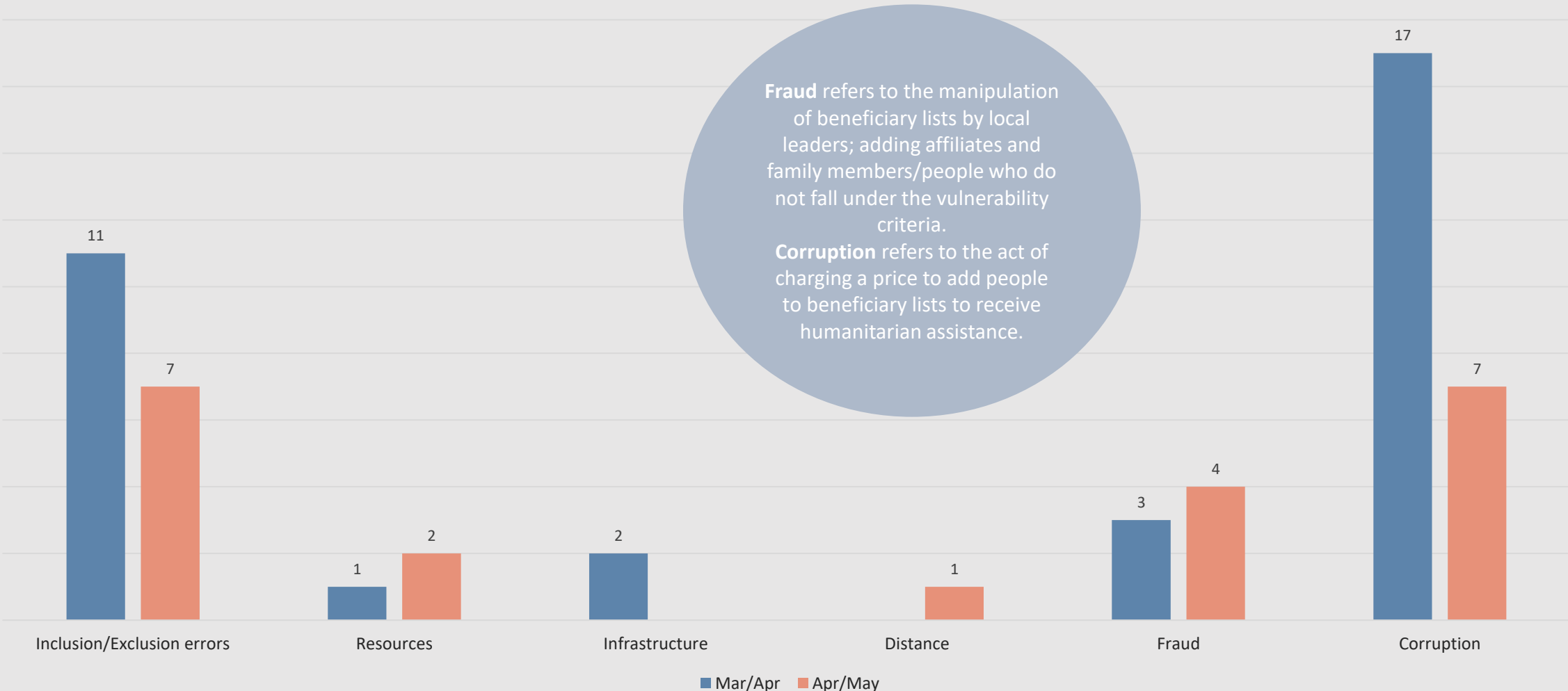
Abuse of power refers to Fraud and Corruption.
Distribution issues tend to be problems that may occur during distributions for example insufficient food for all beneficiaries that require the distribution team to continue the distribution on another day.

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

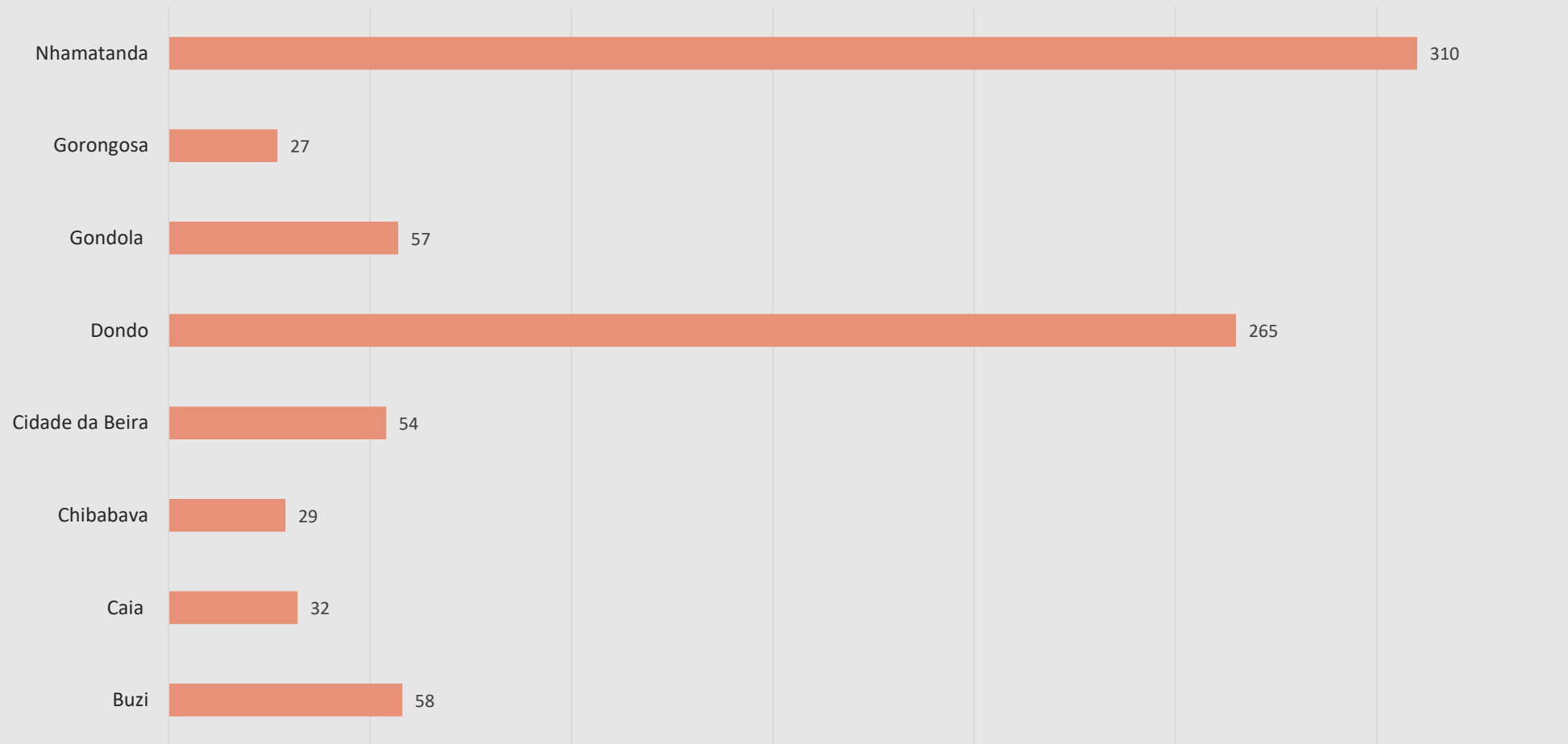


*SEA cases are removed from the complaints as they are reported separately through the PSEA Taskforce

IDAI RESPONSE
BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS
16TH APRIL – 15TH MAY 2020



IDAI RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
16TH APRIL – 15TH MAY 2020



**CABO DELGADO RESPONSE
16th APRIL – 15th MAY 2020**

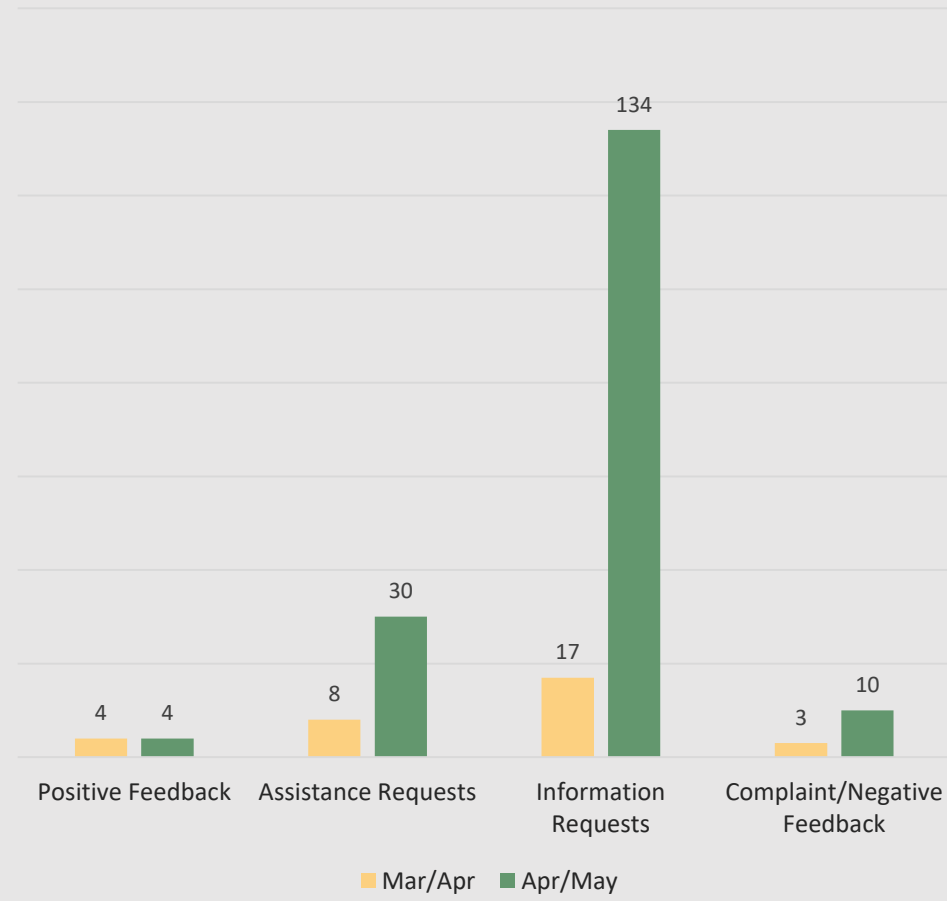
Mar/Apr
Cases Registered:
32
Feedback Provided:
97%

Apr/May
Cases Registered:
179
Feedback Provided:
94%

Mar/Apr
Cases Registered:
8
Feedback provided:
100%

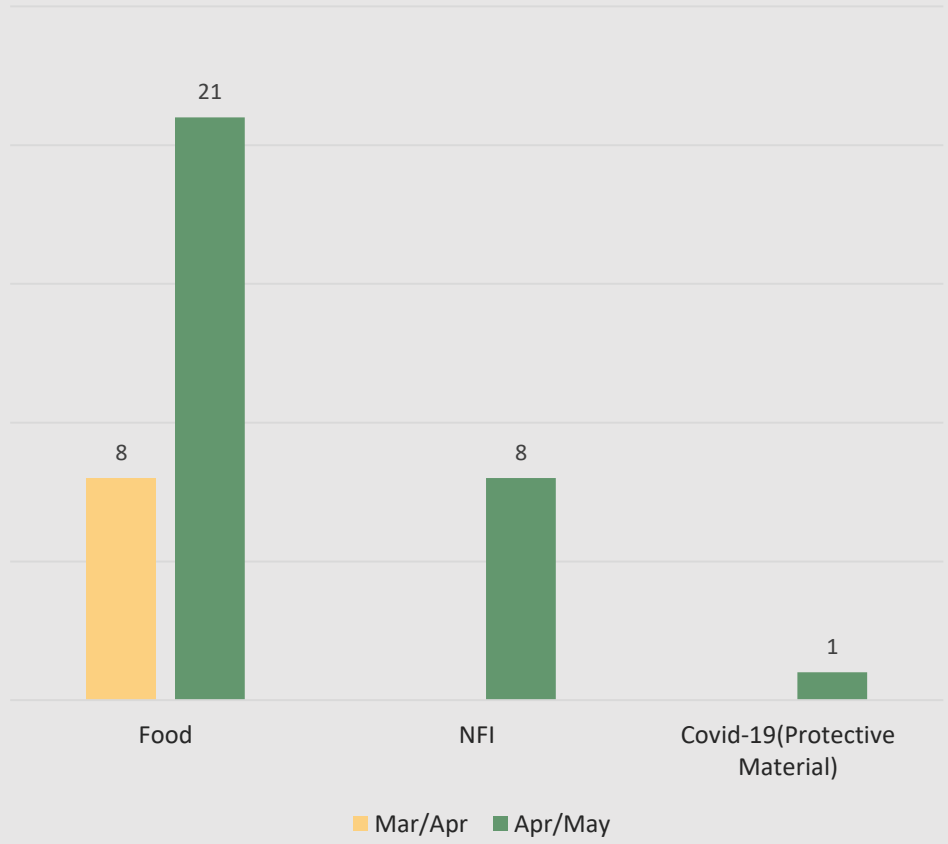
Apr/May
Cases Registered:
30
Feedback provided:
100%

CASE CATEGORY



NFI

ASSISTANCE REQUESTS

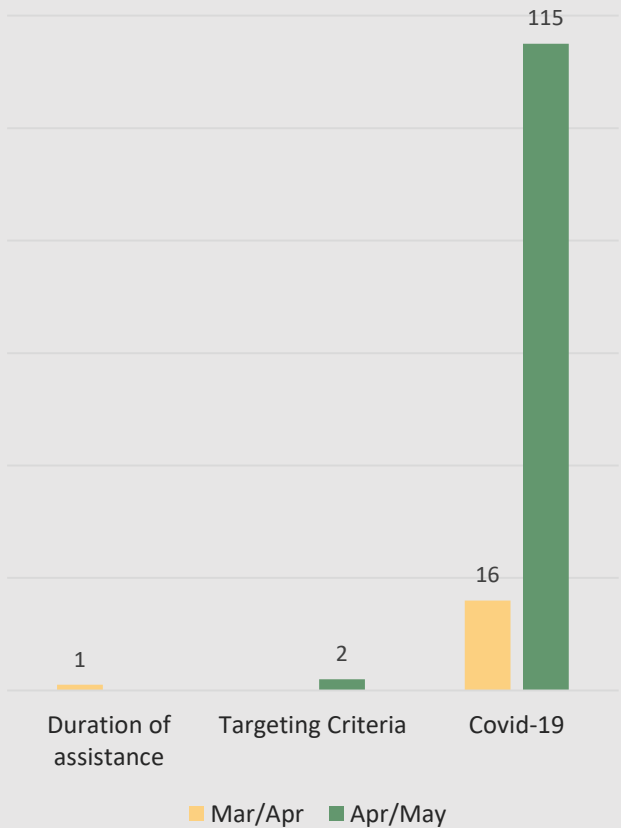


CABO DELGADO RESPONSE 16th APRIL – 15th MAY 2020

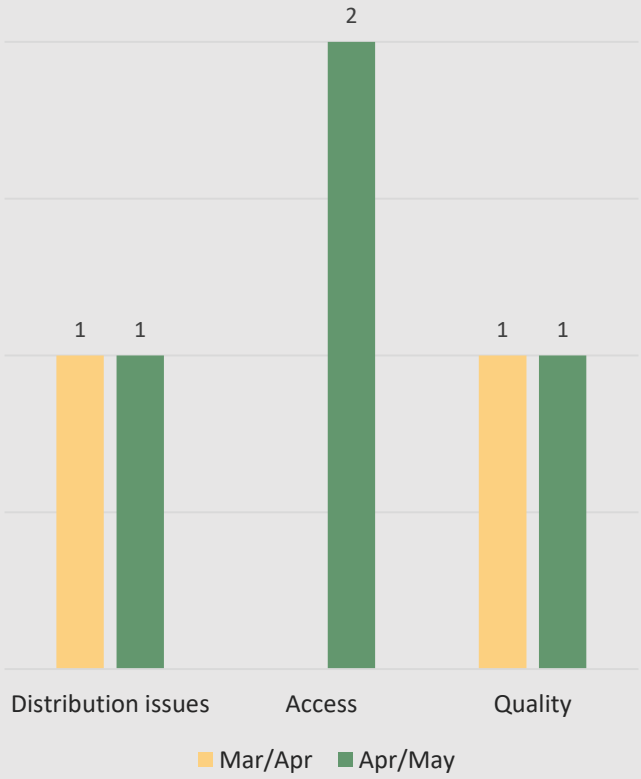
The requests for information relating to Covid-19 in the second part of this report are examined in more detail



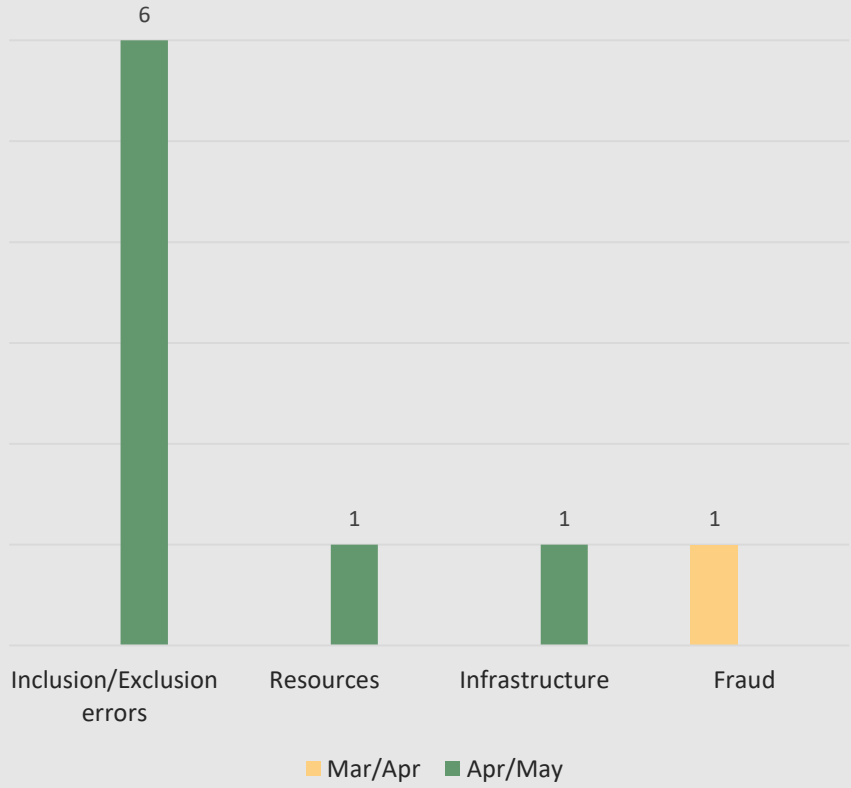
INFORMATION REQUESTS



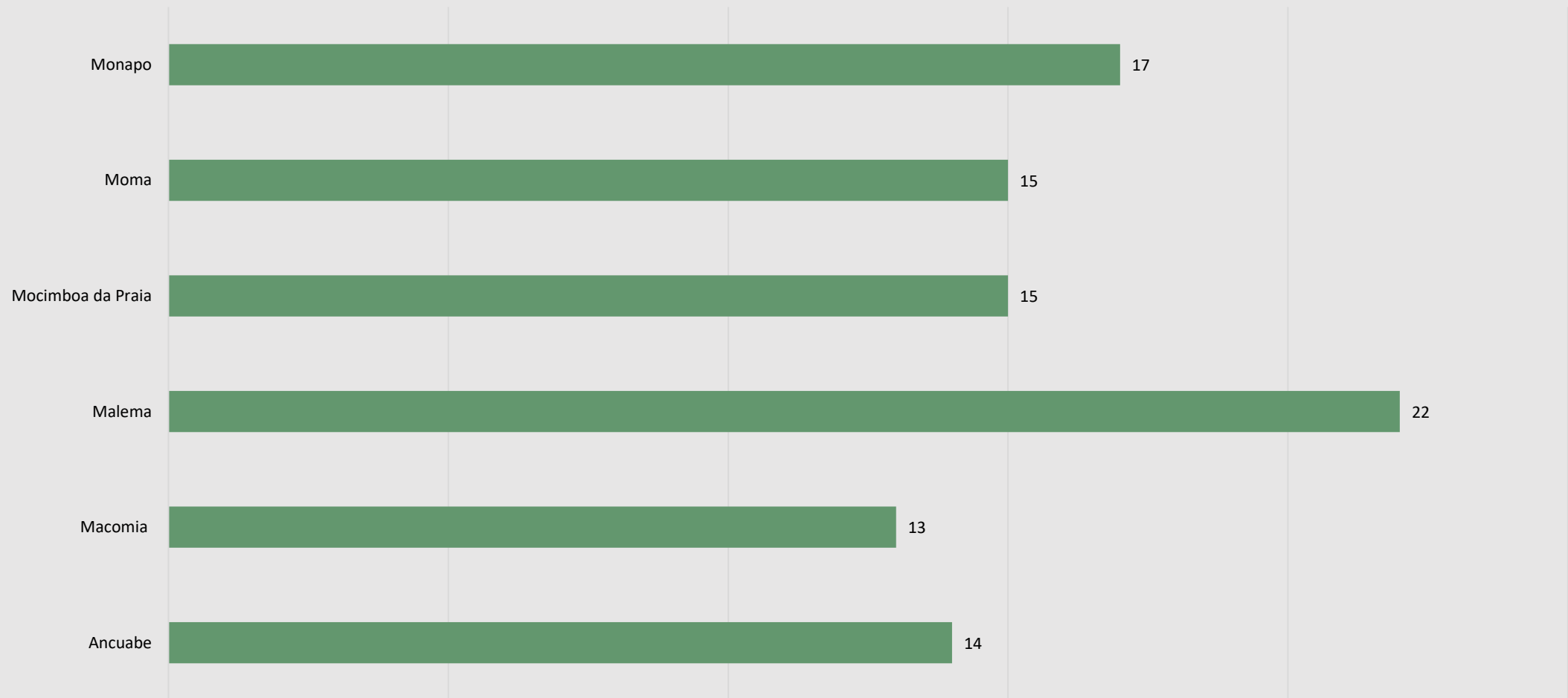
COMPLAINTS



BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS



CABO DELGADO RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
16TH APRIL – 15TH MAY 2020



DROUGHT RESPONSE 16th APRIL – 15th MAY 2020

Mar/Apr
Cases Registered:
121
Feedback provided:
93%

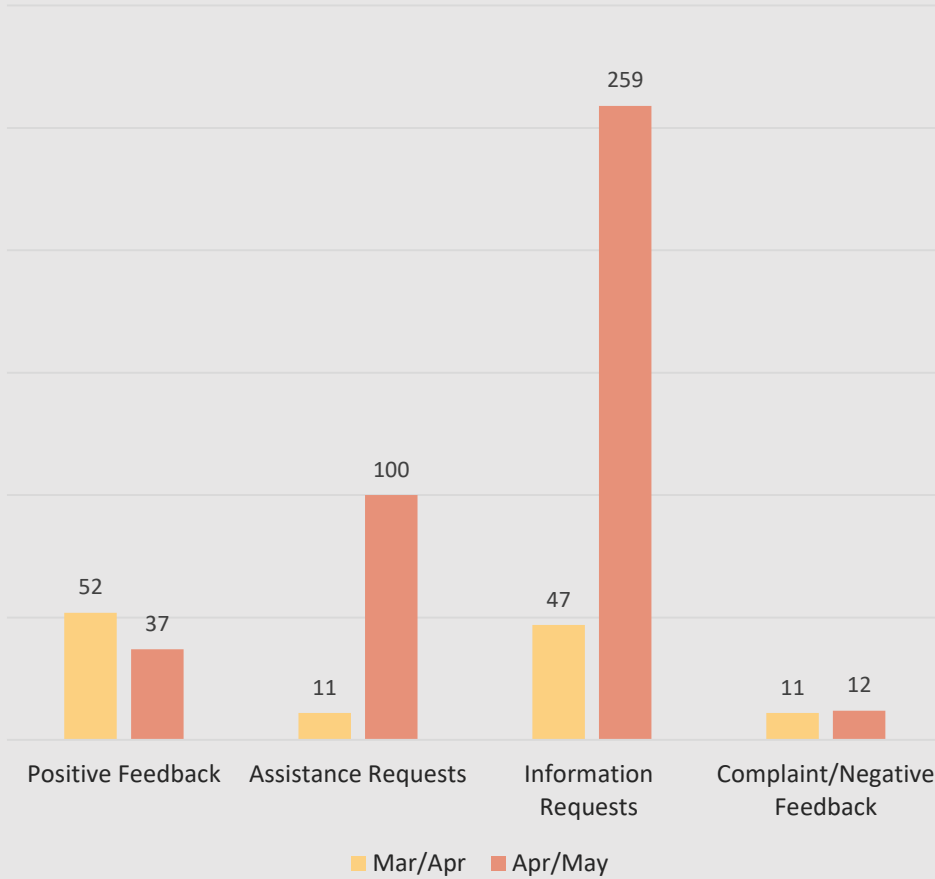
Apr/May
Cases Registered:
408
Feedback Provided:
99%

Mar/Apr
Cases Registered:
11
Feedback provided:
100%

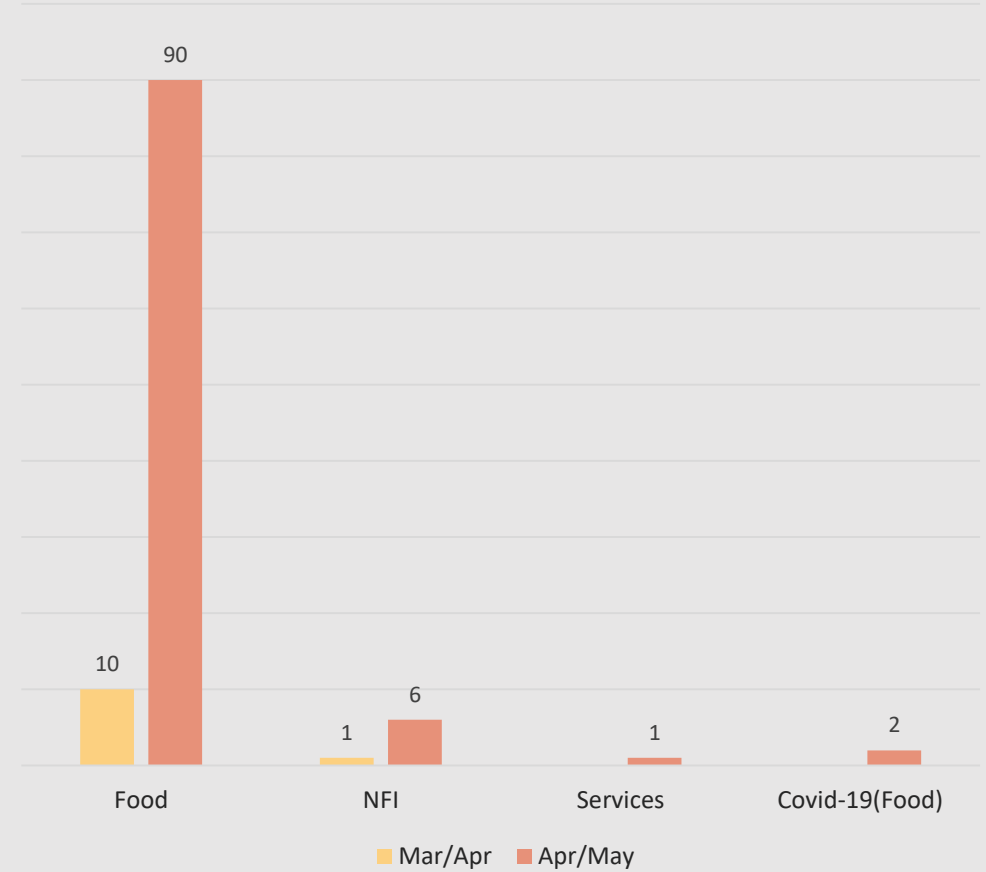
Apr/May
Cases Registered:
99
Feedback Provided:
100%



CASE CATEGORY



ASSISTANCE REQUESTS



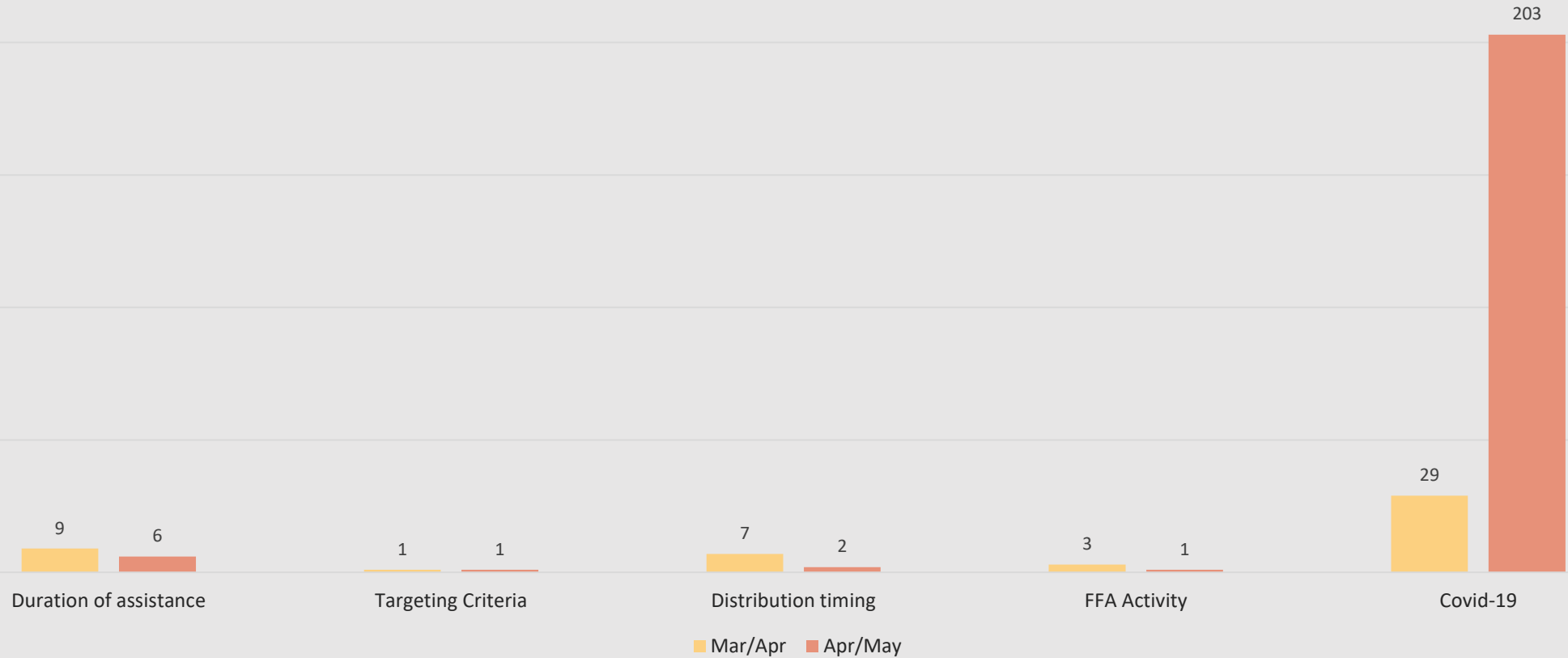
DROUGHT RESPONSE INFORMATION REQUESTS 16th APRIL – 15th MAY 2020



The requests for information relating to Covid-19 in the second part of this report are examined in more detail

Mar/Apr
Cases Registered:
49
Feedback provided:
98%

Apr/May
Cases Registered:
213
Feedback Provided:
99%



DROUGHT RESPONSE COMPLAINTS

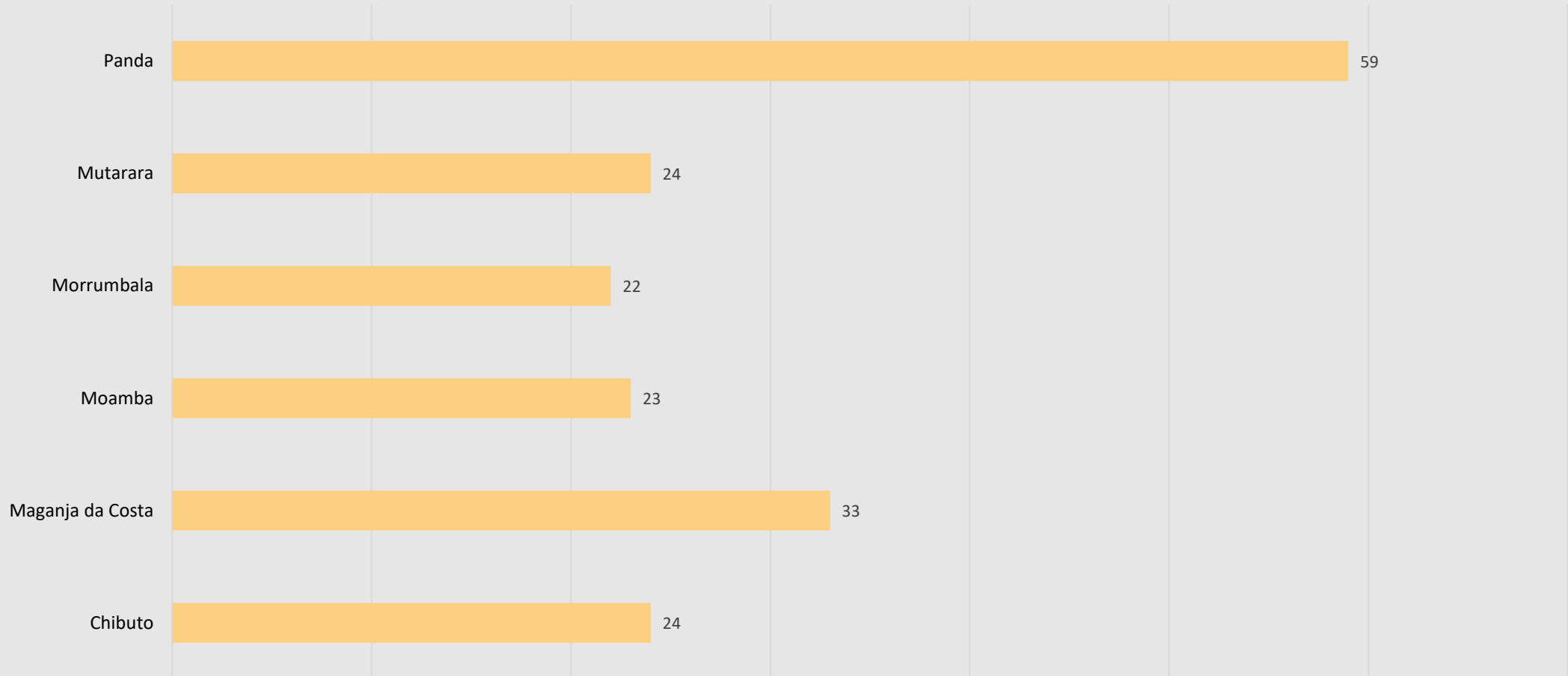
16TH APRIL – 15TH MAY 2020

Mar/Apr
Cases Registered:
7
Feedback Provided:
43%

Apr/May
Cases Registered:
13
Feedback Provided:
69%



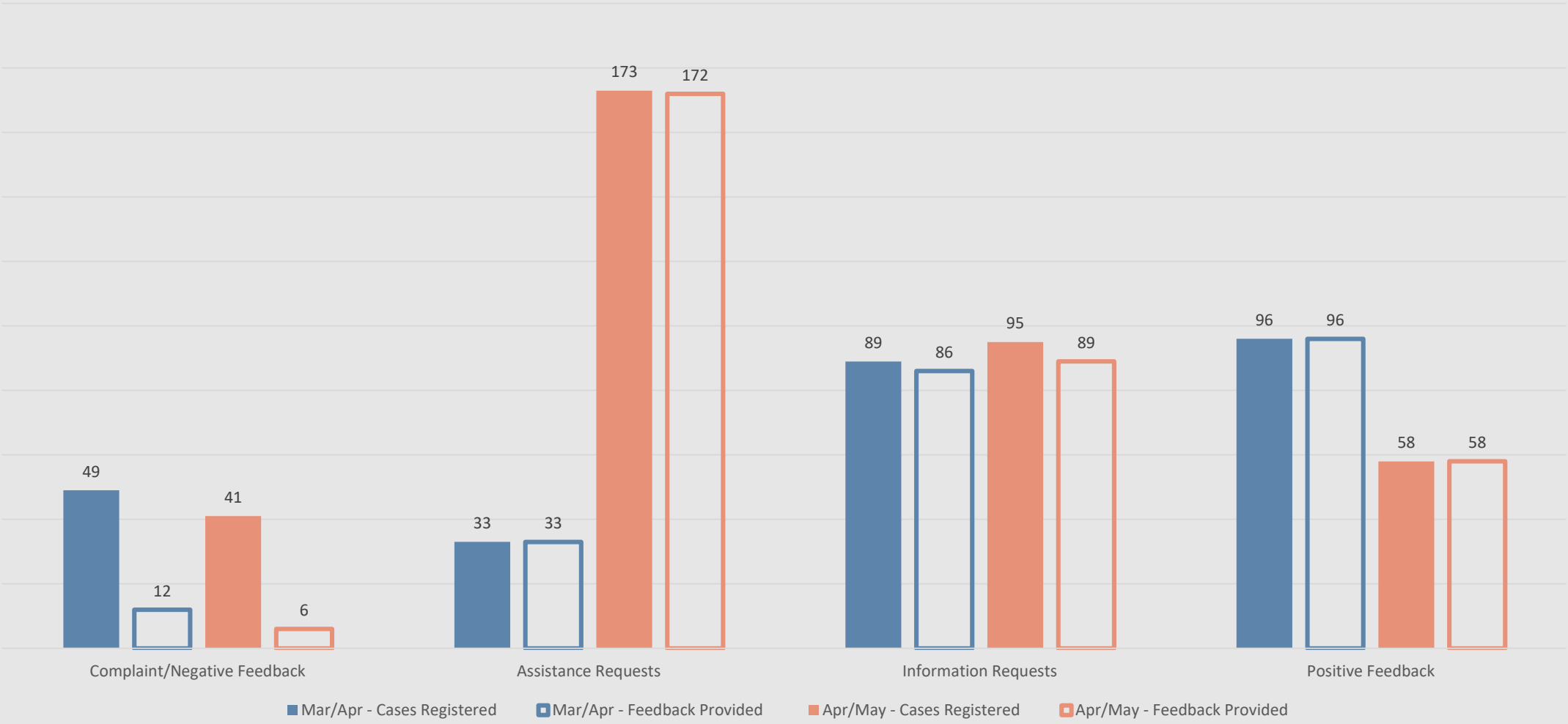
DROUGHT RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
16TH APRIL – 15TH MAY 2020



FOOD SECURITY



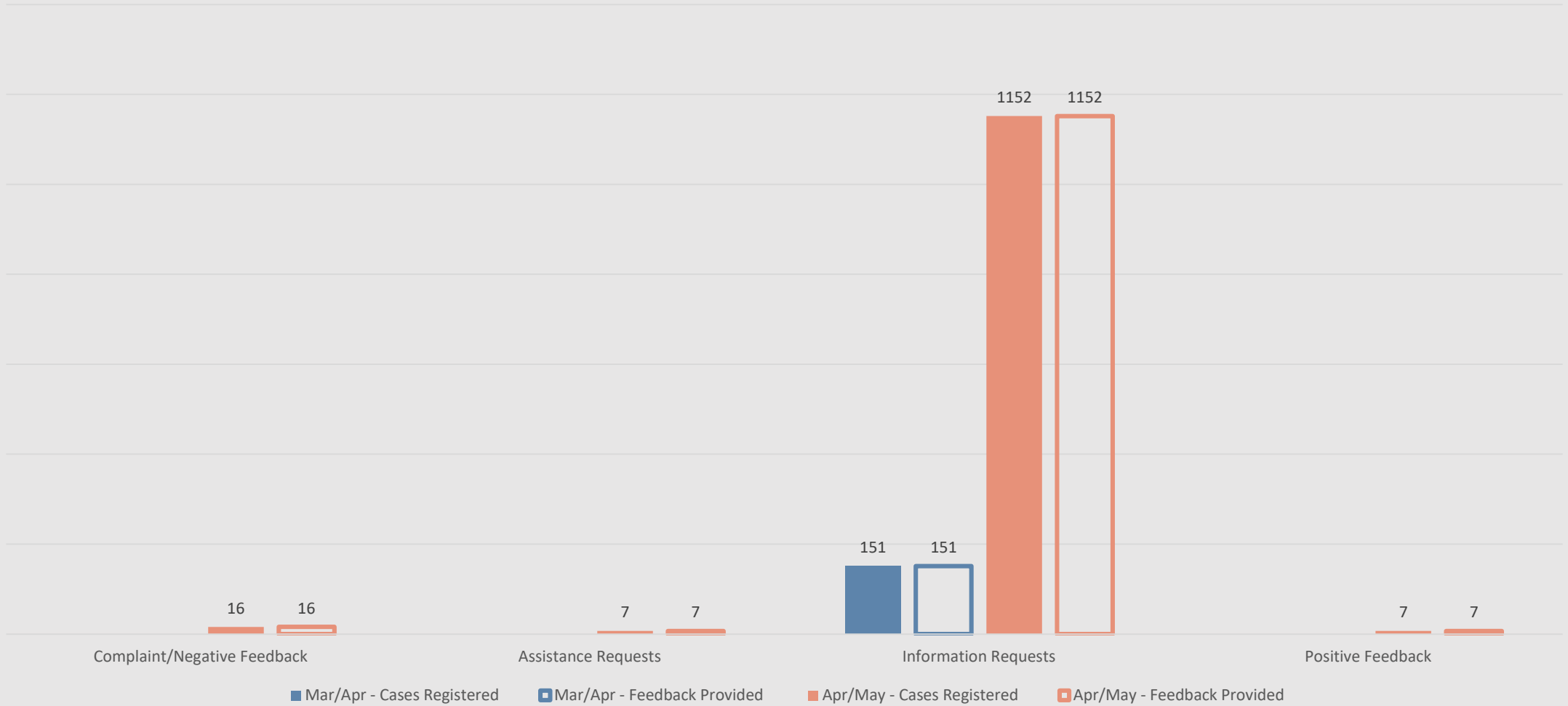
16 April - May 2020
Cases Registered:
368
Feedback provided:
325



HEALTH



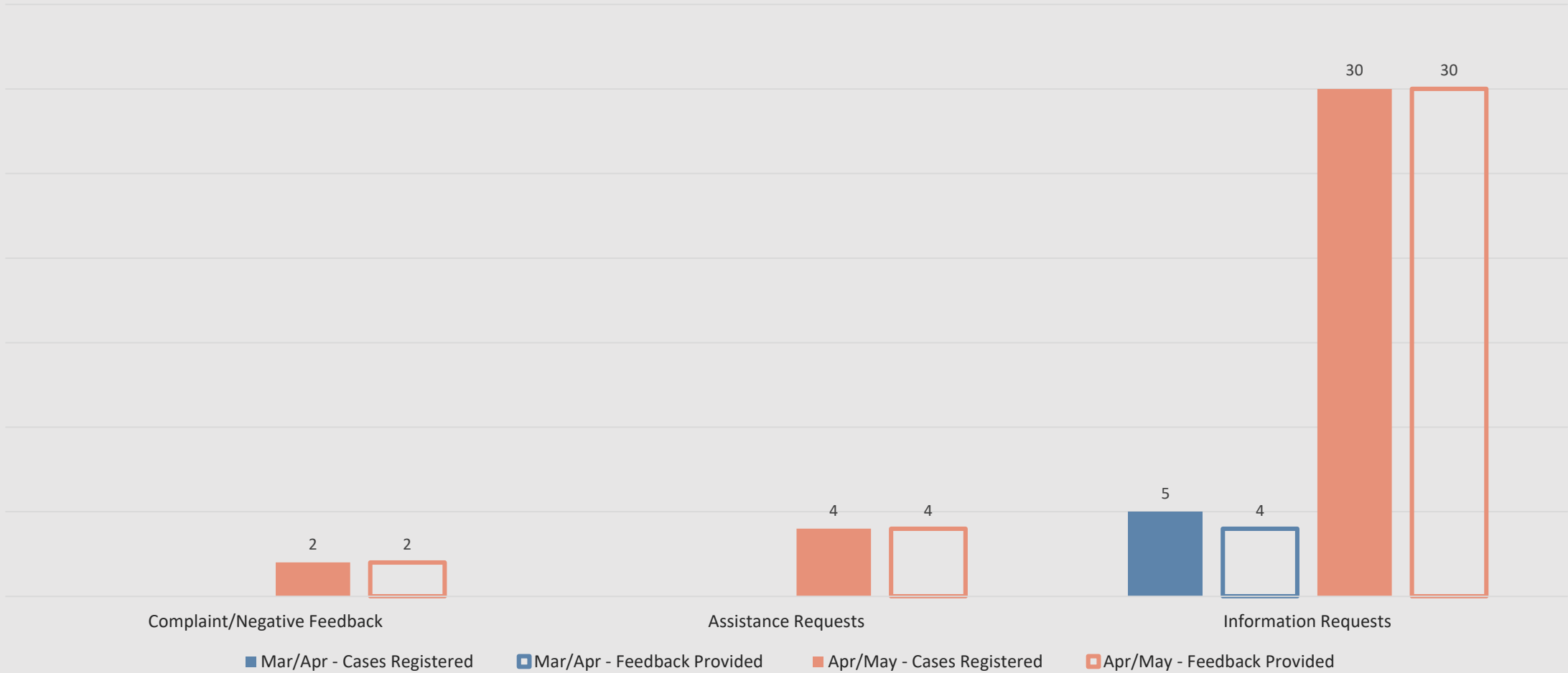
16 April - May 2020
Cases Registered:
1182
Feedback provided:
1182



EDUCATION



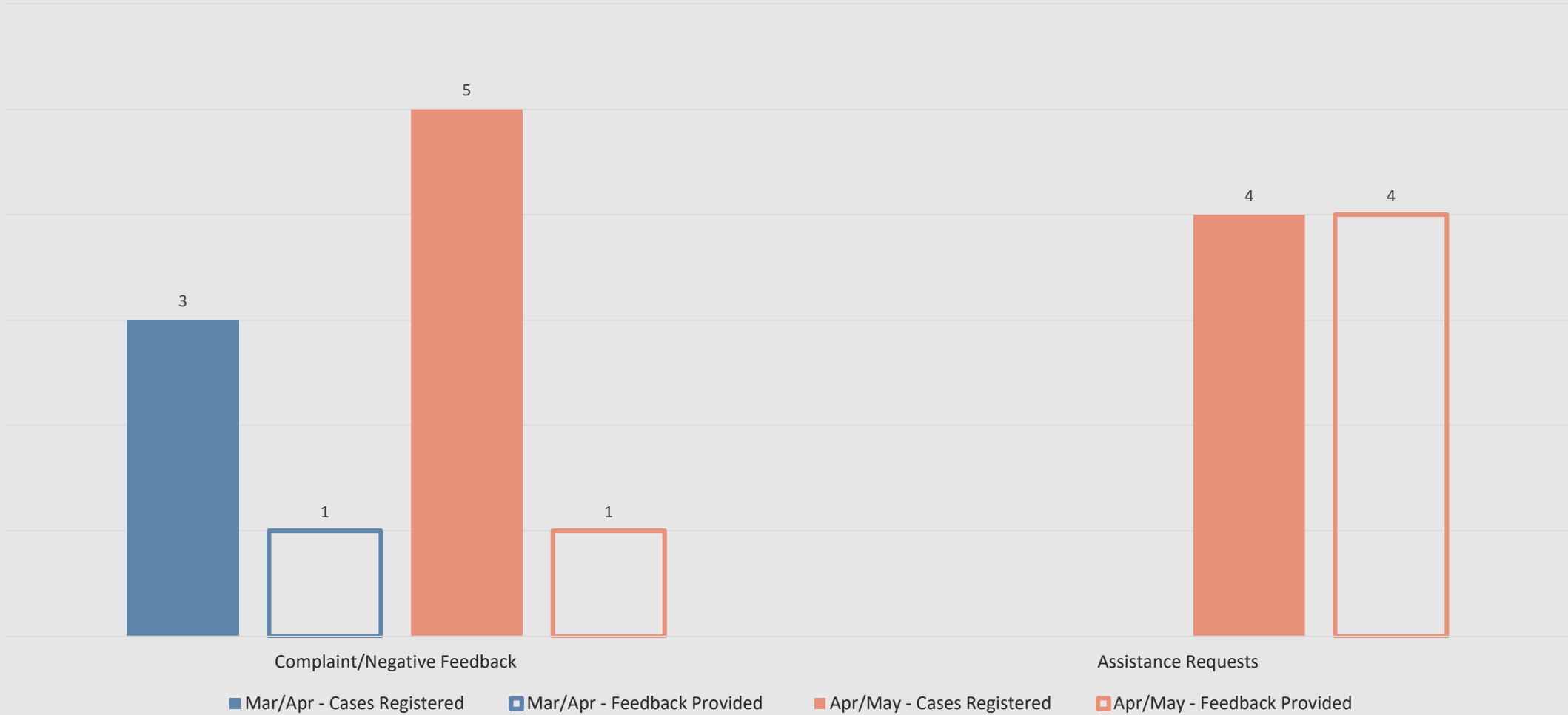
16 April - May 2020
Cases Registered:
36
Feedback provided:
36



WASH



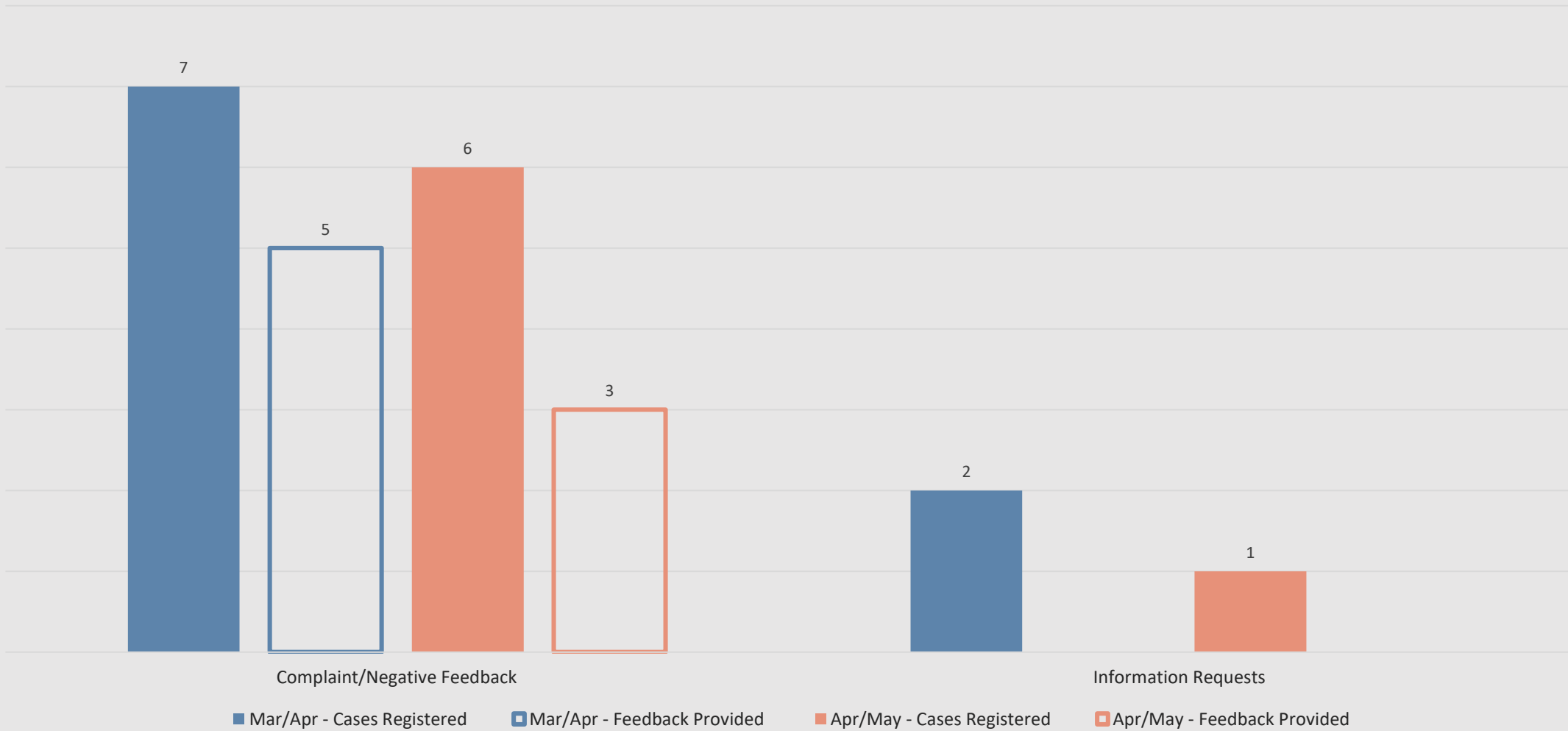
16 April - May 2020
Cases Registered:
9
Feedback provided:
5



CCCM



16 April - May 2020
Cases Registered:
7
Feedback provided:
3



LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH APRIL - 15TH MAY 2020

Overview

- ❖ As of May 15, 2020, Linha Verde da Resposta a Emergencia (1458) recorded a total of 11,815 cases with a feedback rate of 85%.
- ❖ Most calls continue to come from Sofala, with 80% of total cases, followed by Manica 6% and Zambézia with 5%. However, it is important to note that in this period, we increased our reach to receive calls from districts that were not included previously by some of the humanitarian response programs.
- ❖ In this period, we saw for the first time, that most calls were not related to Food Security. Since the past period, there was already an acceleration in cases concerning Health / Covid-19, which in this period meant 76% of the total registered cases and Food Security 22% of the cases. This fact reinforces Linha Verde 1458 as a dynamic and flexible CFM that has been adapting its characteristics in terms of demands and geographic distribution of calls, without however changing its mandate.
- ❖ Calls for “information requests” remain prevalent due to the Covid-19 context in the country. Many people, due to the lack of access to information through internet, television or radio, have used the Linha Verde 1458 to keep themselves informed about the current situation of this disease.
- ❖ A monthly summary of Covid-19 calls is presented in the second section of the document, which also includes reference to sectors relevant to concerns about Covid-19.

Interagency Coordination and with the National Government: April - May 2020

- ❖ In May 2020, Linha Verde 1458 completed one year of operation. This fact was publicized on social media with visibility and repercussions:
https://twitter.com/wfp_mozambique/status/1263609179903873027

- ❖ WFP is in the process of finalizing co-financing agreements between United Nations institutions (UNFPA, IOM, WHO, UNHCR, UNICEF, FAO, UNDP) and the international NGO network for the continuation of Linha Verde 1458 for another year.
 - This marks a dynamic period of work for the Linha Verde 1458, with the aim of strengthening interagency collaboration within the framework of international commitments to central protection in humanitarian operations, responsibility for the affected population and protection against sexual exploitation and abuse (PSEA).
- ❖ 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 concerning Covid-19 and forwarding suspected Covid-19 cases to specialists of health.

Gender Based Violence (GBV):

- In coordination with UNFPA and MISAU, communication material on rights and denounces A Linha Verde 1458 works in partnership with UNFPA to deal with cases of domestic violence and when the case is related to children, the Linha Fala Criança, which manages the number 116 which is also indicated in the communication material.
- In May, 30 cell phones were donated to Pemba and 36 cell phones to Beira for UNFPA-trained GBV activists. The objective was to promote access for women, resettlement centers in Sofala and accommodation centers in Cabo Delgado to Linha Verde 1458 to have safe and quality information, as well as to facilitate reports of possible irregularities in the humanitarian response through this CFM.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH APRIL - 15TH MAY 2020



- ❖ Requests for assistance continued to come in, accounting for 17% of all cases in the response to Idai. Most were related to requests for continued food aid because of poor production or due to floods earlier in the year.

Food Security

- ❖ **Quality problems:** Some quality problems have been reported especially for beans (Nhamatanda, Sofala), but most cases have been resolved, especially those who called Linha Verde 1458 as soon as they saw the problem during distribution.
- ❖ **Abuses of power - Fraud / Corruption:** Local leaders asking for money to put names on the list and / or undue inclusion in the lists of people close to the leaders in the resettlement centers (Bandua, Mandruze and Mandruze-2, Muconja, Metuchira). Also, cases where there is confusion in making lists for other purposes of the community outside humanitarian aid or cases related to other projects of other institutions.
- ❖ **Requests for information on duration of assistance:** People working on the FFA program were not sure whether to continue with activities. Linha Verde 1458 informed callers that they would no longer receive assistance for the assets created. And if they chose to continue the work for the common good, they should do so also in consideration of the Covid-19 prevention measures (Sofala and Manica).

Humanitarian response in Cabo Delgado: April - May 2020

Cabo Delgado's registered cases increased from 32 to 138 mainly due to requests for information on the situation of Covid-19 in the country.

- ❖ However, we also noticed an increase in cases due to the conflicts that have intensified in that region and a greater geographic distribution of cases (see on slide 12).
- ❖ During this month, requests for food assistance in Pemba stand out from people hosting IDPs.

IDAI Response: April - May 2020

- ❖ In the period between April 16 and May 15, 2020, there was a significant increase in the number of cases received via Linha Verde 1458, rising from 346 cases last month, to 1,003 cases with a 96% feedback rate. However, of the total cases received, 60% is related to requests for information about Covid-19.
- ❖ The total number of specific cases regarding the response to Idai amounts to 408. Among them, the other requests for information refer to the duration of assistance, as well as the time and dates of the distributions that were changed due to the new context of Covid-19 in the country.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH APRIL - 15TH MAY 2020

- ❖ From Metuge and Ancuabe, displaced persons contacted shelter for, pots, clothing, agricultural tools, machetes, buckets, latrines and other goods to start their lives again, because they fled the war without carrying anything.
- ❖ It is also important to note that many inclusion errors relate to internally displaced beneficiaries, who should be receiving help, but are not due to a change of location and issues with registration with local authorities in host communities (Ancuabe, Metuge, Montepuez, Pemba and Meluco).

Drought Response (Tete, Nhambane, Gaza and Maputo): April - May 2020

- ❖ A total of 408 cases were recorded between April 16 and May 15, 2020. However, approximately 250 of the calls refer to requests for information about Covid-19.
- ❖ Requests for assistance represent 24% of all cases. Of the 100 cases received, 89% are for food. Most were related to requests for continued food aid until July or August due to poor production due to lack of rain, mainly from Panda.
- ❖ Cases of corruption and abuse of power are usually beneficiaries who are coerced into cultivating the land of local leaders and leaders who maintain profits from the sale of goods produced in the FFA (Mutarara and Panda).

LINHA VERDE DA RESPOSTA A EMERGÊNCIA
16TH APRIL - 15TH MAY 2020

Trends: Covid-19

**COVID-19: CASE CATEGORIES AND
CASES BY PROVINCES**
16th APRIL – 15th MAY 2020

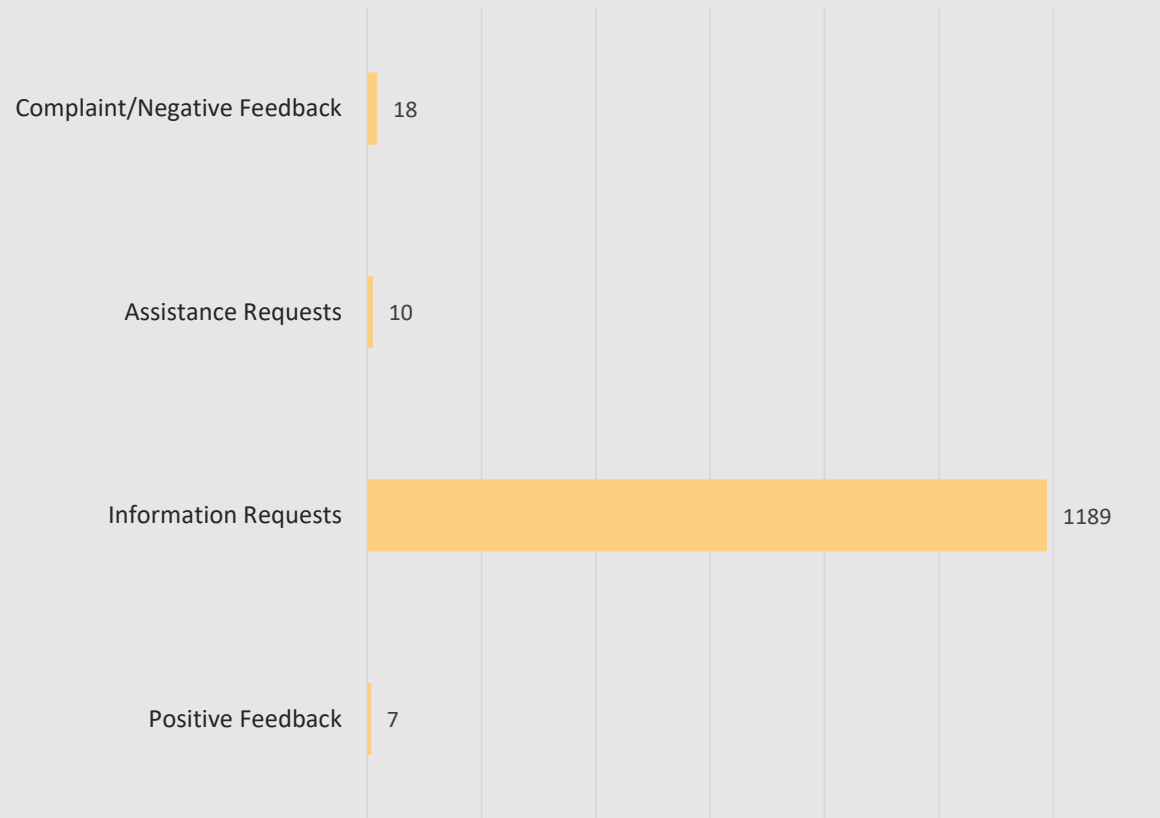
16 de Abril – 15 de Maio 2020

Nr. of cases about the Covid-19:

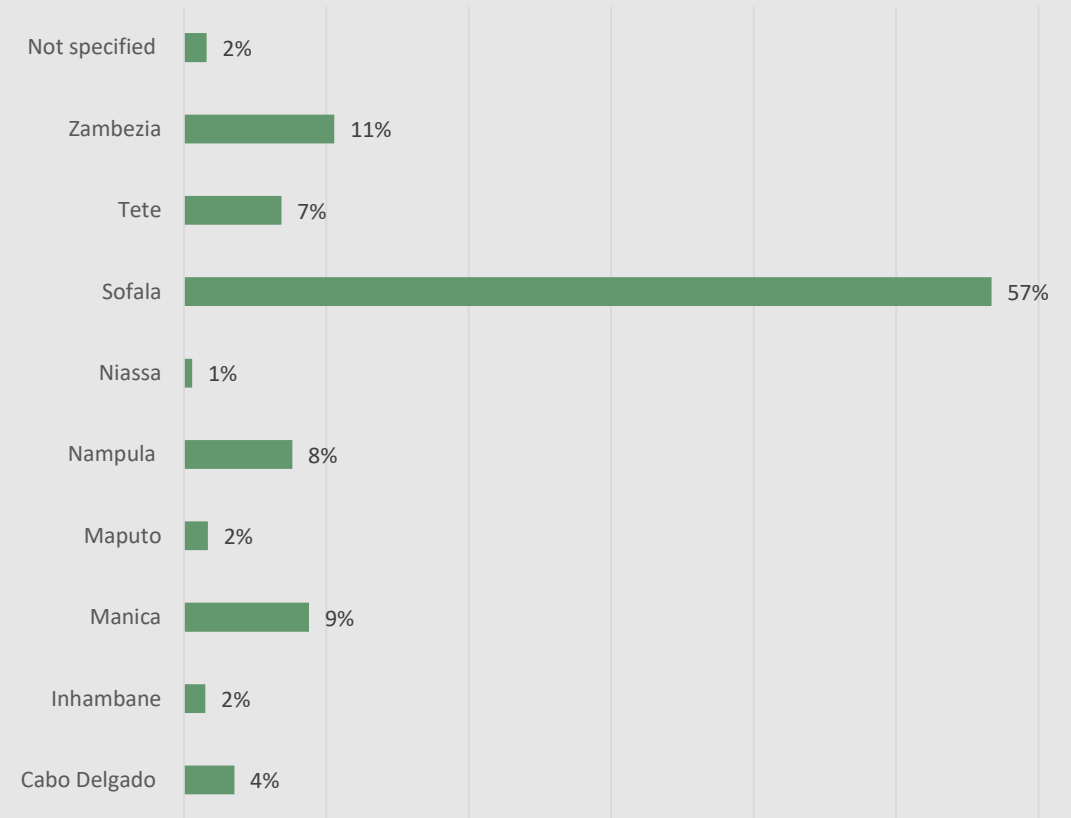
1224

76% of the cases registered through the Linha Verde 1458 between April 16 and May 15 were Covid-19 related.

CASE CATEGORY

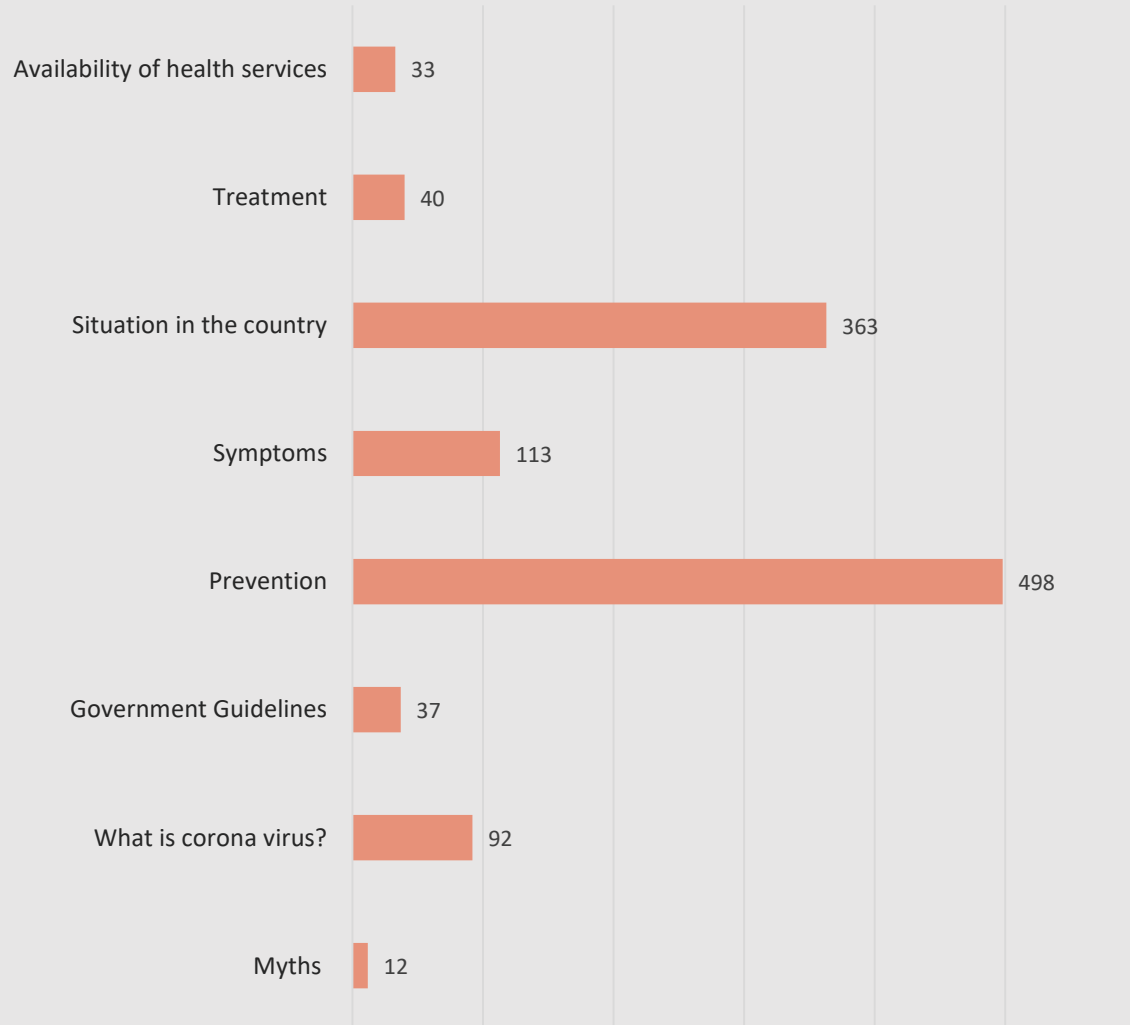


CASES BY PROVINCES

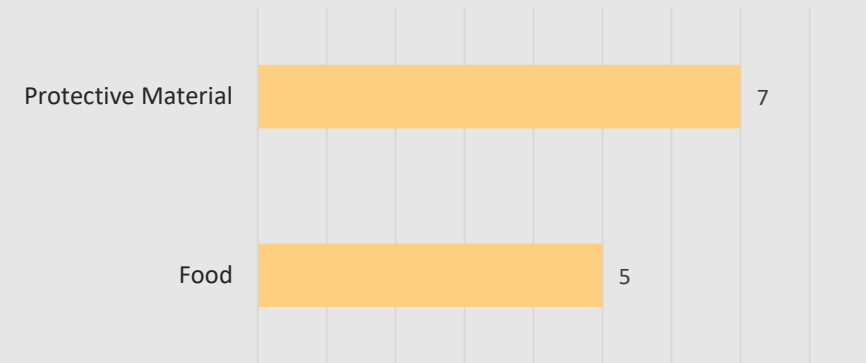


COVID-19
16th APRIL – 15th MAY 2020

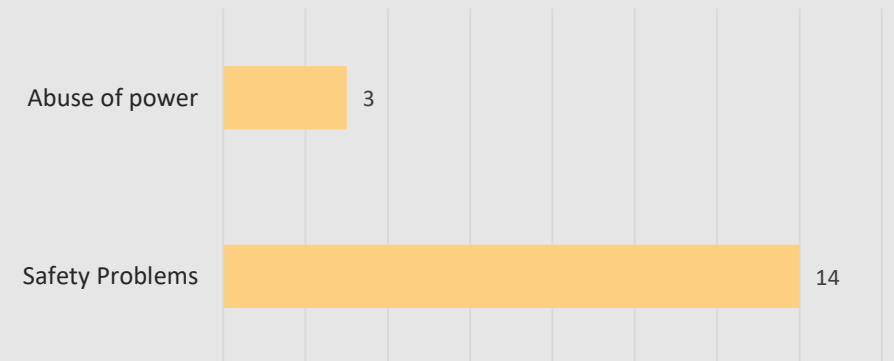
INFORMATION REQUESTS



ASSISTANCE REQUESTS

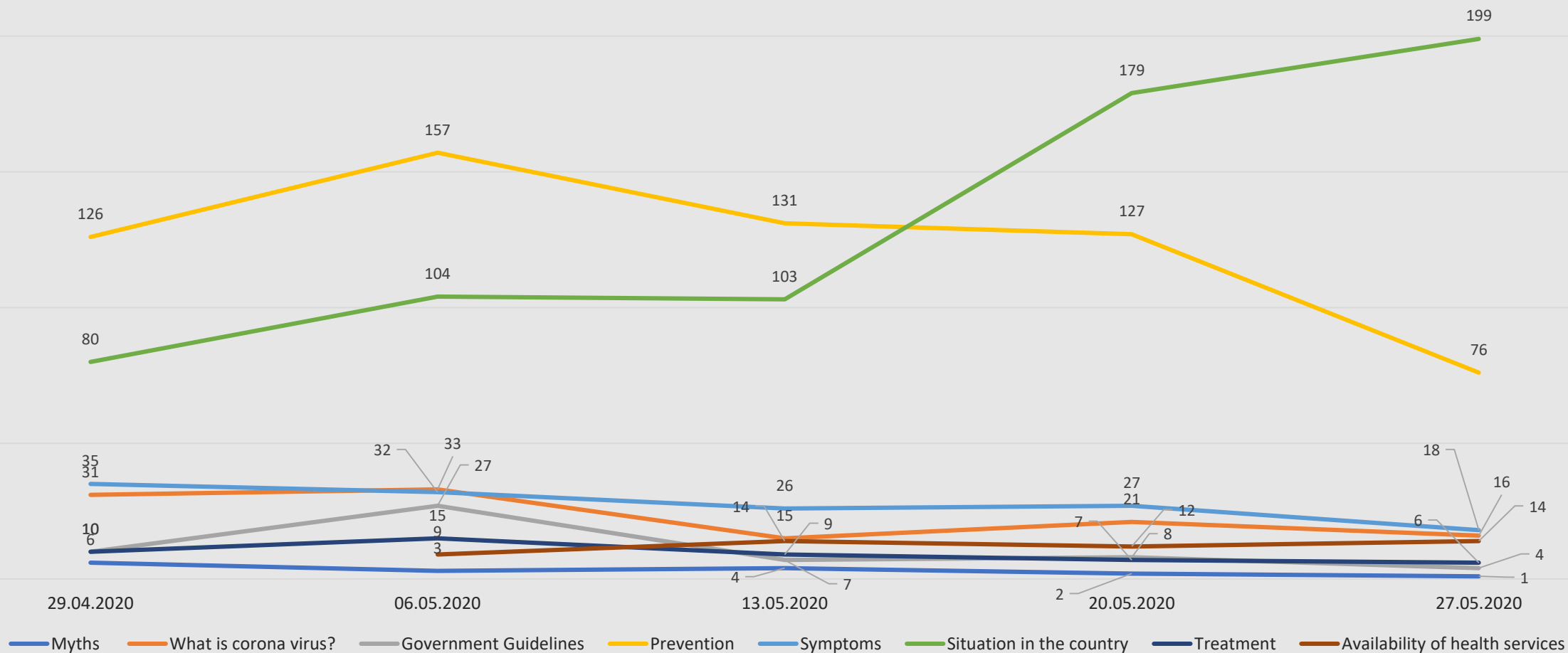


COMPLAINTS



COVID-19: BREAKDOWN OF REQUESTS FOR INFORMATION

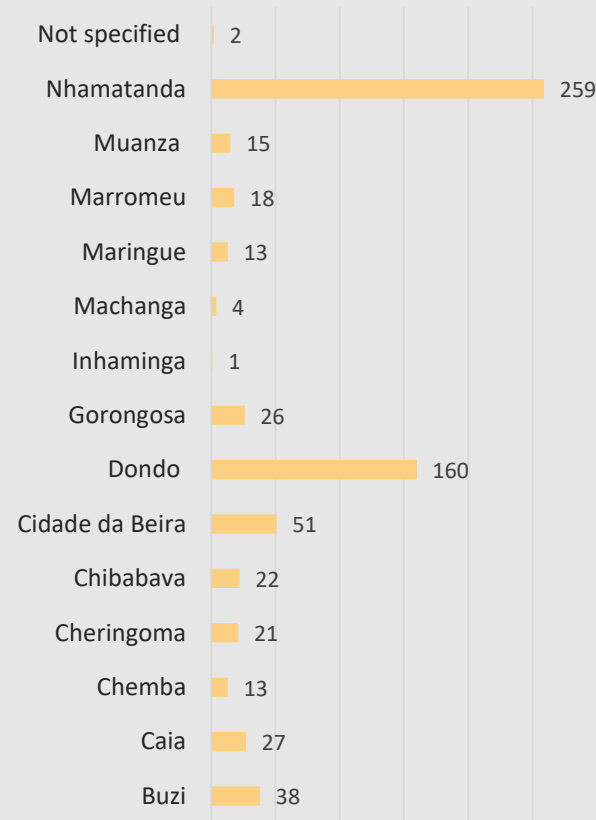
16th APRIL – 15th MAY 2020



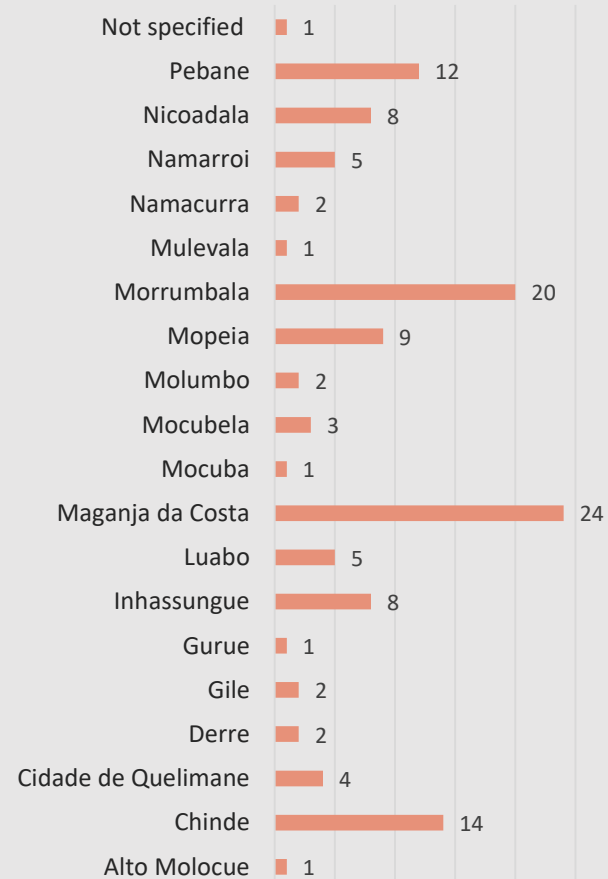
COVID-19: LOCATIONS OF COVID-19 CALLS

16th APRIL – 15th MAY 2020

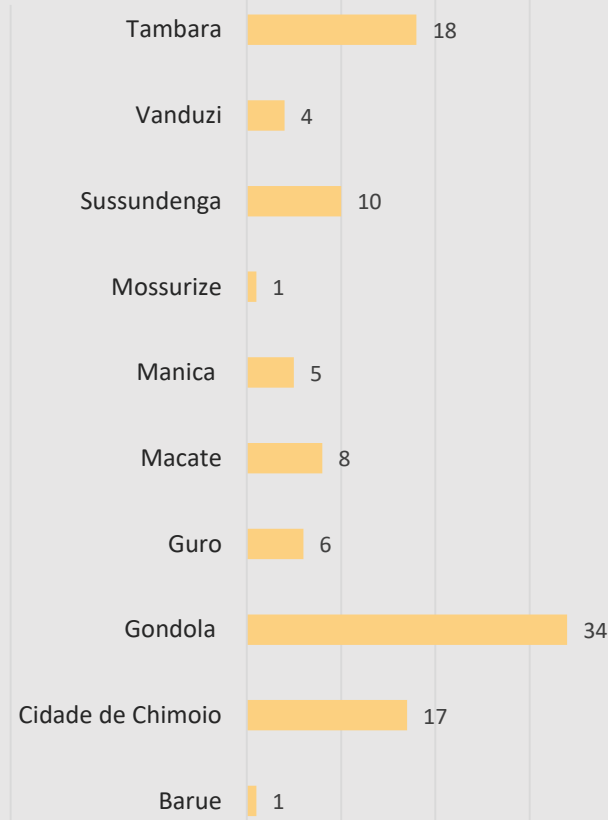
SOFALA - 670



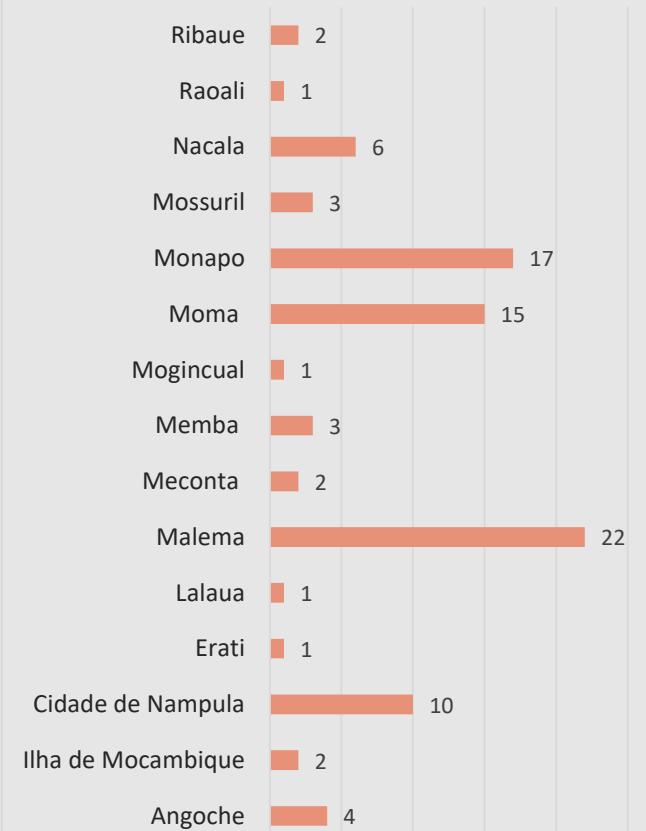
ZAMBEZIA - 125



MANICA - 104



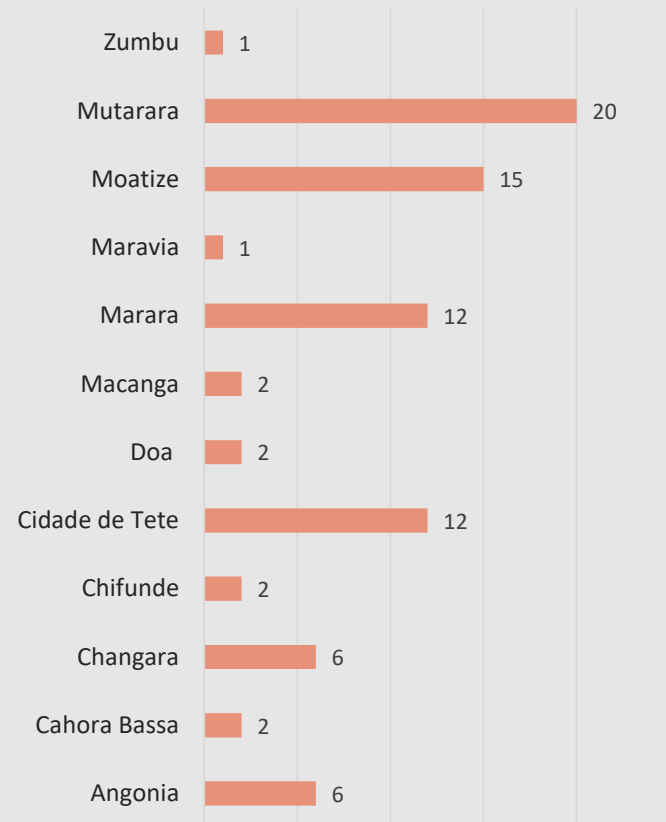
NAMPULA - 90



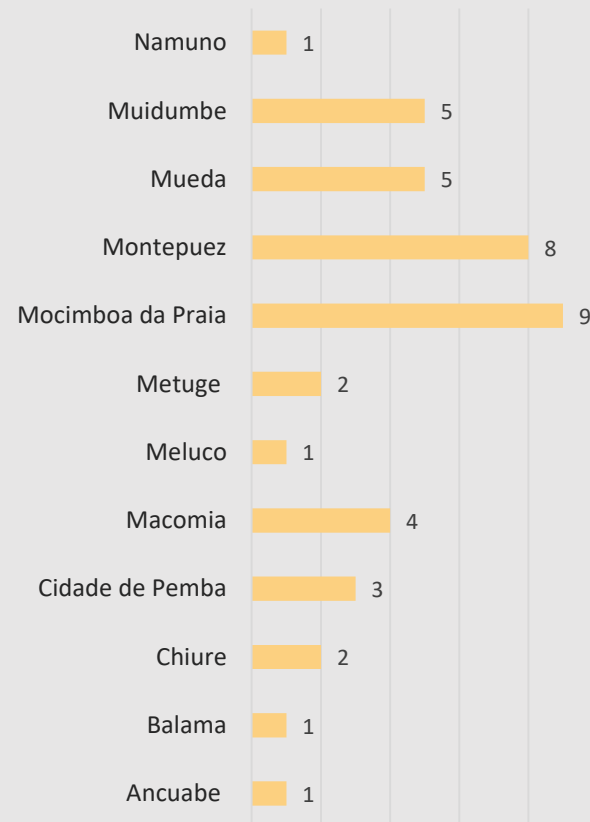
COVID-19: LOCATIONS OF COVID-19 CALLS

16th APRIL – 15th MAY 2020

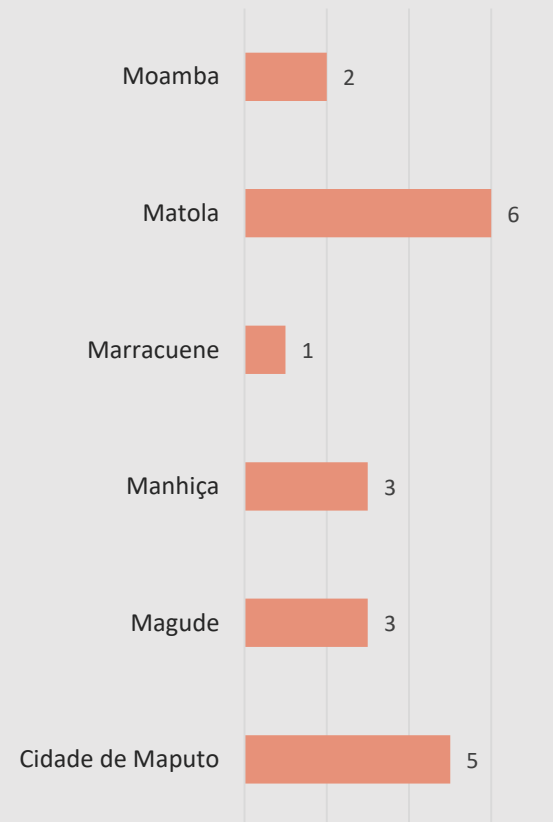
TETE - 81



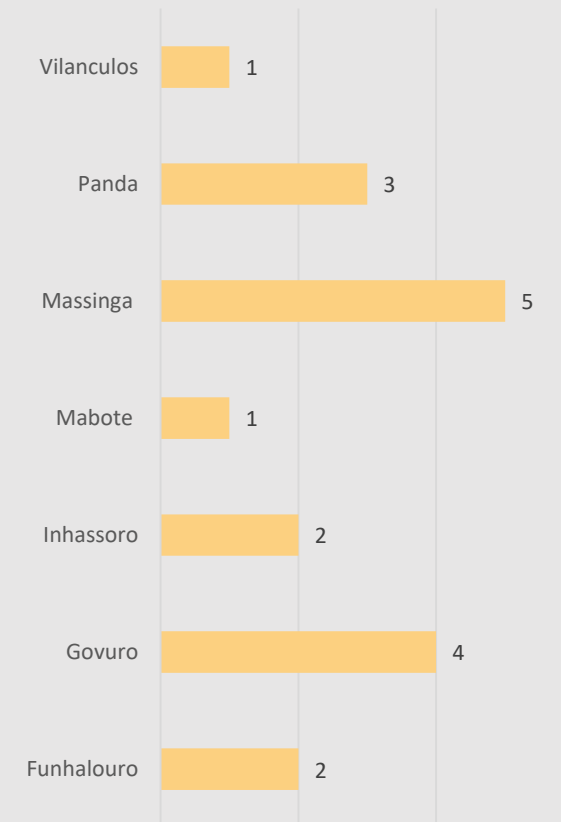
CABO DELGADO - 42



MAPUTO - 20



INHAMBANE - 18



NARRATIVE: COVID-19

16TH APRIL – 15TH MAY 2020

Covid-19: April - May 2020

❖ Linha Verde da Resposta a Emergência 1458 received between 16 April and 15 May 2020, a total of 1616 registered cases, of which 1224 were for information requests about Covid-19, which represents 76% of the total cases recorded in the month. However, operators are instructed to offer callers messages about Covid-19, regardless of the purpose of the call. Since COVID-19 cases began to be reported in neighboring countries in March, Linha Verde 1458 also started to receive requests for information about the virus.

Overview of use the mechanism in the context of Covid-19

- ❖ Most of the calls were for information requests. This category was subdivided into 8 subcategories. During the period in question, we noticed the gradual evolution of the demands for prevention and the current situation in the country. The most frequent doubts regarding the current situation, relate to:
 - How many cases are there in the country? In which locations? How many recovered?
 - Are there specific hospitals that serve Covid-19?
 - If the disease already has treatment, cure, vaccine, medicine.
- ❖ Many 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 medium.
- ❖ During this period, Linha Verde 1458, sent 3 SMSs to approximately 71 thousand contacts in the database on Covid-19 prevention measures. The result was very positive, as in addition to informing the population of rural areas with little access to information, with each SMS sent, the number of calls increased.

Requests for Clarification:

- ❖ The analysis of requests for clarification indicates the following topics between April 16 and May 15:
 - **Reopening of schools and annulment of the school year:** during this period, demands begin to evolve from “when will classes return?” for “will the school year be canceled?” since many students are unable to attend tele classes and study from home.
 - **Use of masks:** How to use them? Can you share and borrow? How long should it be washed or changed after use? How to access?
 - **How to protect children and babies:** Isolation, wearing masks, food, etc.
 - **Breastfeeding women and baby feeding:** Whether women should continue to breastfeed and how they should feed their children correctly.
 - **Contacts between couples:** can you share a bed with your spouse? /Can you kiss and / or have sex?
 - **Practice sports:** If people can train and play sports.
 - **Coin / money handling:** How to prevent yourself when handling it.

Assistance requests:

- ❖ Most requests for assistance concern access to protective materials, mainly masks and others related to access to water buckets with taps for communities especially for shared amenities in resettlement sites.

Complaints:

- ❖ Complaints are generally related to the risk of the spread of the disease due to people being found in large groups and abuses of power. The cases of abuse of power mainly concern police officers improperly charging people in the city of Tete who are found taking public transport to go grocery shopping (Tete), as well as charging police officers who are drinking or are not wearing masks (Sofala).

NARRATIVE: COVID-19 16TH APRIL – 15TH MAY 2020

Myths and Rumors:

- ❖ Myths and rumors continue to appear in calls. However, the number has been decreasing every week. Linha Verde 1458 operators have closed all cases during calls with correct clarifications. In addition to those already reported in the last report (if the virus resists high and low temperatures; black people do not catch it; myths related to religious issues, etc.), the following were recorded in this period:
 - "The caller heard that Covid19's cure requires ridding feces and rubbing them on the face of the person suffering from this pandemic." (Gaza, 04/26/20)
 - "Can the consumption of alcoholic beverages cure the corona virus?" (Sofala, 05/06/20)
 - "The caller says he heard that the Corona virus flies, he wants to know if it is true". (Tete, 05/05/20)
 - "Does drinking hot water help fight corona virus?" (Sofala, 05/09/20)
 - "Can we use manufactured in China?" (Sofala, 05/08/20)

Education

- ❖ Since the government interrupted classes with the closing of schools on March 23, due to the Covid-19 context, Linha Verde 1458 has received many calls asking for information about the date of return of classes or if the year will be canceled. Many male and female students do not have access to televised classes and find themselves without minimum conditions of study. Other calls mainly concern requests for assistance in learning materials.