

LINHA VERDE 1458 ANNUAL OVERVIEW

JAN-DEC 2021

Overview

From June 2021, Linha Verde da Resposta a Emergencia 1458, the interagency humanitarian response hotline service continued into its 3rd year of operation. Under management of WFP and working with a third-party call center service provider, **the service is jointly funded by 9 UN agencies (WFP, IOM, UNICEF, UNHCR, WHO, UNFPA, OCHA, FAO, UNDP) until end of May 2022.** A total of 320,000 USD was committed by agencies for the running of the service and for community outreach materials, with 97% of the funding committed (see page 10 for further detail). A buffer fund has been maintained to account for exchange rate fluctuations in the context of reverse billing for call costs whenever there are spikes in numbers of calls due to unforeseen events. It is also there to cover necessary collaboration activities in production of visibility materials and travel.

From January – December 2021, Linha Verde 1458 registered a total of 30,604 cases related to humanitarian response in Mozambique and 96% of the cases were addressed. It's important to note however that while cases may have been addressed, partners and Linha Verde 1458 operators are not always able to contact people with the clarification or action as phones may be borrowed and in the context of Cabo Delgado and Nampula, people may have moved. **69% of registered cases were information requests, 18% complaints, 8% positive feedback, 4% assistance requests and 1% technical problems¹.** The composition of these case-types are discussed further in the sections below covering the period of January to December 2021.

Through active collaboration and support of the inter-agency partners and clusters, Linha Verde 1458 is able to support the response as a two-way information relay mechanism. To this regard Linha Verde 1458 strives to continuously acquire and maintain a repository of useful information regarding interventions of the various humanitarian actors on the ground in order to provide timely clarifications, refer concerns for action and link people to channels through which they can seek redress locally. **The high feedback rate for the past year (96%) demonstrates the value added from this active engagement.**

Through monthly reports Linha Verde 1458 has highlighted to a wide range of actors engaged in the humanitarian response recurring issues that can negatively affect various programme results as well as the trust of the beneficiaries and affected population. The objective of these reports is to enable humanitarian actors to analyze and address these issues in a timely manner and understand in the immediate and long term the affected populations' perceptions of the assistance.

Calls regarding **gender-based violence and child protection** has continued to rise, particularly in response to **sms outreach efforts**. Linkage of victims to protection services is reliant on availability of case workers and capacities within established referral pathways to Government services. Staff turnover within some sectors has impacted on Linha Verde's capacity to connect people to services, but **Linha Verde 1458 directs callers to services, explaining what to expect while referring cases for follow up by case workers on the ground.** It's important to note, however, that concerns raised through the hotline remain largely

¹ Mainly being challenges with cash transfers from different partners.

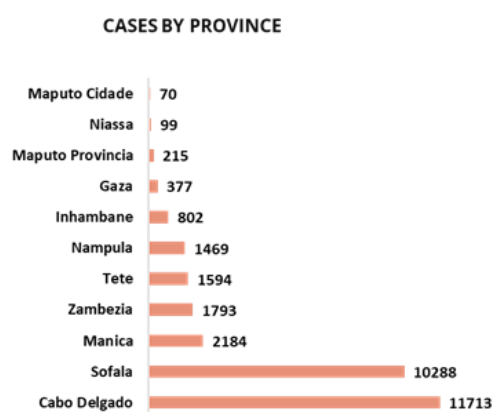
focused on the provision of **food assistance, at a decreasing level, Covid-19 and through the cyclone season, we see a spike in concerns regarding meteorological reports.**

Linha Verde 1458 established an **interagency steering committee** that meets regularly to foster joint collaborations, advocacy on behalf of the service and accountability of the actions of the service following a recommendation from the HCT. The steering committee has also supported the hotline service in improving existing protocols within operation of the service. However, while there was initially a high level of interest in membership of the steering committee, meetings have only been attended by a core group of organisations, suggesting that the structure may need to be revised.

The following sections provide a deeper insight into the trends in community feedback from the affected population via Linha Verde 1458 across Mozambique in the past year.

KEY TRENDS AND HIGHLIGHTS

The total number of calls received in 2021 was 256,105 via Linha Verde 1458, averaging 21,324 calls per month. Of these calls, 30,604 were registered as cases regarding humanitarian interventions, representing **approximately 10,000 more case registries**. The high contrast in calls versus cases results from new users curious to determine if the service is functional, people and children playing around, actual users who might struggle to get through due to network issues and more prevalently, people confusing the hotline for corporate hotline services (EDM 1455 and TMT 1456, Vodacom, Tmcel and Movitel).

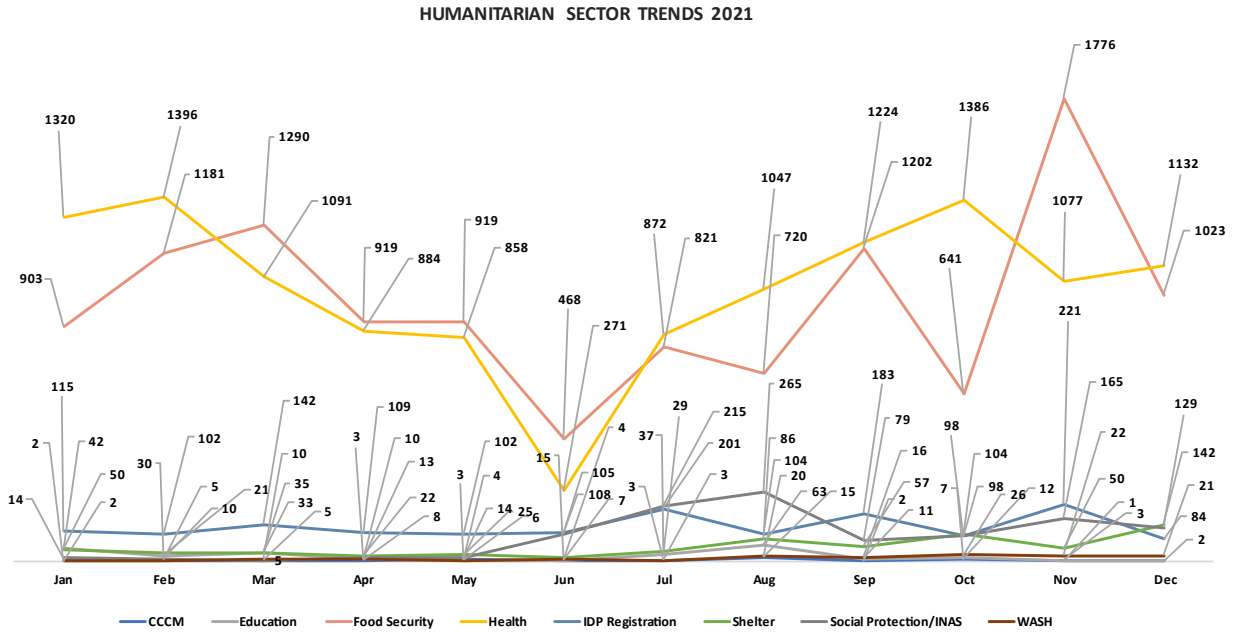


Noting the shift we see in the majority of cases per province from the central region to the northern province, the continued engagement of the affected population in Sofala despite a significant reduction in humanitarian interventions has demonstrated Linha Verde 1458s functionality as a trusted reporting mechanism to seek information and report concerns regarding the emergency situation. This is particularly relevant in the context of early warning for tropical depressions and cyclones where people actively call the hotline to verify alerts and seek further clarification and guidance. This active engagement from the affected population across the country in turn provides humanitarian

organizations with data that can help determine how to best plan and implement programmes in ways that account for concerns and protection risks highlighted by the affected population.

Awareness raising carried out by humanitarian actors and their partners in the community and via other communication channels has helped to broaden the user base of the service, which is demonstrated in increased engagement around Camp Coordination and Camp Management (CCCM) and shelter, although food remains a primary concern. Spikes in cases around food security are associated with WFP being forced to halve food rations due to funding gaps with distributions taking place every other month. Key trends where the cases spike are mainly associated with people requesting information about the upcoming distribution dates and concerns about changes in beneficiary lists from one distribution to the other (see graph “**CASE TYPES-ALL**”). It’s worth noting that management of beneficiary lists generally has remained a key concern throughout, further reflected in the consistent trend of concerns raised about

IDP registration in a context where local leaders are mandated by local authorities to capture and update IDP data which is then used to produce beneficiary lists for humanitarian assistance.

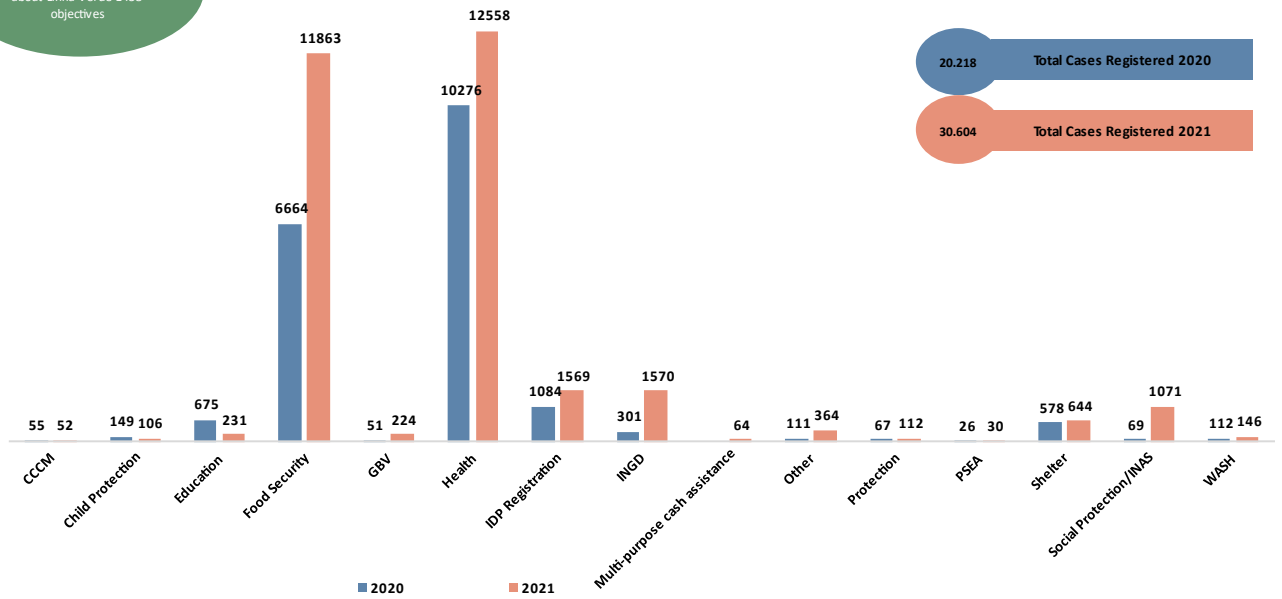


An additional visible trend is the higher engagement of the affected population in the beginning and end of each year when the country is most vulnerable and consequently has suffered effects of tropical storms and cyclones. Linha Verde 1458 has leveraged existing linkages with INGD’s Emergency Operations Committee in order to provide approved information on weather alerts as well as individual and communal preparation and mitigation measures whenever communities are at risk of climatic events.

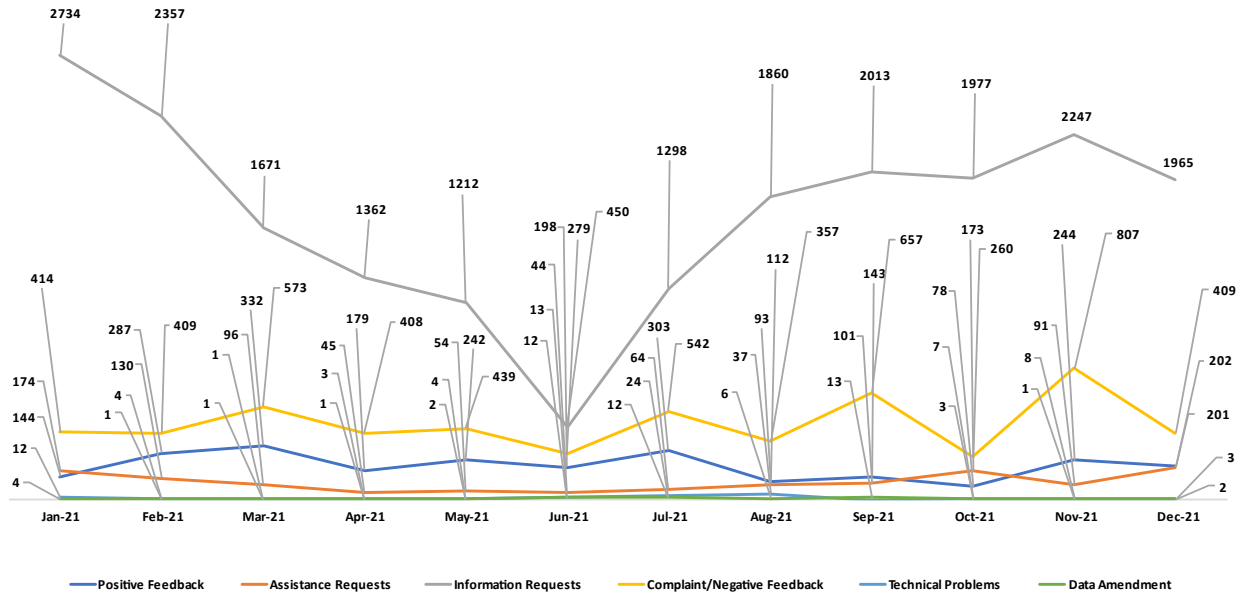
The second graph demonstrates a significant increase in cases between years, with 10,685 (+35%) more cases registered in 2021, while we can also see a notable rise in engagement from year to year around social protection interventions and disaster management (INGD).

Most cases from Sector Other refer to inquiries about Linha Verde 1458 objectives

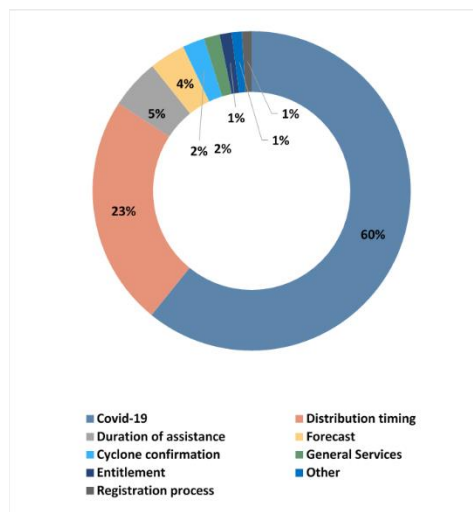
CASES PER SECTOR 2020 VS 2021



CASE TYPES - ALL



INFORMATION REQUESTS %



INFORMATION REQUESTS

Linha Verde 1458 emphasizes the power of information to help ensure that the rights of the affected population are assured, and that humanitarian response processes, roles and responsibilities are made clear to the affected population in order to reduce opportunities for manipulation and abuses as well as preventing community tensions. Throughout the year of 2021 Linha Verde 1458 received mostly information requests with a slight rise in this trend over the past year from 63% in 2020 to 69% in 2021. The majority of the information requests are inquiries on Covid-19 issues, with 60%, closely followed by requests for information on the next food distribution date 23%, a concern which increased in prevalence since food distributions for the IDP response started to take place every other month.

Other queries concerned weather events (forecast, cyclone/storm confirmation) at 6% and access to assistance, 3% (targeting criteria, entitlement and registration). For most of the information requests, due to pre-defined FAQs, Linha Verde 1458 was able to provide immediate feedback during the call and close the cases.

COMPLAINTS

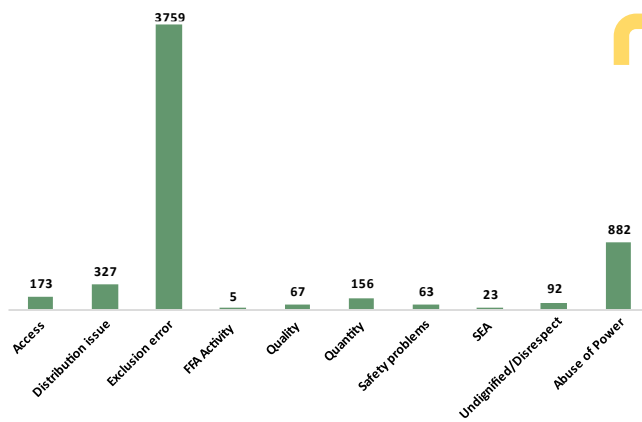
Complaints are cases which tend to remain open for a much longer period due to necessary actions of verification and investigation. Complaints of exclusion errors and abuse of power from local leadership have remained the most prevalent complaints. Linha Verde 1458 referred all complaints to the related programme/ organization focal points for further action. In most cases feedback has been received from humanitarian actors on actions taken and shared it with the callers to verify if they recognize the actions taken and can confirm that they respond to the concern.

Reported exclusion errors have mainly originated from people who claim to have been receiving assistance but were for some reason removed from the beneficiary lists. Verifications by Government and food assistance partners to ensure that targeting criteria (IDPs) are met, as well as the regular movement of the IDP population are most commonly the reason for these reports, although human error in the context of continuous manual updating of lists has also been cited. It was clear throughout the year that people mostly complained during the months when food distributions would take place since food assistance had to be halved and shifted to bi-monthly distributions.

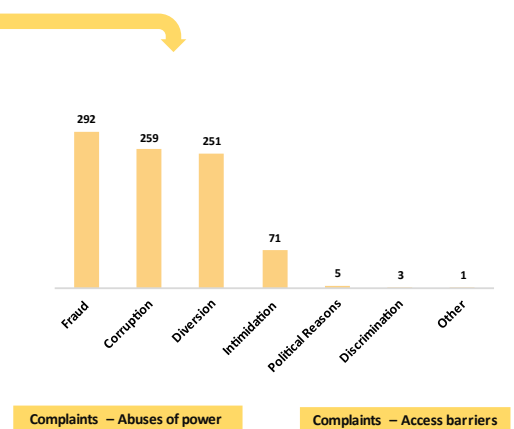
It is important to note that while majority of the abuses of power and access barriers to assistance are reported related to food, the same abuses of power and access barriers are most likely also affecting other types of assistances provided within the same communities as has been demonstrated in a number of locations as all actors are dependent on the same beneficiary lists produced by the local authorities in the context of the response in the north. Most of these issues are localized and with people commonly using the CFMs when they have exhausted all channels, the feedback is bound to be related to the most urgent and tangible need.



COMPLAINT/NEGATIVE FEEDBACK

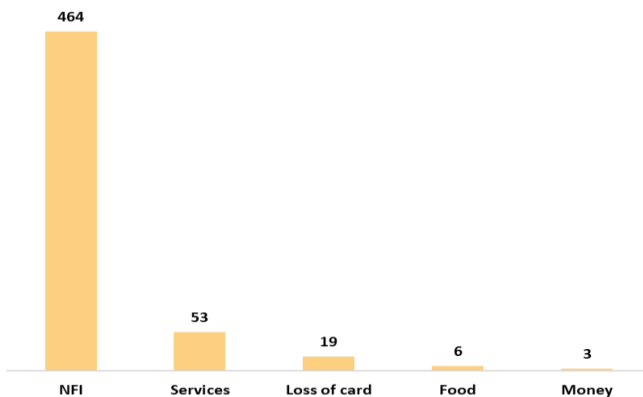


ABUSES OF POWER AND OTHER ACCESS BARRIERS



ASSISTANCE REQUESTS

ASSISTANCE REQUEST



The majority of assistance requests received are requests for Shelter materials like tarpaulins, blankets, kitchen utensils, grass mats and mosquito nets. Other NFI requests received are for hygiene items like buckets, water purifying agent, laundry soap, toothpaste, bath soap, capulanas, underwear and sanitary towels. Requests for assistance in services refers to water and some protection services.

GENDER

It is notable that the usership of the service by men (86%) continues to be high versus women (13%). This has been a consistent trend despite increase in number of female callers in comparison with previous periods. Noting the high male usership of the service in relation to its counterpart mimics the typical cultural set-up in the normal Mozambican household where the man is likely to be the owner or custodian of the mobile phone. The hotline service uses this to its advantage in that all mass SMS campaigns used to raise awareness throughout the year on issues specific to GBV prevention, child protection and

protection against sexual exploitation and abuse are all messages directed to the men opening space for engagement on the topic through the service.

It is however important to mention that the types of concerns raised by men and women are different. The snapshot below shows that women have sought information regarding programs more than they have made complaints in general. Proportionately it is clear that men actively use the service to gather information or clarify information that they have heard elsewhere, with significant engagement on Covid, weather forecasts and to a lesser extent duration of assistance. Women are more proportionately engaging regarding the assistance both requesting information and making complaints. Compared to men, a slightly higher proportion of women users complained about exclusion errors while complaints of abuses of power were similar.

Furthermore, while men provided positive feedback to a greater extent, women's engagement is more inclined to positive feedback on the assistance.

SNAP SHOT OF CONCERNS RAISED WOMEN VS MEN

Case Types	Female	Male
Information request	1840	19176
Complaint/Negative Feedback	1240	4218
Positive Feedback	720	1736
Assistance request	223	1032
Technical problems	18	80
Data amendment	14	63
Grand Total	4055	26305

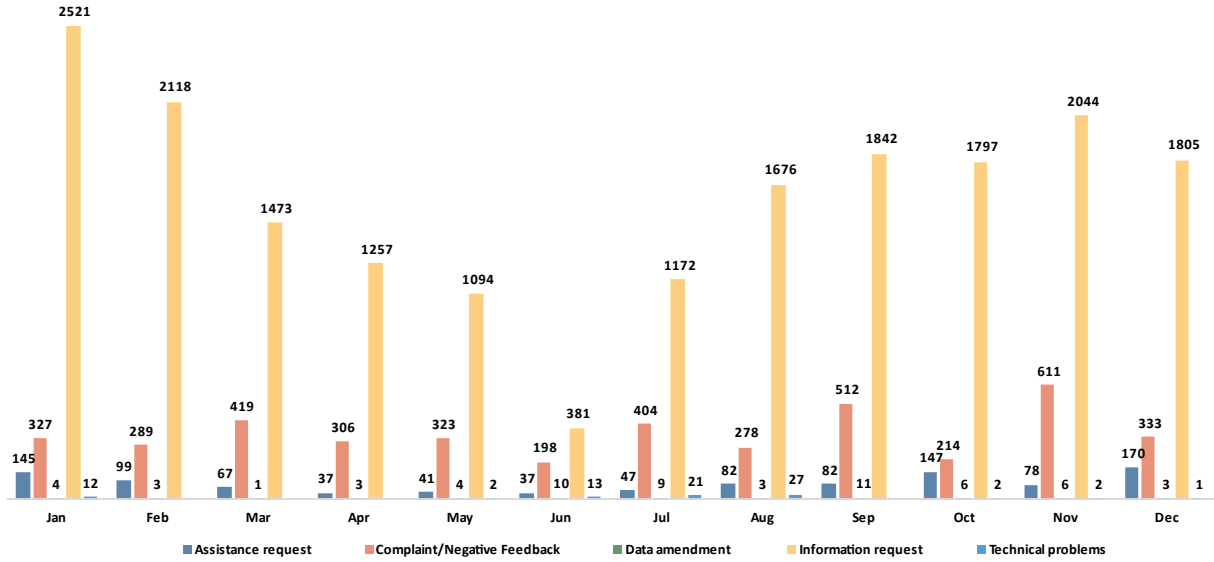
Assistance Request	Female	Male
NFI	107	583
Services	65	219
Food	35	150
Loss of card	11	46
Money	5	17
Card not working	0	12
Covid-19	0	2
Malaria	0	2
Other	0	1
Grand Total	223	1032

Information Requests	Female	Male
Covid-19	610	12037
Distribution timing	609	4237
Duration of assistance	368	681
General Services	58	280
Entitlement	51	200
Forecast	40	713
Registration process	34	171
Cyclone confirmation	28	436
Other	24	192
Targeting criteria	12	87
Mitigation	3	102
Beneficiary card	1	25
FFA Activity	1	2
Use of personal data	1	2
Cholera symptoms	0	4
Health Services	0	3
HR	0	2
Malaria symptoms	0	1
Sexual and Reproductive Health	0	1
Grand Total	1840	19176

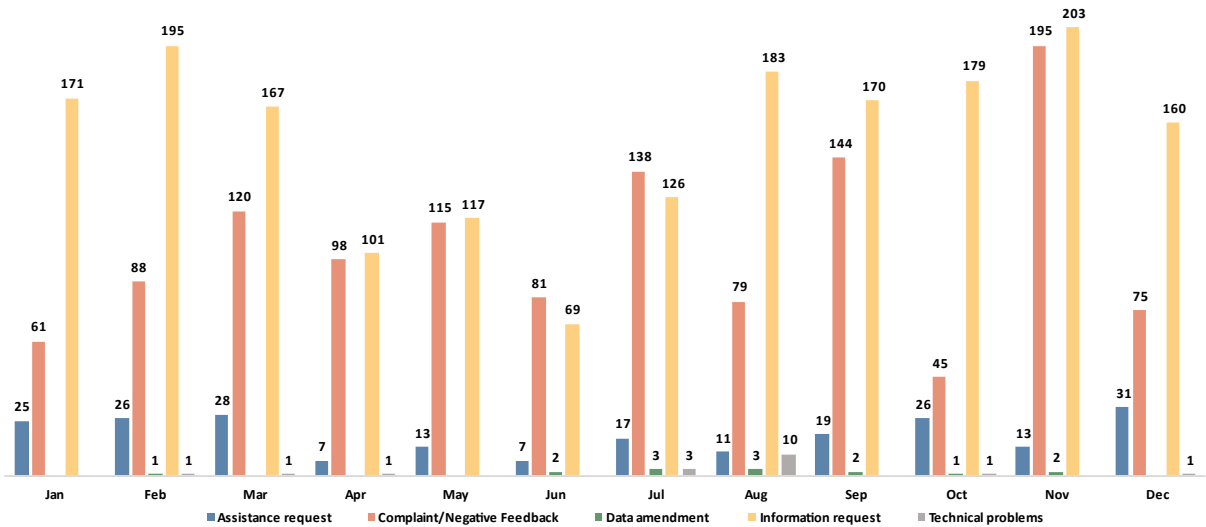
Complaints	Female	Male
Exclusion error	924	2802
Abuse of power	164	662
Distribution issue	50	273
Access	25	147
Quantity	25	128
Quality	17	50
Safety problems	11	50
SEA	11	11
Undignified/disrespect	10	81
Covid-19	2	8
FFA Activity	1	4
Health Services	0	2
Grand Total	1240	4218

Abuse of power	Female	Male
Fraud	63	214
Corruption	49	189
Diversion	42	191
Intimidation	9	60
Discrimination	0	3
Political reasons	0	5
Access	Female	Male
Retail price	18	97
Distance	2	36
Stock	3	9
Social or cultural obstacles	1	4
Infrastructure	1	1
Other	1	0
Grand Total	189	809

CASE TRENDS – MEN - 2021

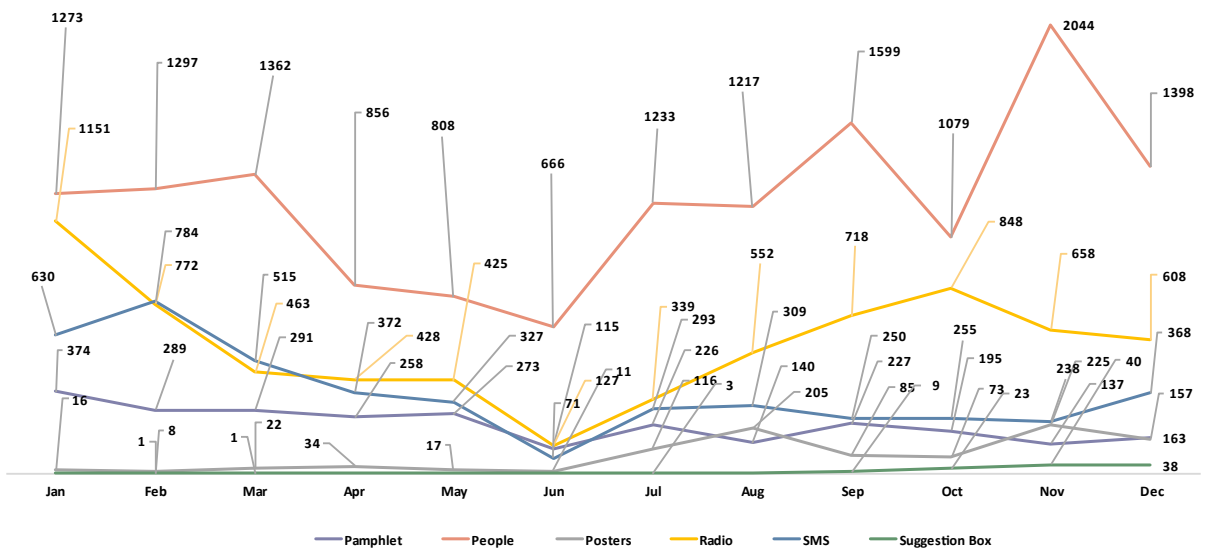


CASE TRENDS WOMEN - 2021



AWARENESS RAISING ABOUT LINHA VERDE 1458

From data collected during the call throughout the year it is clear from majority of users of the service that they came to know of its existence through “people working in the community” followed by radio channels. This shows that information shared in the communities by humanitarian actors and their partners can be triangulated and that people do look for ways to communicate and get further clarification on ongoing interventions in the communities. In result there is an importance of alignment between activities of community engagement and information sharing with the inter-agency hotline and other community-based community feedback mechanisms (CBCM). It is important to mention that Radio spots have been a great method to reach large numbers of people however due to the duration of the spots. It is not always simple to include all the key details about certain ongoing programs hence people have sought clarification from Linha Verde 1458 on the information shared about ongoing interventions via radio spot. Some of these have been related to the food assistance programs. People also call in to confirm if the number works and fulfils the purpose communicated to them on radio.



Throughout the year, the hotline service has also linked people to existing CBCM’s as it shares with people information on presence of the focal points of the community-based community feedback mechanism run by IOM to provide callers with option of local mechanism to raise concerns requiring immediate linkage to service that exist in the same communities. This linkage of CFM’s provides people with knowledge of the options available to them or most suitable to them in the differing conditions in which they find themselves.

PROTECTION SECTOR (Child Protection, GBV & General Protection)

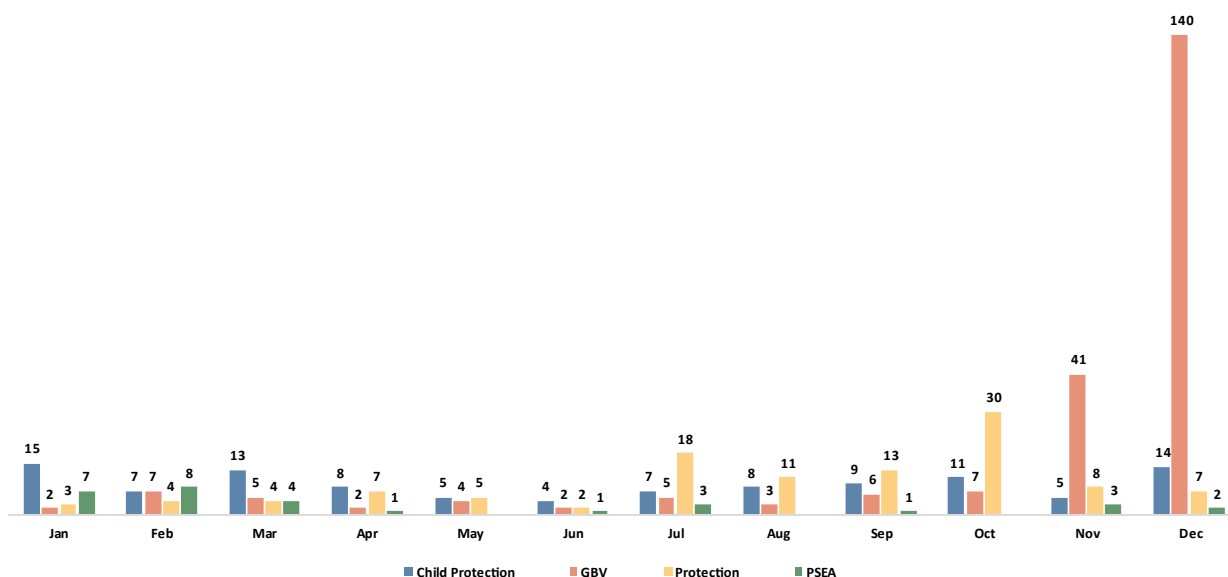
An overall increase has been seen in the total number of protection cases reported and overall engagement in the hotline service regarding protection issues. Compared to 2020, where 53 total

protection related concerns were registered, 2021 shows this number doubling to 111 protection cases. In relation to general protection as a crosscutting issue, more people engaged the hotline to request for assistance in access to **civil documentation** detailing the negative consequences they face due to the lack of civil documentation. This is visible in the graph below from July 2021 onwards where the increases were related to when the civil documentation programs were taking place in different districts. Some of these consequences are reported instances of harassment due to lack of identification, reduced access to humanitarian assistance and irregularities in access to civil documentation due to abuses of power perpetuated by service providers.

Displaced persons have also reached out requesting for assistance in **housing and land for resettlement and cultivation**, mostly these were received from people who live in host communities and have struggled due to tensions with the host population. On occasions when the government would coordinate relocation from temporary sites, people have sometimes called to express their fears about the new locations, whether they would continue to have access to food or land for cultivation.

The majority of reports of GBV and violence against children were made by men on the behalf of the victims who can be family members, friends, or even just other female members of the community they feel the need to stand up for. Since Linha Verde 1458 is used by people throughout the country to report GBV occurrences and most types of child abuses it is important to mention that it remains a challenge to refer cases in locations where the service providers are very far from the victims. It's important to note that the spike in GBV engagement is not in fact reports of GBV occurrences but engagement in the hotline service resulting from the mass SMS campaign on GBV prevention messaging during the 16 days of Activism against Gender Based Violence between November and December 2021.

PROTECTION SECTOR



LIMITATIONS

- Ongoing engagement with WFPs legal department for a data sharing agreement. This process has reportedly been challenged by the fact that best practices/ previous experiences do not exist for such an inter-agency mechanism. It's important to note however that data protection measures including informed consent on data capture and sharing have been incorporated into the operational approach of the service from the outset and all data is handled safely by Linha Verde 1458.
- Only securing one-year renewable funding commitments limits operational activities to short-term planning, risking breaks in service and higher costs. WFP is still not able to receive funds from NGOs despite two INGOs offering funds last year. WFP is still working on a new Service Agreement and data sharing agreement. Linha Verde 1458 will follow up with WFP to understand if a way forward has been identified.
- The inevitable reliance on humanitarian actors to provide programme information and feedback on actions taken to address concerns raised as well as their programmatic changes inspired by concerns raised means case resolution takes time resulting in people feeling like their issues are not taken seriously.
- Certain gap in understanding by humanitarian stakeholders of the importance of addressing feedback from the affected population and taking action or providing responses in a timely manner in parallel with the negative impact of not closing the loop when it comes to community trust, prevention of community tension and preventing opportunities for abuses and manipulation.
- Community awareness of Linha Verde 1458 is dependent on humanitarian actors' commitment to engage communities on the service and its functionalities.

FUNDING, BUDGET, AND COSTS 2021

The total number of calls received in 2021 was 256,105, averaging 21,324 calls per month or 719 per day, 12% of which are registered as actual cases. Based on an annual budget of \$312,528, the operational cost per call is \$1, while the operational cost per case is \$10. The operational cost of the hotline service covers call center services (including reverse billing and outgoing sms services) for 1 year with a total of 18 operators answering calls 7 days a week, from 6am to 9pm. It furthermore covers quality assurance oversight, case handling, data cleaning and reporting on a monthly and adhoc basis based on the needs of humanitarian partners.

Activity/service	Total Budget(USD)	Total spent (USD)
Call centre service provision 1 year	160,000.00	160,000.00
Reverse billed calls - Voice call costs -1 year	25,000.00	25,538.82
SMS Campaigns(not monthly activities)	10,000.00	7,851.59
Printing of Visibility Materials (not monthly activities)	20,000.00	20,000.00
HR - (Hotline Manager and IMO's and 3 months part-time IT Focal Point)	80,000.00	80,000.00
Travels	7,000.00	5,916.87
IT Tools - Maintenance of Linha 1458 platform + Tableau License+ AWS hosting Linha 1458 1 year	10,000.00	7,507.70
Total	312,000.00	306,814.98
Total received	312,527.74	
Total spent	300,223.98	
	12,303.76	

Agency	Commitment & contribution	Percentage	Funds received after ISC deduction
WFP	196,000.00	58%	196,000.00
IOM	35,000.00	10%	31,599.86
UNICEF	17,512.00	5%	16,431.92
WHO	17,500.00	5%	17,501.81
UNHCR	17,512.00	5%	15,799.92
FAO	17,514.00	5%	15,501.81
UNDP	17,500.00	5%	
UNFPA	12,000.00	4%	10,834.24
OCHA	10,000.00	3%	8,858.18
	340,538.00	100%	312,527.74

For its third year of operation, the hotline was co-funded by 9 UN agencies (WFP, IOM, UNICEF, UNHCR, WHO, UNFPA, OCHA, FAO, UNDP) from 1 June 2021 – 31 May 2022, although it is worth noting that by April 2022, one

agency had not signed the UN-to-UN agreement despite written commitment by email. In a context where the conflict in the north is expected to continue for quite some years still, regular climatic events are here to stay and gender based violence and other protection concerns in the context of emergencies are expected to remain a concern, maintaining the inter-agency hotline service in its current cost-sharing structure presents a cost-effective approach for UN and NGO partners in emergencies and development interventions to jointly contribute to their global commitment to ensure accountability to affected populations and protection against sexual exploitation and abuse (PSEA).

Where partners have multi-year interventions, they are encouraged to commit funds for at least two years and seek to include contributions to Linha Verde 1458 in donor proposals and annual budgeting to help ensure the long-term sustainability of the service.