Linha Verde da Resposta á Emergência
16th March – 15th April 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.

10,239 Total Cases Registered
86% Total Feedback Provided

DATA OVERVIEW: 16th May 2019 – 15th April 2020

CALLER PROFILE

<table>
<thead>
<tr>
<th>Gender</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>76%</td>
</tr>
<tr>
<td>Female</td>
<td>24%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>17 and below</td>
<td>3%</td>
</tr>
<tr>
<td>18-59</td>
<td>91%</td>
</tr>
<tr>
<td>60 and above</td>
<td>4%</td>
</tr>
</tbody>
</table>

3% of callers did not identify their age

CASES BY PROVINCE

<table>
<thead>
<tr>
<th>Province</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gaza</td>
<td>1%</td>
</tr>
<tr>
<td>Inhambane</td>
<td>1%</td>
</tr>
<tr>
<td>Cabo Delgado</td>
<td>2%</td>
</tr>
<tr>
<td>Tete</td>
<td>1%</td>
</tr>
<tr>
<td>Manica</td>
<td>5%</td>
</tr>
<tr>
<td>Zambezia</td>
<td>5%</td>
</tr>
<tr>
<td>Sofala</td>
<td>84%</td>
</tr>
</tbody>
</table>

SATISFACTION

<table>
<thead>
<tr>
<th>Category</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>95%</td>
<td>5%</td>
</tr>
</tbody>
</table>

CASE TYPE

<table>
<thead>
<tr>
<th>Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaints</td>
<td>42%</td>
</tr>
<tr>
<td>Request for Information</td>
<td>19%</td>
</tr>
<tr>
<td>Request for Assistance</td>
<td>12%</td>
</tr>
<tr>
<td>Positive Feedback</td>
<td>27%</td>
</tr>
</tbody>
</table>
Types of cases registered per month
May 2019 – April 2020

16th March to 15th April, 2020
Total nr. cases registered: 484
Nr. of issues about Covid-19 registered: 180
• 37% of the issues raised through Linha Verde 1458 between the 16th of March to 15th of April related to Covid-19

Notable increase in requests for information due to requests relating to Covid-19
### Cases Per Response

**16th February - 15th April 2020**

**16th Mar - 15th Apr 2020**
- **Cases Registered:** 346
- **Feedback provided:** 277

**16th Mar - 15th Apr 2020**
- **Cases Registered:** 103
- **Feedback provided:** 82

**16th Mar - 15th Apr 2020**
- **Cases Registered:** 35
- **Feedback provided:** 26

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**IDAI**
- Cases Registered: 423
- Feedback provided: 269

**CABO DELGADO**
- Cases Registered: 22
- Feedback provided: 15

**DROUGHT**
- Cases Registered: 111
- Feedback provided: 86
IDAI RESPONSE
16th February – 15th April 2020

Feb/Mar
Cases Registered: 423
Feedback provided: 64%

Mar/Apr
Cases Registered: 343
Feedback provided: 81%

Cases Registered:
Feb/Mar: 53
Feedback provided: 40%
Mar/Apr: 27
Feedback provided: 81%

CASE CATEGORY

<table>
<thead>
<tr>
<th>Category</th>
<th>Feb/Mar</th>
<th>Mar/Apr</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive Feedback</td>
<td>39%</td>
<td>12%</td>
</tr>
<tr>
<td>Request for Assistance</td>
<td>13%</td>
<td>8%</td>
</tr>
<tr>
<td>Request for Information</td>
<td>13%</td>
<td>13%</td>
</tr>
<tr>
<td>Complaints</td>
<td>34%</td>
<td>17%</td>
</tr>
</tbody>
</table>

ASSISTANCE REQUEST

<table>
<thead>
<tr>
<th>Assistance Request</th>
<th>Feb/Mar</th>
<th>Mar/Apr</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food</td>
<td>81%</td>
<td>85%</td>
</tr>
<tr>
<td>NFI</td>
<td>15%</td>
<td>15%</td>
</tr>
<tr>
<td>Services</td>
<td>4%</td>
<td></td>
</tr>
</tbody>
</table>
IDAI RESPONSE Information Requests
16th February – 15th April 2020

Feb/Mar
Cases Registered: 44
Feedback provided: 75%

Mar/Apr
Cases Registered: 66
Feedback provided: 64%

<table>
<thead>
<tr>
<th>Topic</th>
<th>Feb/Mar</th>
<th>Mar/Apr</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other</td>
<td>9%</td>
<td>6%</td>
</tr>
<tr>
<td>Entitlement</td>
<td>14%</td>
<td></td>
</tr>
<tr>
<td>Duration of Assistance</td>
<td>39%</td>
<td>29%</td>
</tr>
<tr>
<td>Targeting Criteria</td>
<td>9%</td>
<td>11%</td>
</tr>
<tr>
<td>Distribution Timing</td>
<td>27%</td>
<td>55%</td>
</tr>
<tr>
<td>Registration card</td>
<td></td>
<td>2%</td>
</tr>
</tbody>
</table>
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 benefiting from humanitarian assistance.

PROTECTION CASES
CHILD PROTECTION: 4 Cases
(related to HR of Child safe spaces)
SEA: 1 Case

*SEA cases are removed from the complaints as they are reported separately through the PSEA Taskforce thereby affecting the total number of complaints.
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
16th March – 15th April 2020

Cidade da Beira: 4%
Cheringoma: 2%
Nhamatanda: 29%
Gondola: 7%
Dondo: 46%
Caia: 4%
Buzi: 7%
IDAI RESPONSE
Case type per District
16th March – 15th April 2020

Buzi: 17 Positive Feedback, 5 Request for Assistance, 3 Request for Information, 1 Complaints, 1 Technical Problems
Caia: 8 Positive Feedback, 1 Request for Assistance, 1 Request for Information, 1 Complaints
Dondo: 36 Positive Feedback, 11 Request for Assistance, 33 Request for Information, 2 Complaints
Gondola: 16 Positive Feedback, 1 Request for Assistance, 1 Complaints
Nhamatanda: 68 Positive Feedback, 12 Request for Assistance, 4 Complaints
Cheringoma: 4 Positive Feedback, 1 Request for Assistance
Cidade da Beira: 2 Positive Feedback, 1 Request for Assistance
CABO DELGADO RESPONSE
16th February – 15th April 2020

Feb/Mar
Cases Registered: 22
Feedback Provided: 68%

Mar/Apr
Cases Registered: 35
Feedback Provided: 74%

Feb/Mar
Cases Registered: 5
Feedback Provided: 80%

Mar/Apr
Cases Registered: 8
Feedback provided: 0%

CASE CATEGORY

Positive Feedback Request for Assistance Request for Information Complaints
Feb/Mar 6 5 8 3
Mar/Apr 5

ASSISTANCE REQUESTS

Food
Feb/Mar 8
Mar/Apr 5

CASE CATEGORY

Feb/Mar 19
Mar/Apr 11

Positive Feedback Request for Assistance Request for Information Complaints
Feb/Mar 6 5 8 3
Mar/Apr 5

ASSISTANCE REQUESTS

Food
Feb/Mar 8
Mar/Apr 5
COMPLAINTS

- Abuse of power: 1 (Feb) + 1 (Mar) = 2 (Mar/Apr)
- Distribution Issue: 4 (Mar/Apr)
- Quality: 1 (Feb) + 1 (Mar) = 2 (Mar/Apr)

Breakdown of Abuses of Power and other Access Barriers

- Exclusion errors: 5 (Mar/Apr)
- Fraud: 1 (Feb/Mar) + 1 (Mar/Apr)

CABO DELGADO RESPONSE
16th February – 15th April 2020
Districts with the highest nr. of cases
16th March – 15th April 2020

Monapo 45%
Mocimboa da Praia 26%
Metuge 13%
Unspecified 6%
Quissanga 3%
Ibo 3%
Macomia 3%

DROUGHT RESPONSE  
16th February – 15th April 2020

**Feb/Mar**  
Cases Registered: 111  
Feedback provided: 77%

**Mar/Apr**  
Cases Registered: 103  
Feedback Provided: 80%

**Cases Registered**
- Feb/Mar: 79 cases  
  - Feedback provided: 11%
- Mar/Apr: 17 cases  
  - Feedback provided: 53%

**Case Category**
- **Food**
  - Feb/Mar: 8 requests  
  - Mar/Apr: 1 request
- **NFI**
  - Feb/Mar: 1 request  
  - Mar/Apr: 1 request
- **Assistance Card Lost**
  - Feb/Mar: 1 request  
  - Mar/Apr: 1 request

**Assistance Request**
- **Positive Feedback**
  - Feb/Mar: 42 requests  
  - Mar/Apr: 19 requests
- **Request for Assistance**
  - Feb/Mar: 9 requests  
  - Mar/Apr: 1 request
- **Request for Information**
  - Feb/Mar: 1 request  
  - Mar/Apr: 28 requests
- **Complaints**
  - Feb/Mar: 22 complaints  
  - Mar/Apr: 14 complaints
DROUGHT RESPONSE
16th February – 15th April 2020

Feb/Mar
Cases Registered:
1
Feedback provided:
100%

Mar/Apr
Cases Registered:
6
Feedback Provided:
33%

Feb/Mar
Cases Registered:
16
Feedback Provided:
25%

Mar/Apr
Cases Registered:
9
Feedback Provided:
22%

INFORMATION REQUESTS

Entitlement
Duration of assistance
Distribution timing

1
1
3
2

Feb/Mar
Mar/Apr

COMPLAINTS

Abuse of power
Distribution Issue
Access
Safety Problems
Quality

7
4
4
1
1
1

Feb/Mar
Mar/Apr

16th February – 15th April 2020
Breakdown of Abuses of Power and other Access Barriers

- Exclusion errors: 3 (Feb/Mar) + 2 (Mar/Apr) = 5
- Resources: 1 (Feb/Mar) + 1 (Mar/Apr) = 2
- Political reasons: 1 (Feb/Mar) + 1 (Mar/Apr) = 2
- Distance: 3 (Feb/Mar) + 4 (Mar/Apr) = 7
- Fraud: 4 (Feb/Mar) + 4 (Mar/Apr) = 8
- Corruption: 1 (Feb/Mar) + 1 (Mar/Apr) = 2
DROUGHT RESPONSE
Districts with the highest nr. of cases
16th March – 15th April 2020

- Panda: 26%
- Moatize: 4%
- Changara: 5%
- Mutarara: 13%
- Govuro: 2%
- Funhalouro: 6%
- Chibuto: 28%
DROUGHT RESPONSE
Case type per District
16th March – 15th April 2020

Chibuto
- Positive Feedback: 15
- Request for Assistance: 5
- Request for Information: 1
- Complaints: 2

Funhalouro
- Positive Feedback: 2
- Request for Assistance: 1
- Request for Information: 1
- Complaints: 1

Mutarara
- Positive Feedback: 11
- Request for Assistance: 6
- Request for Information: 1
- Complaints: 4

Changara
- Positive Feedback: 4
- Request for Assistance: 2
- Request for Information: 1
- Complaints: 1

Moatize
- Positive Feedback: 2
- Request for Assistance: 1
- Request for Information: 1
- Complaints: 2

Panda
- Positive Feedback: 11
- Request for Assistance: 6
- Request for Information: 2
- Complaints: 4

Legend:
- Positive Feedback: Green
- Request for Assistance: Orange
- Request for Information: Blue
- Complaints: Yellow
Overview

❖ As of April 15, 2020, Linha Verde da Resposta a Emergência (1458) recorded a total of 10,239 cases with a feedback rate of 86%. Most calls continue to originate from Sofala with 84% of the total cases, followed by Manica and Zambézia with 5% each.

❖ Food Security-related calls remain the most prevalent, with 72% of cases accumulated between May 2019 and April 2020.

❖ Between 16th March and 15th April, Linha Verde 1458 recorded 484 cases. Contrary to trends up until now, calls with “information requests” were particularly prevalent, increasing from 67 in the previous month to 263 this month.

❖ 180 registered cases related to Covid-19, representing 37% of the month’s total cases. Trends in Covid-19 related issues are presented in the second section of the document.

Coordination between agencies and with the Government

❖ On 20th March Linha Verde 1458, WFP and the PSEA Coordinator met with the Provincial Prosecutor's Office for Sofala and the Provincial Anti-Corruption Office (GPCC) in Beira to better coordinate and engage on referral and investigation of cases of corruption and fraud related to the provision of humanitarian assistance as reported through the tollfree hotline in relation to local leadership.

❖ Adapting to the new Covid-19 context, food distribution teams have been using visibility material produced by MISAU and printed in collaboration with Linha Verde 1458 to facilitate awareness raising on preventive measures, with additional materials being disseminated in coordination with local health services in districts where food assistance is being provided. When informing the population where further information about the virus can be obtained, Linha Verde 1458 is included as one of the channels.

❖ On March 10, the HCT endorsed the continuation of the Linha Verde 1458 service as an inter-agency service for accountability to affected populations (AAP) and for reporting cases of sexual exploitation and abuse in humanitarian assistance and development projects. WFP has since produced a cost-sharing proposal, committing to covering 60% of the operational cost and is still waiting to receive financial commitments from humanitarian partners.
Idai Response: March - April 2020

- In the period between 16th March and 15th April 2020 there was a slight decrease in the number of cases received via Linha Verde 1458, totaling 346 cases. Currently, the feedback rate for this period is 80%.

- During this period there was a significant increase in requests for information, which jumped from 13% to 63%, mostly divided between questions related to Covid-19 and food security.

Food security

- The district with the highest number of inquiries was Nhamatanda. The registered cases were mainly related to the period of the distributions, it is noted that there were some delays due to the reorganization of the distribution due to the context of COVID-19, as well as requests for information about the duration of the assistance, which in many places ended in the end of March. Thus, Linha Verde 1458 can update information to beneficiaries about changes and procedures.

- The districts with the highest number of cases are Dondo, with almost half of the total cases, followed by Nhamatanda with 29% of cases.

- Positive feedback and complaints, in turn, dropped significantly in relation to the past period. This was probably due to the end of assistance to the general population in late March.

- Although complaints have decreased, they still represent 17% of all cases. They concern mainly the abuse of power (inclusion/ exclusion from beneficiary lists; fraud and corruption), mainly in the districts of Dondo, Nhamatanda and Buzi.

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 the return of classes. Other demands relating to education mainly concern requests for assistance such as transport and school supplies.

Health

- The majority of health-related calls come from the districts of Nhamatanda and Dondo in Sofala which reflect the most significant engagement of humanitarian organizations after Idai and the best knowledge of the 1458 Green Line in this regard. More details in the Covid-19 section.
Humanitarian response in Cabo Delgado: March - April

- Only 35 cases were recorded between 16th March and 15th April 2020, with a 74% feedback rate.
- The districts of Monapo and Mocímboa da Praia were the two with the highest number of cases, representing 45% and 26% of cases.
- The cases of "abuse of power", "fraud" and "quality" remained with only one case each as in the previous month. However, we noticed a drastic decrease in the themes related to “distribution” and “errors of inclusion in the lists”.
- Information requests represented 54% of the total cases in Cabo Delgado and relate mainly to the context of COVID-19.

Drought Response (Tete, Inhambane, Gaza and Maputo): March - April

- A total of 103 cases were registered in between 16th March and 15th April 2020 with most calls continuing to come from the districts of Chibuto in Gaza province (28%), Panda in Inhambane province (26%) and Mutarara in Tete province (13%). The feedback rate increased from 77% to 80%.
- Most calls received remain positive feedback for food assistance received.
- There was a notable increase in requests for information, which increased from 1 to 28 cases, related to the duration of food assistance, dates and times of food distributions which indicates a gap in awareness raising with communities being supported.
- Requests for information regarding Covid-19 were also registered.
- There was a notable increase (from 9 to 19) in the request for assistance, mostly for food.
Trends: Covid-19
What is corona virus?

Symptoms

Prevention

Treatment

Health services available

Myths

Government Measures

Impact on Programs

Safety problems

Positive Feedback

Nr. of issues about Covid-19: 180

37% of the issues raised through Linha Verde 1458 between the 16th of March to 15th of April related to Covid-19
Distribution of Calls per District
COVID-19
16th March – 15th April 2020

- Nhamatanda: 47
- Dondo: 30
- Baxu: 17
- Monapo: 14
- Cidade da Beira: 8
- Gondola: 8
- Guro: 6
- Macaneta da Costa: 6
- Moamba: 4
- Morrumbala: 3
- Mutara: 3
- Cidade de Chimoio: 2
- Cidade de Maputo: 2
- Cidade de Tete: 2
- Gorongosa: 2
- Marmore: 2
- Moatize: 2
- Mocuba: 2
- Muxima: 2
- Agonja: 1
- Changara: 1
- Cheringoma: 1
- Chiguo: 1
- Cidade de Nampula: 1
- Dom: 1
- Fanninguro: 1
- Gove: 1
- Malange: 1
- Maatara: 1
- Pande: 1
- Quissanga: 1
- Vitoria: 1
Between 16th March and 15th April Linha Verde de Resposta a Emergência (1458) registered a total of 484 registered cases. Of these, 180 were inquiries about Covid-19, which represents 37% of the total cases of the month. Linha Verde 1458 registered an estimated 5,640 calls in the month. Operators are instructed to offer callers key messages on Covid-19 regardless of the objective of the call.

Since COVID-19 cases began to be reported in neighbouring countries, Linha Verde 1458 began receiving requests for information about the virus. In order to ensure that information provided by the operators was aligned with the Ministry of Health’s (MISAU) official information, Linha Verde 1458 engaged with MISAU resulting in the provision of two trainings by health experts, and on 24th and 30th March. The training covered key messages from Covid-19, as well as basic emotional management techniques for the call centre operators. This means that operators can now not only handle specific requests for information, but also offer important information about the virus to any caller as part of standard call handling procedures. Linha Verde 1458 is exploring how it’s existing services can also support in the management of suspected COVID-19 cases.

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

- To facilitate the analysis of the content of calls, registration of cases was divided into 11 categories indicated in the graph on slide 3. Among these categories, most callers (38%) were requesting information about the prevention of the disease, which was followed by queries regarding symptoms and “what is it”.
- There are several examples of people mentioning that they have received SMS messages from MISAU or that they have heard about Corona Virus or Covid-19 on the radio. It seems that in addition to receiving key messages through the various media channels, people are still interested in talking to someone to better understand the ongoing situation. As users already know Linha Verde 1458, they have called to verify the information being disseminated in relation to Covid-19.
  - “The caller says he wanted to know about the corona virus, he says he’s hearing a lot of different rumours and says he prefers to talk to the Linha Verde 1458 agents”.
  - “The person called for information about COVID-19, saying he hears a lot about the disease, so he wanted to know the truth”.

Requests for information

- By analysing the different requests for information the following themes were noted:
  - Restrictions on gatherings of people: For example, whether they can still go to church and whether farmers can continue to go to their machambas after hearing that they must stay at home. Others asked if they can work in groups in the machamba;
  - Measures related to declaration of a state of emergency – police actions
  - Social distancing: For example, if people can sleep in the same bed or use the same plate;
  - Closing and reopening of schools;
  - Continuation of passenger transport (‘chapas’, ‘mylove’, etc.);
  - Closing of supermarkets and stores;
  - Measures to help people who work independently;
  - Use of masks
  - What to do when you suspect a case of Covid-19;
Myths

❖ A number of recurring myths could be noted in the registered Linha Verde 1458 cases, with examples of each noted below. All cases relating to myths were effectively addressed by the operators through the provision of correct information:

▪ “The caller stated that they had heard that the Bible contains a cure for Corona Virus - that it contains hair that needs to be soaked in water and that this water should then be drunk”. (04/04/20)

▪ The caller wanted to find out called to find out how to prevent the coronavirus saying that people are claiming that it can be prevented with castor beans. That people must take two castor beans and swallow them in the morning on an empty stomach. The caller says he hasn’t done it yet, that he preferred to call Linha Verde 1458 first to find out more. (29/03/20)

▪ The caller wanted detailed information about the Corona virus, claiming that people have been saying that the consumption of alcohol protects against the virus. (12/04/20)

▪ The caller had heard that measures to prevent Covid-19 are to consume lemon, drink warm beer and also drink ‘nipa’ (locally produced alcohol). They wanted to know if this is true and what exactly are the preventive measures. (11/04/20)

▪ There is a lot of talk about Corona virus in the community making it hard to know what questions to start with... he heard that it is something that only affects the white people and that black people can’t catch it. (24/03/20)

▪ The caller wanted to understand how Covid-19 can be prevented and to know whether it is true that it can withstand hot or cold temperatures? (16/04/20)

Rumours

❖ Along with myths, people have called Linha Verde 1458 for clarifications on rumours they have heard in relation to the virus:

▪ “The caller heard from some people in the community that that none can be outside after midnight because an aeroplane will fly over the community distributing medicines to prevent the spread of the Corona virus”. (Nampula, 25/03/20)

▪ Some of the nearby communities are fleeing to the bush to escape the Corona virus. The caller wanted to know what is the right thing to do? (Nampula, 24/03/20)
Trainings provided by health professionals: Covid-19
16th March – 15th April 2020