



The World Bank

Lebanon Emergency Crisis and COVID19 Response SSN Project, Stakeholder Engagement Plan

Government of Lebanon
The World Bank

Lebanon Emergency Crisis and COVID19 Response Social Safety Net Project- Second Additional Financing

STAKEHOLDER ENGAGEMENT PLAN (SEP)

March 2023



ABBREVIATIONS AND ACRONYMS

AF	Additional Financing
CBO	Community Based Organization
CDC	Community Development Center
CIO	Central Inspection Office
CMU	Central Management Unit
CSO	Civil Society Organization
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESS	Environmental and Social Standards
EU	European Union
GM	Grievance Mechanism
GOL	Government of Lebanon
HBS	Household Budget Survey
IGO	International Organization
IMC	Inter-Ministerial Committee
IMPACT	Inter-Ministerial and Municipal Platform for Assessment Coordination and Tracking
IPF	Investment Project Financing
MEHE	Ministry of Education and Higher Education
MoPH	Ministry of Public Health
MoSA	Ministry of Social Affairs
NGO	Non-Governmental Organization
NPTP	National Poverty Targeting Program
OIP	Other Interested Party
PAP	Project-Affected Parties
PCM	Presidency of the Council of Ministers
PDM	Post Distribution Monitoring
PMT	Proxy-Means Testing
PMU	Project Management Unit
SDC	Social Development Center
SEP	Stakeholder Engagement Plan
SIA	Social Impact Assessment
SPIS	Social Protection Information System
SSN	Social Safety Net
TPMA	Third Party Monitoring Agent
VaSyR	Vulnerability Assessment of Syrian Refugees in Lebanon
WFP	World Food Program



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1-Introduction/Project Description

Lebanon's compounding crises pose long-term challenges for the country. In 2019, Lebanon faced an economic and financial crisis due to a stop in capital inflows, which led to systemic failures across the banking sector, debt, and the exchange rate. A shortage of United States dollars (US\$) in the market resulted in multiple exchange rates, as well as informal restrictions and control mechanisms on deposits held in US\$ and on transfers out of the country. The Port of Beirut explosion in August 2020 had significant negative economic impacts and loss of livelihoods, placing further strain on the economy. The SARS-CoV-2 (COVID-19) pandemic and subsequent lockdowns exacerbated the crises, affecting people's health, livelihoods, and food security. In the face of the crisis, Lebanon's Gross Domestic Product (GDP) plummeted from close to US\$52 billion in 2019 to a projected US\$21.8 billion in 2021, marking a 58.1 percent contraction. More recently the Ukraine Crisis and its implications on global commodity markets and food security worsened the situation. The compounding nature of the crises makes recovery challenging, with long-term consequences on the welfare of Lebanese households.

Poverty and vulnerability have increased significantly, as has unemployment. Poverty was already increasing before the crisis, from 25.6 percent in 2012 to 37 percent in 2019. Tentative projections from the World Bank suggest that well over 50 percent of the population was likely to be under the national poverty line in 2020 (World Bank, 2021). The 2019 Multidimensional Poverty Index (MPI) for Lebanon reveals that 53.1 percent of the residents in Lebanon are multidimensionally poor, with the highest incidence among children ages 0-4 years, at 66.8 percent. This further highlights the vulnerability of households with young children and the severe implications that the current crises pose on their human capital.

In response, the GoL is expanding the coverage of social safety net programs and has recently started implementing the Emergency Crisis and COVID-19-Response Social Safety Net Program (ESSN), which is a three years \$US\$ 246 million World Bank financed project (effectiveness date on the 23 of July 2021). The ESSN provides cash transfers and access to social services to extreme poor and vulnerable Lebanese populations affected by the economic and COVID-19 crises in Lebanon, while building the national social safety net system. The ESSN builds on and expands Lebanon's main social safety net, the National Poverty Targeting Program (NPTP).

Supported by the ESSN, in mid-2021, the GOL took the first steps in the development of a Social Protection Information System by launching a web-based intake and registration platform (IRP) – DAEM - on the Inter-ministerial and Municipal Platform for Assessment Coordination and Tracking (IMPACT) under the Central Inspection Office (CIO). Launched on December 1, 2021, DAEM is designed to receive online applications from any Lebanese citizen interested in receiving social assistance¹. By January 31, 2022, around 583,000 households had registered on DAEM. As of

¹ Registration on DAEM was open for two social assistance programs: (1) the ESSN and the (2) Broad Coverage Cash Transfer Program (BCCT) which is the GOL program designed in mid-2020 in preparation for the Foreign Exchange subsidy removal aiming to provide temporary relief to Lebanese households - excluding the affluent - as subsidies are lifted. The program was designed by the GOL based on technical assistance provided by the World Bank. On July 16, 2021, the Lebanese Parliament ratified Law 230, which outlines the parameters of the BCCT program. Implementation and governance.



February 2022, household verification visits carried out by the World Food Program (WFP) started to 200,000 households who met the initial screening criteria (see section 3.1 below). The households' verification visits aim to collect additional information on the households' conditions and assess their welfare using Proxy Means Testing (PMT) criteria. Households who are confirmed to be living in extreme poverty are eligible to receive benefits under the ESSN. As of March 2022, payments to eligible households have started. A Grievance Mechanism (GM) has also been put in place and has been actively receiving citizen questions and feedback.

In line with the ESCP, and to reflect the First Additional Financing (AF1) Grant that will be used to supplement existing financing under Component 1 (refer to [section 1.2](#)) and the Second Additional Financing (AF2) Loan (refer to [section 1.2](#)), this version of the Stakeholder Engagement Plan (SEP) has been updated to inform stakeholders of both AF, ensure their engagement, gather their opinions and concerns in a timely manner and share with them the project GM details.

1.1 Stakeholder Engagement Plan

The Stakeholder Engagement Plan (SEP) lays out the strategies to be applied by the Government of Lebanon (GoL) as part of the 2016 World Bank's Environmental and Social safeguard requirements. The SEP is recognized under the World Bank's Environmental and Social Standard (ESS) 10: Stakeholder Engagement and Information Disclosure. According to ESS10: "Stakeholder engagement is an inclusive process conducted throughout the project life cycle. In consultation with the Bank, the Borrower will develop and implement a SEP proportionate to the nature and scale of the project and its potential risks and impacts. The Borrower will seek the views of stakeholders on the SEP, including on the identification of stakeholders and the proposals for future engagement. If significant changes are made to the SEP, the Borrower will disclose the updated SEP." Therefore, the SEP shall remain a living document.

This document seeks to define a technically and socially appropriate approach to consultation and information disclosure. The objective of the SEP is to raise awareness in relation to the Emergency Social Safety Net (ESSN) program and its Additional Financings (AF1 and AF2), hereinafter the "Program" or the "Project", to identify stakeholders, and to ensure that the stakeholders are provided sufficient opportunity to voice their opinions and concerns which are addressed in a timely manner.

The objectives of the SEP are outlined as follows:

- Understand stakeholder engagement requirements for the Project and identify key stakeholders that are affected, and/or able to influence the Project and its activities.
- Outline the stakeholders' consultation process and communication activities throughout the duration of the Project.
- Identify the most effective methods, timing, and structure through which to share Project information, and to ensure regular, accessible, transparent, and appropriate consultation that meet standards of international best practice.
- Develop a stakeholders' engagement process that provides external stakeholders with an opportunity to voice their opinions and concerns in a timely manner and take part in the decision-making process in accordance with and to the extent foreseen by the applicable laws & regulations.



- Identify resources needed for stakeholder engagement activities and define roles and responsibilities for the implementation of the SEP.
- Establish formal grievance mechanisms (GMs)
- Define reporting and monitoring measures to ensure the effectiveness of the SEP and define periodical reviews of the SEP.

For the purpose of this SEP, “stakeholder” refers to individuals or groups who: i) are affected or likely to be affected by the Project (project-affected parties or PAPs); and ii) may have an interest in the project (other interested parties or OIPs).

The parent project SEP has been prepared and disclosed in December 2020. The Government of Lebanon (GoL) updated the SEP during project implementation following inclusive stakeholder consultations within a timeframe agreed with the Bank. The updated SEP will apply to both the parent project and the Additional Financing.

1.2 Project Overview and Description

The ESSN Project has five components:

Component 1 - Provision of Cash Transfer for Basic Income Support (US\$204 million): this component will help arrest the increase in extreme poverty by providing cash transfers to around 150,000 Lebanese households, scaling up from the NPTP from a pre-crisis caseload of 15,000 households who received e-card food voucher. The scale-up would result in an enhanced coverage of Lebanon’s targeted SSN from 1.5 percent (pre-crisis) to around 15 percent of Lebanese households with the ESSN. Donor support to the NPTP which is expected to add an additional 75,000 households would further increase SSN coverage of households by 7.5 percentage points, bringing the total number of households supported to 225,000 that is, 22.5 percent of the Lebanese resident households.

Component 2 - Provision of Cash Transfer for Students-at-Risk (US\$23 million). The objective of this component is to preserve the human capital of poor households by supporting the retention of students who are at risk of dropping out of school due to socio-economic reasons. The component will provide a top-up cash transfer to around 87,000 students between the ages of 13 and 18 years currently enrolled in public school identified from households benefiting from component 1. The purpose of the cash transfer is to support continued investments in children’s schooling and reduce the extent of dropout and discontinuation of schooling that may be induced by the economic and financial crisis.

Component 3 - Provision of Social Services (\$10 million): this component works on strengthening the capacity of the Ministry of Social Affairs (MOSA) Social Development Centers (SDCs) to provide quality social services and increase access of vulnerable individuals from both the hosting and refugee communities.

Component 4 - Enhanced Social Safety Nets Program Delivery (US\$9 million): The objective of this component is to ensure an efficient and effective implementation of the ESSN program and lay the



foundations for a sustainable SSN delivery, including the building blocks of a National Social Registry. To achieve this objective, the component will support the financing of:

- a. Development of a robust Grievance Redress Mechanism, and Communication and Outreach
- b. Monitoring and Evaluation (M&E), Verification System, External Technical Audit
- c. Building blocks of a National Social Registry and National Payment System
- d. Project Management and Implementation Support

Component 5 - In recognition of Lebanon's current significant vulnerability to shocks, a Contingent Emergency Response Component (CERC) with no funds is included. This component will allow the Government of Lebanon to request the World Bank for rapid reallocation of the Project funds to respond promptly and effectively to an eligible emergency or crisis that is a natural or manmade disaster or crisis that has caused or is likely to imminently cause a major adverse economic and/or social impact

Implementation Arrangements:

The current NPTP Central Management Unit (CMU) at the Presidency of the Council of Ministers (PCM), which was established in November 2008, is acting as the Project Management Unit (PMU) of the ESSN Project. The CMU is responsible for implementation of the program, including managing several key functions such as managing the central targeting database, M&E functions, financial and technical audit, in addition to the fiduciary aspects of the project through the Fiduciary Operations Team (FOT). The MOSA is managing the implementation of the Social Services (Component 3) through SDCs, while MEHE is being responsible for providing attendance and academic performance data of students supported by top-up cash transfers (Component 2). In addition, the CIO is being responsible for the overall oversight of the DAEM platform, while ensuring and preserving data protection aspects.

Additional Financing:

- First Additional Financing:

Up to this point, approximately 76000 HHs are benefitting from the Program. Due to the increase in inflation and rapid deterioration of the value of the Lebanese Pound, the ESSN project is disbursing cash transfers to beneficiaries in US\$ at an adjusted transfer value² which has resulted in a financing gap. The financing gap amounting to approximately US\$16 million is offset by a (US\$ 4 million) Additional Funding (AF1). The remaining gap after the reallocation and the AF1 grant has been also filled, Project was based on a HH size estimate of 4.7 members, however actual HH size ratio is 4.42. The (US\$4 million) AF1 Grant is funded from the Lebanon Syria Crisis Trust Fund (LSCTF)³ and will be used to supplement existing financing under Component 1. Similar to the ESSN parent project,

² Food assistance per capita increased from LBP 100,000 (\$16 at an Exchange Rate of LBP \$1 = LBP 6,240) to \$20 (paid in US\$), and the Flat amount per household adjusted from LBP 200,000 (\$32 at an Exchange Rate of LBP \$1 = LBP 6,240) to \$25 (paid in USD). It is worth noting that The Exchange Rate discussed with the borrower at the time of negotiations (December 2020), being the highest regulated exchange rate in relation to the US dollar, plus 60 percent, BDL's Sayrafa electronic platform is much lower than the market value in 2021 and 2022 – currently standing at US\$1 = LBP 20,000).

³ The LSCTF is a multi-donor trust fund designed to support Lebanese communities hosting Syrian refugees established by the World Bank in 2013. The World Bank is administering the LSCTF in accordance with the institution's policies and procedures, including fiduciary policies and the framework regarding governance and anti-corruption



households will receive US\$20 per household member per month, to cover basic survival food needs, in addition to a flat amount of US\$25 per month per household to meet fixed costs and economies of scale incurred by households for non-food basic expenditures.

The additional financing is implemented according to the World Bank fiduciary procedures and guidelines. The Presidency of the Council of Ministers (PCM) is the implementing agency of the AF and will follow the same implementation arrangements of the initial financing.

It is worth noting that the AF1 does not include new additional activities. The grant amount is used to supplement existing financing under Component 1. As such, and similar to the parent project, the social risk for the AF1 remains substantial and the environmental risk is low. The AF1 does not affect new stakeholders as it is targeting the same groups within the project under the AF1 which will be supplementing existing financing under component 1. Therefore, stakeholders will remain the same as the initial parent project.

- **Second Additional Financing (AF2)**

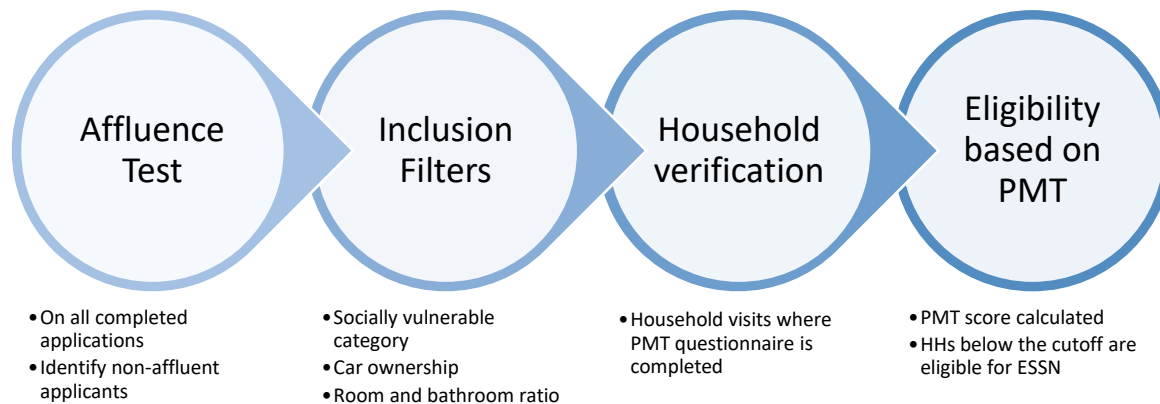
A proposed AF2 will scale up the impact of the ongoing project and will contribute to: (a) arresting the increase in extreme poverty; (b) preserving the human capital of children at risk of dropping out of school; and (c) building a sustainable SSN system. The AF2 will continue to provide cash transfers for basic income support to 150,000 extreme poor and vulnerable Lebanese HHs affected by the economic crises for an additional year; (ii) provide top-up cash transfers for students from extreme poor Lebanese HHs at risk of dropping out of school; and (iii) further develop Lebanon's SPIS – specifically the DAEM Social Registry. The proposed AF2 will revise all components to potentially add additional funds.

It is worth noting that the AF2 does not include new additional activities. The loan amount is used to continue same project activities for another year; therefore, stakeholders will remain the same as the initial parent project.

Beneficiary Identification & Targeting:

The scale-up components identified above address the NPTP's limited coverage characteristic and provide a reliable social safety net that effectively protects the most vulnerable segments of the population, in line with the GoL's objectives. Furthermore, in order to conduct a solid identification of potential beneficiaries, the ESSN project adopts a hybrid targeting methodology; eligibility is determined based on households who applied on the DAEM platform based on a prioritization approach and simultaneously satisfy two conditions: (a) their verified (PMT) scores are below the eligibility cut-off corresponding to the extreme poverty line, and (b) they belong to defined socially vulnerable categories: (i) Female headed household, (ii) At least one member in household is aged above 64, (iii) At least one member in household has severe disability, (iv) At least one member in household is below 18 years. The prioritization approach adopted is based on initial screening criteria set and implemented throughout a fully automated process, is further explained in diagram 1 below.

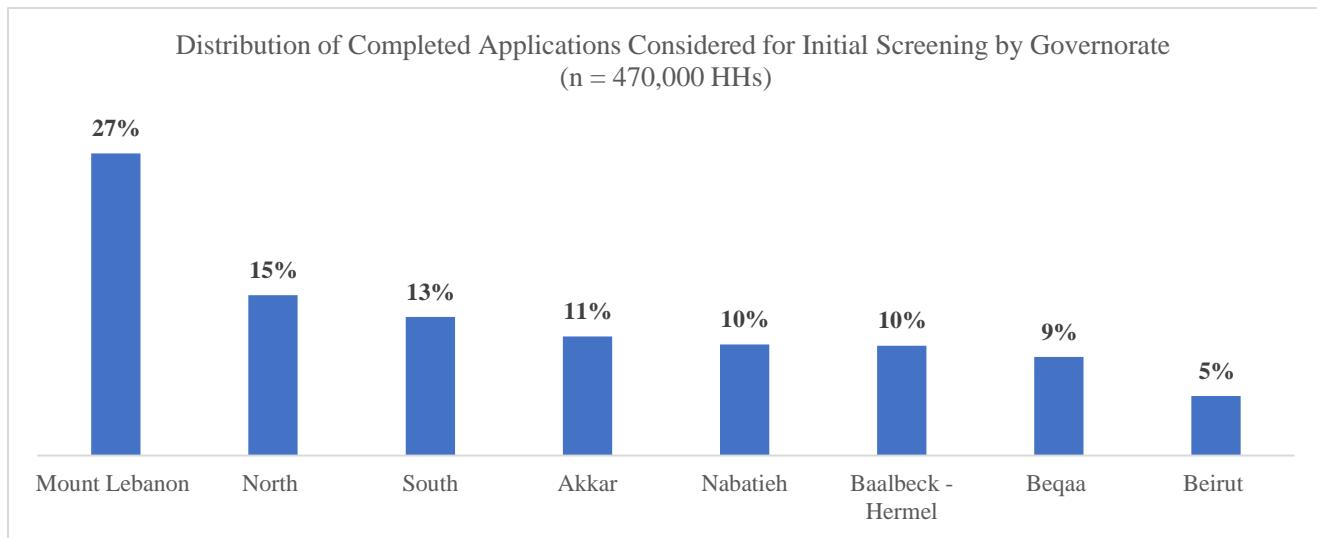
Diagram 1: The Four Stages to Identifying ESSN Beneficiaries



583,000 household level applications were received during the registration phase on DAEM of which, around 470,000 households were completed and therefore selected for further processing (Figure 1). Following the identification and exclusion of duplicate cases, public sector personnel, and NPTP recipients (who are eligible to receive under both programs), and the implementation of the Affluence Testing⁴ criteria a pool of 365,000 non affluent households is identified. Subsequently, the ESSN initial screening criteria, being the socially vulnerable categories, car ownership and room and bathroom ratio are applied to identify 200,000 that are prioritized for households’ visits.

⁴ as per the Ministerial Decree (September 30, 2021, Ration Card):

- All household members currently residing outside Lebanon for a period exceeding 90 days from 1 June 1, 2020, to July 30, 2021 (except members below 23 years of age, or those undergoing medical treatment)
 - Households whose total annual income is more than US\$10,000 (fresh¹ - or its equivalent at Sayrafa platform rate)
 - Households whose total bank deposits (in Lebanon or aboard) on June 30, 2021, in the banks is above US\$10,000 (fresh) - or its equivalent in local USD2 or LBP at Sayrafa platform rate
 - Households whose annual rent is US\$3,500 or above (fresh - or its equivalent at Sayrafa Platform rate)
 - Households who own three or more cars registered after 2018 (2017 make year or after)
 - Households who employ one or more foreign domestic workers. One foreign domestic worker is allowed in case there is a need – for households who have elderly or disabled members.
- Households who benefit from NPTP program “Hayat” - filter



Source: DAEM Database (November 2022)

2-Brief Summary of Previous Stakeholder Engagement Activities

Stakeholder consultations are continuously conducted to ensure inclusive engagement with identified stakeholders and transparency. Several public hearing events and workshops were held across different geographic regions in 2015 and in 2019 after the recertification of NPTP beneficiaries. In fact, under the parent project, during Project implementation and given the urgency of the project and COVID-19 constraints, consultations were limited to those undertaken under the NPTP program.

Following the AF1, to inform stakeholders, ensure their engagement, and gather their opinions and concerns in a timely manner, the GoL conducted stakeholders' engagement activities and accordingly updated this SEP as further detailed below:

- A live consultation on January 13, 2023, with ABAAD was conducted to present the project activities and discuss ESSN's prevention and action plan concerning risks of SEA/SH. ABAAD will collaborate with the CMU and is considered part of the grievance mechanism referral pathways. CMU contacted KAFA as well for the same purpose. Both ABAAD and KAFA agreed on Lebanon's need of programs such as the ESSN to help overcome its economic crisis. They also confirmed the need to strengthen the capacity of the Ministry of Social Affairs (MOSA) Social Development Centers (SDCs) to provide quality social services and increase access of vulnerable individuals. They were keen on working together to provide social services and assistance to vulnerable groups.
- Additionally, following the AF1, one-to-one meeting with random beneficiaries (9 females and 6 males) from various regions were made to assess their views and feedback on the Project. Overall, beneficiaries expressed their satisfaction towards the Project in its current form and affirmed its need giving Lebanon's current situation. However, all beneficiaries emphasized on the need of a continuity plan. Lebanon's situation has not evolved since the start of the ESSN



implementation, and such assistance is still vital (refer to the project [Appendix 2](#) for details about these consultations including raised feedback and concerns).

As part of the AF1 preparation, a virtual meeting was held on January 17, 2023, with local NGOs, CSOs, Experts, MEHE and other identified stakeholders as per this SEP. The PCM CMU presented the importance of the ESSN AF project given the current situation of the country. They were provided with a brief summary of the project components and objectives focusing on the necessity of the adopted robust GM. The ESF was introduced and the ESSs which apply which give a broad and systematic assessment of all environmental and social risks associated with the project to better manage the project and improve development outcomes. Overall, the stakeholders expressed a very clear understanding of the project components and confirmed the Project impact importance in its current form given Lebanon’s compounding crises. The presentation was shared with all present and absent stakeholders. The consulted stakeholders (15 female, 1 male) were representing the following organizations:

- ABAAD
- KAFA
- ANND
- Himaya
- Caritas
- Arcenciel
- Akkarouna
- Amel
- LUPD
- MEHE

Details and description of the consulted organizations is presented in [Table 2](#).

‘Shield Group’ and ‘Al Majmoua’ were invited but could not make it. ‘Shield Group’⁵ is a civil society organization that aims at bringing relief, assistance and development to the population in general and to those who are marginalized and deprived from governmental health services, social care, economic assistance, and protection. ‘Al Majmoua’⁶ is an independent, Lebanese non-governmental organization that provides low-income individuals, particularly women, residing in Lebanon with affordable financial services to build sustainable businesses. Petra Abou Haidar, journalist from LBCI could not make it as well. The PCM CMU will make additional efforts to reach out to these organizations to hear their views in the next consultation session as outlined in this SEP.

Stakeholders were invited to share their thoughts, questions, and concerns regarding the Project setup. The main comments provided are summarized in [Appendix2](#), and further details are presented in the disclosed SIA.

Following the proposed ESSNP-AF2, the GoL conducted additional stakeholders’ engagement activities to inform these interested groups and gather their opinions and concerns in a timely manner. The SEP is being updated accordingly as further detailed below:

⁵ <https://sheildassociation.org/>

⁶ <https://www.almajmoua.org/>



- One-on-one consultations with several NGO's (Arcenciel, Caritas, ABAAD and LUPD) were made in February 2023 to present the ESSN-AF project components and objectives and introduce the proposed AF2. The ESF was introduced and the ESSs which apply. Overall, the concerned NGOs expressed once more a very clear understanding of the project components and confirmed the Project impact importance in its current form given Lebanon's compounding crises. In addition, they confirmed the importance of the proposed AF2 that would help the targeted 150000 extreme poor and vulnerable Lebanese HHs for an additional year by providing cash transfers for basic income support. Lebanon's situation is still critical and financial assistance is still vital for this targeted segment of the population. They also emphasized on the importance of the proposed AF2 in further developing Lebanon's shock-responsive integrated Social Protection Information System (SPIS).

In addition, Arcenciel emphasized on the need to reanalyze filters such as 'house ratio' that might be inappropriate giving Lebanon's unprecedented economic crisis. In fact, Lebanese families might live in a relatively spacious ratio house but not have the ability to generate their basic needs to lead a decent life. The GoL assured Arcenciel that a reevaluation of this exclusion filter is being undertaken. In fact, a lot of GM complaints were related to this filter, so it is being restudied to assess HHs and provide fair chances to all vulnerable ones. In addition, Arcenciel expressed once again the need to raise an awareness campaign in remote areas to better help HHs in filling applications. In the next round, additional efforts will be made to help in this process such as teaming up with local NGOs in remote areas.

LUPD emphasized on better including HHs with severe disabilities, or HHs with elderly members. In fact, those HHs categories have extra expenses because of their respective cases and therefore it would only be fair to take that into consideration while evaluating level of poverty. The GoL is aware of this fact and is currently taking those cases into consideration in all Project's phases. We are currently filtering, sorting, and analyzing all relevant GM complaints to take them into account and only then act and include those vulnerable HHs in upcoming phases of the Project (such as the selection of the remaining approximative 74000HHs).

- Additionally, following the proposed AF2, one-to-one meetings with random beneficiaries (3 females and 2 males) from various regions were made to assess their views and feedback on the Project. Overall, beneficiaries expressed once again their satisfaction towards the Project in its current form and affirmed its need giving Lebanon's current situation. However, all beneficiaries emphasized on the urgent need of this proposed AF2 that will continue to support them giving Lebanon's situation that has not yet evolved. They were all anxious to face and survive coming months with no provided assistance. In fact, all agreed that Lebanon's crisis is unbearable without financial help, and this interruption of assistance will be hard to endure. (Refer to the project [Appendix 3](#) for details about these consultations including raised feedback and concerns).

A live conference on Lebanon's social protection strategy is currently being planned (date to be determined). This outreach and communication event will be covered by press and social media and part of it will present the ESSN AF components and its progress to date.

These consultations aim to ensure inclusive engagement of all relevant stakeholders, mitigate potential risks and impacts, and lead to long term sustainability. They took place in line with the provisions of the Environmental and Social Commitment Plan (ESCP) which has been updated for the Additional



Financing. The SEP, which is a living document⁷, will be updated as needed throughout the project implementation. The GoL has updated this SEP which applies to both the parent project and the Additional Financings (AF1 and AF2).

3-Stakeholder Identification and Analysis

This section of the SEP identifies the PAPs, the OIPs, and other disadvantaged or vulnerable group. The project-affected parties include those likely to be affected by the Project because of actual impacts or potential risks to their physical environment, health, security, or well-beings. OIPs include individuals, groups, or organizations with an interest in the Project, which may be because of the Project location, its characteristics, its impacts, or matters related to public interest. The disadvantaged or vulnerable are defined as individuals or groups who may be disproportionately impacted by the Project, who may have been unfairly excluded from the Project, or who may have limitations in participating and/or understanding project information due to lack of understanding of a consultation process or a lack of means to access Project information.

The following stakeholders will be informed and consulted about the project accordingly.

3.1 Identified Stakeholders and Affected Parties

Within the scope of this Project, the main categories for PAPs are identified as follows:

- **Beneficiaries of basic income support through cash transfers:**

The Emergency SSN Project's first component will scale up the NPTP from its pre-crisis coverage of 15,000 households to approximately 150,000 households. The scale-up would result in an enhanced coverage of Lebanon's targeted SSN from 1.5 percent to around 22 percent of the Lebanese resident households. Simulations conducted by the WB using now casted HBS 2011/12 data show that the scale up will reduce the extent of extreme poverty from 21.8 percent in the post-crisis simulation for 2020 to 12.9 percent, reflecting 8.9-percentage points decrease in the extreme poverty rate.

The proposed scale up is currently taking place on a rolling basis. Verification, determination of eligibility and payments to beneficiaries are happening in parallel. The full verification process is expected to be concluded by June 2023, and the entire caseload of approximately 150,000 households will be reached by end June / July 2023.

To understand this stakeholder group and identify any special needs that they may have with respect to their engagement in the Project, a geographic and demographic analysis of the potential beneficiaries currently being visited is provided below. The analysis is based on registration records of the 200,000 households who applied on DAEM, and of whom the 150,000 beneficiary

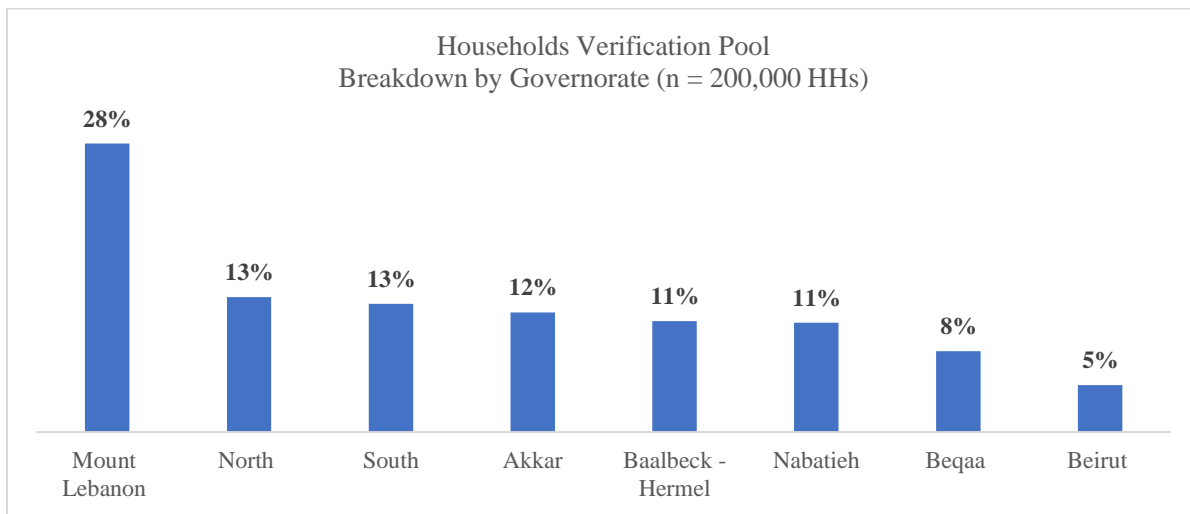
⁷ The GoL will update the SEP following additional inclusive stakeholder consultations with all stakeholders identified in this SEP, including project affected parties, other interested parties and disadvantaged / vulnerable groups or NGOs representing such vulnerable groups to take into consideration their feedback.



households will be selected. This analysis will be further updated once the full caseload is reached to provide a more precise profile of the targeted population.

The data finds that the sample population is scattered across the country (Figure 1 and figure 2) and has diverse demographic characteristics ([table 1](#)), and therefore distinct information disclosure and communication needs ([table 4](#)).

Figure 1: Distribution of Households Verification Pool by Governorate

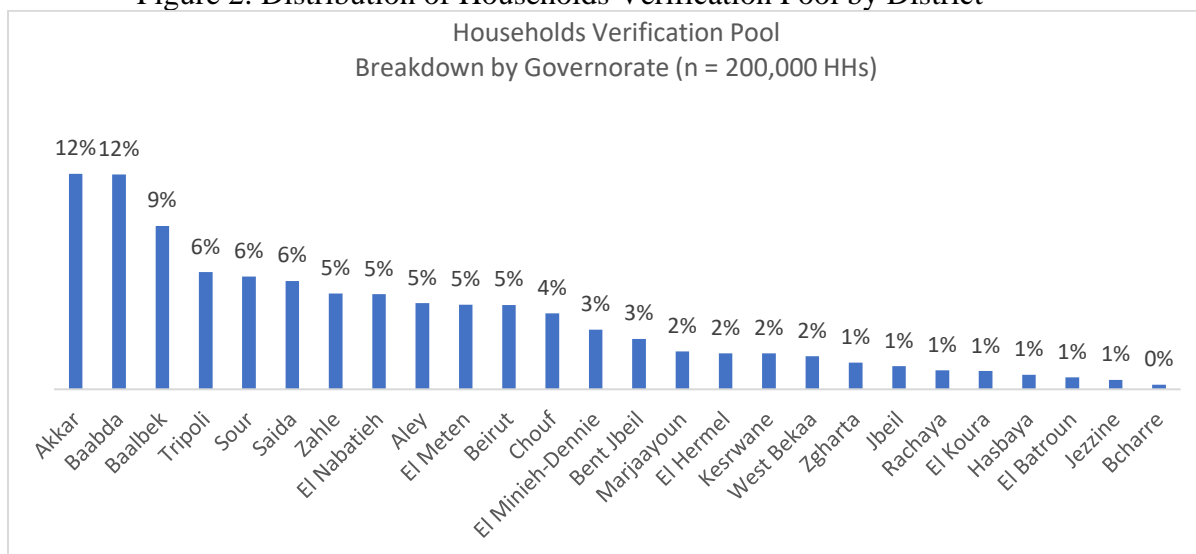


Source: DAEM Database (November 2022)

Similar to the completed registration applications, households who meet the initial screening criteria and are therefore eligible for verification are located in Mount Lebanon (28%) followed by North (13%), South (13%) and Akkar (12%) governorates whereas the least number of households is found in Beirut (5%).



Figure 2: Distribution of Households Verification Pool by District



Source: DAEM Database (November 2022)

At the district level, households who meet the initial screening criteria and are therefore eligible for verification have the highest percentages in Akkar (12%), Baabda (12%), followed by Baalbeck (9%) districts whereas the least number of households is found in Jezzine and Becharre (+/- 1%).

Table 1: Demographic Characteristics of Households Verification Pool by Governorate

Region	Percentage of Household (N=200,000)	Percentage of female HoH (30% of the total pool)	Percentage of HHs with Disabled Members (32% of the pool)	Percentage of HHs with Elderly (26% of the pool)	Percentage of HHs with children below 18 (66% of the pool)
Akkar	12%	13%	13%	9%	13%
Beirut	5%	6%	6%	7%	4%
Bekaa	8%	8%	7%	8%	8%
Baalbeck - Hermel	11%	13%	9%	10%	11%
Mount Lebanon	28%	27%	28%	33%	26%
Nabatiyeh	11%	9%	10%	10%	11%
North Lebanon	13%	14%	16%	11%	14%
South Lebanon	13%	12%	11%	11%	13%
Total	100%	100%	100%	100%	100%

Source: DAEM Database (November 2022)



The Households Verification Pool shows that 30% of the selected households are female headed households, 32% have members with disabilities, 26% have elderly members, and 66% are with at least one child below 18 years old. It is worth noting that 45% of the Households Verification Pool present from 2 to 4 overlapping criteria.

- **Students aged 13-18 in households under component 1 enrolled in public schools:**

Component 2 will provide a top-up cash transfer to around 87,000 students between the ages of 13 and 18 years currently enrolled in public school identified from households living in extreme poverty and benefiting from component 1 of the program. The targeted students constitute 67 percent of the total number of children ages 13 to 18 years enrolled in public schools.

- **Social Workers:**

A successful implementation of the SSN Project and all its components would require building capacity of all staff involved in the project, and particularly the social workers at MoSA. As the social workers benefit from trainings on case management, GM, Gender Based Violence or Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH), and communication under the Project's component 4, they will be directly affected. The size of this stakeholder group is estimated at around 462 individuals.

- **Syrian Refugees:**

Component 3 of the Project involves Syrian refugees who will benefit from social services provided through Community Development Centers (operated by NGOs) and/or MoSA's SDCs. The final number of refugees who will benefit from this program has not been determined.

3.2 Other Interested Parties

Other interested parties in the Project are identified as individuals, groups, or organizations who may not be directly affected by the Project but who can help play a role in identifying potential risks, impacts, and opportunities for the Borrower to consider and address in the assessment process and throughout project preparation. The following OIPs have been identified as stakeholders in the Project:

Table 2: Other interested parties



Category	Institution	Interest
Government agencies	CMU at the Presidency of the Council of Ministers	Overseeing the implementation of the Project, acting as the Project’s Management Unit (PMU) of the ESSN. The CMU will be responsible for the implementation of the Project, including managing several key functions related to the management of the targeting database (scoring and confirmation of eligibility, cross-checking, referrals to WFP for payments) and managing other M&E activities.
	Ministry of Social Affairs MoSA	Responsible for delivery of the social services and linkages with the households receiving the cash transfers via its SDCs and/or community centers/NGOs; assign GM focal point who will be in charge of overlooking the GMs at the local level in SDCs and coordinate with both the GM firm and the CMU.
	Ministry of Education and Higher Education MEHE	Implementing and monitoring component 2, coordinating with CMU on operations, responsible for providing attendance data of the students supported by top-up cash grants; assign GM focal point who will be in charge of overlooking the GMs at the local level in schools and coordinate with both the GM firm and the CMU. The schools are expected to be the first avenue to receive grievances. However, there will be 87,000 beneficiary students. This will require a robust roll-out program including training for principals and teachers to manage grievances.
	Central Inspection Office	Responsible for the supervision of the DAEM platform as well as safeguarding data protection aspects.
International organizations, donors, investors	World Food Program	Implementing cash-based assistance of components 1 and 2, and monitoring matters related to food security
	European Union	Donor – providing grants
	Germany	Donor – providing grants
Implementing entities	Contracted schools	Collecting school registration fees, enrolling children in schools. Monitor enrollment, attendance, and attainment.
	Banks and financial intermediaries (Money Transfer Operators)	Provide assistance to beneficiaries in cash and coordinate with the GOL on policy guidelines.
	Communication and outreach firm	Designing and implementing a comprehensive communication strategy for the Program
	Monitoring and evaluation firm	Monitor and evaluate components 1, 2, 3, 4.



	GM firm	Assigning a GM manager; assigning a GM coordinator; developing a logging protocol and MIS program, setting up a GM operational manual, establishing an automated tracking system, developing FAQs, ensuring timely response system, collection of information, monitoring, providing multiple channels to report SEA/SH that include anonymous reporting and referral to GBV support services
	Development firm	Specialized firm developing and maintaining the DAEM Social Protection Information System
	Third Party Monitoring Agent (TPMA)	Third party conducting technical audit of the Project
	Verification/new intake firm	Conducting verification, recertification, and accepting new applications for beneficiaries.
	External auditing firm	Perform auditing activities and reporting to stakeholders
NGO Partners	MoSA’s NGO partners, namely: Anera, Oxfam, Save the Children International, Secours Islamique France, Caritas Lebanon, Caritas Switzerland, Arcenciel, ANND, Himaya, Akkarouna, Amel, LUPD, Action Contre la Faim ACF, Relief International, Mercy Corps	<p>May have in-depth knowledge about the environmental and social characteristics of the beneficiaries in some areas and the nearby populations. They can play a role in identifying risks, potential impacts, and opportunities to be addressed.</p> <ul style="list-style-type: none"> • Caritas provides economic development, livelihoods, health and social care, education, service to foreign refugees, emergency and crisis intervention, environmental supervision, and protection of the needy, in coordination with the Council of Catholic Patriarchs and Bishops, dioceses, and priests. LHDF⁸ member http://www.caritas.org.lb/ • Arcenciel adheres to the principles of sustainable development, emphasizes the social and economic integration of marginalized people and communities back into society. It believes that every person, no matter the gravity of their handicap, can overcome their disability and contributing to the communities in which they live. LHDF member https://arcenciel.org/en/ • ANND is an independent, democratic, and civil network, established in 1997, aimed at strengthening and empowering civil society and promoting the values of democracy, respect for human rights and sustainable development in Arab countries. https://www.annd.org/en

⁸ Lebanon Humanitarian and Development Forum, a well-organized network of local entities with nationwide coverage across sectors. The selected agencies all work with Lebanese communities.



		<ul style="list-style-type: none"> • Himaya was founded in 2008 to fight against all forms of child abuse: physical, psychological, sexual or neglect. LHDF member https://www.himaya.org/ • Akkarouna association aims to develop the spirit of volunteering in any project or activity utilizing every possible opportunity, work with all regardless of religion, age, political conviction or gender, promote equality in rights and duties among the members of the Association, volunteers and participants, orient and divert minds towards development & culture. LHDF member https://arab.org/directory/akkarouna/ • Amel is a non-governmental and non-sectarian organization offering dignified and accessible programs for all in the following fields: health, psychosocial support, professional training, women empowerment, rural development, support to migrants, protection, and human rights. LHDF member https://amel.org/ • The Lebanese Union for People with Physical Disabilities (LUPD) is a civil society founded in 1981, in the midst of the Lebanese Civil War, to advocate for the inclusion, equality, and rights of people with disabilities in Lebanese society. https://lphu.com/en/english/
	Other potential contracted NGOs involved in social support services that will contribute to component 3 of the Project	Interaction with the public through community development centers (CDCs)
	ABAAD and KAFA	<p>Collaboration with ABAAD and KAFA for the prevention and response of risks related to GBV and SEA/SH</p> <ul style="list-style-type: none"> • ABAAD aims to achieve gender-equality as an essential condition to sustainable social and economic development in the MENA region. LHDF member https://www.abaadmena.org/ • KAFA (enough) Violence & Exploitation organization seeks to create a society that is free of social, economic, and legal patriarchal structures that discriminate against women to eliminate all forms of gender-based violence and exploitation and seek substantive gender equality.



		https://kafa.org.lb/
Press and Media	All communication channels identified in section 4 of this SEP including TVs, radios, newspapers	Inform the public about project implementation and planned activities and GM

3.3 Disadvantaged/Vulnerable Groups

While the Proxy-Means Testing (PMT) formula used for targeting of the NPTP has strong analytic foundations, possible measurement errors during initial intake, changes in households’ composition and the economic conditions between the Household Budget Survey (HBS)’s date (2011-12) and the time of scale-up, and inflation could have potentially led to a certain extent of exclusion errors.

Based on a screening for the Project and discussions with key stakeholders, the disadvantaged/vulnerable groups identified in the Emergency Social Safety Net Program are:

- Elderly and disabled groups who may have additional needs for care and support and who may not be captured by the existing PMT formula. The PMT eligibility cut-off score for such households can be increased to allow some intake from non-extreme poor households that belong to these categories
- Small-sized families that are typically excluded under the current PMT mechanism which determines households’ eligibility for assistance
- Extreme poor Lebanese households who may not be able to register online for the program
- Extreme poor Lebanese households who come from certain regions in which contrasting patterns of poverty exist, leading to the lack of appropriate communication.
- Syrian refugees: The influx of Syrian refugees in Lebanon since 2011 led to one of the world’s highest concentration of refugees in any country, themselves affected by high poverty. The total population of Lebanon increased by more than 38 percent between 2010 and 2019, rising from 4.9 million to 6.6 million. As of December 2022, 814,715⁹ registered Syrian refugees are in Lebanon (however the GoL estimates hosting 1.5 million Syrian refugees). The socio-economic situation of Syrian refugees has been deteriorating over the years with close to 91 percent of the population falling below the poverty line (less than USD\$4 per day per person) and 88 percent below the extreme poverty line (less than USD\$3 per person per day), as per data collected in June – July 2021 for the annual UNHCR, UNICEF and WFP Vulnerability Assessment of Syrian Refugees in Lebanon (VaSyR).

While female-headed households do not seem to be disadvantaged by the current PMT system, the current system does not take into account social pressure on females heading households just above the extreme poverty line, especially when a member of those household or the spouse is deceased or

⁹ As per the UNHCR Fact Sheet.



incarcerated. Additional “filters” may need to be integrated in order to ensure that the engagement process is inclusive.

Throughout the Project’s preparation and implementation, the Project’s central management unit (CMU) at the PCM will coordinate with the stakeholders and make efforts to provide all means necessary to best engage the disadvantaged or vulnerable groups identified in this document through proper communication means and additional selection filters.

3.4 Summary of Project Stakeholder Needs

Table 3 below summarizes the stakeholder categories identified in this SEP and reviews the preferred means of communication with these stakeholders and the frequency of engagement.



Table 3: Summary of Project Stakeholder Needs

Stakeholder group	Key characteristics	Preferred notification means	Language needs	Specific needs (accessibility, large print, daytime meetings)
Affected Parties				
Beneficiaries of basic income support through cash transfers	<p>Group includes the targeted extreme poor beneficiaries who applied on the DAEM platform</p> <p>Size of the stakeholder group is estimated at 150,000 households (over 630,000 individuals). Group engages in providing feedback about the Project.</p>	<p>At the beginning of the Project preparation and implementation phase, due to COVID-19 spread situation, to reduce risks of transmission and in line with Bank requirements (see technical note on public consultations and stakeholder engagement) the CMU avoided public gathering and relied on social media when possible and appropriate.</p> <p>Now that COVID-19 General mobility restrictions have been lifted nationwide, the task team diversified the means of communication by employing traditional channels, public hearings, workshops, and meetings between Project agencies and beneficiaries (to better include beneficiaries not having access to the internet)</p>	Official language (Arabic)	<p>As needed per household.</p> <p>Some individuals from this group: May not know how to read; May not have access to the internet; May not have access to TV; May not have the means to buy newspaper</p>
Students aged 13-18 in households under component 2 enrolled in public schools	87,000 students from 150,000 households receiving top-up cash transfers.	Through the PCM and MEHE websites	Official language (Arabic)	TBC
Social workers	Around 462 social workers spread over 114 SDC	Through MoSA	Official language (Arabic)	N/A
Other Interested Parties				
Government stakeholders	<p>PCM; MoSA; MEHE.</p> <p>Those include ministers, director generals, advisors,</p>	Weekly meetings, written information, emails, telephone, fax.	Official language (Arabic)	N/A



	staff, personnel at the CMU, technical team at the IMC.			
IGOs, donors, and investors	EU; WFP; Germany; Stakeholders engage in technical and non-technical (operational management) assistance.	Weekly meetings, written information, emails, telephone, fax.	Language alternative (English)	N/A
Implementing entities	Contracted schools, banks and financial intermediaries (MTOs), grocery stores.	Meetings, written information, emails, telephone, fax.	Official language (Arabic); language alternative (English)	N/A
Third party implementation firms	Third party firms for: communication and outreach, monitoring and evaluation, GRM, external audit, verification.	Meetings, written information, emails, telephone, fax.	Official language (Arabic); language alternative (English)	N/A
Partnering organizations, CBOs, CSOs, NGOs	NGOs who may have in-depth knowledge about the social characteristics of the project and can help in identifying potential risks, impacts, and opportunities.	Meetings, written information, emails, telephone, fax.	Official language (Arabic); language alternative (English)	N/A
Press and media	TV and radio channels, newspapers, online blogs	Written information, press releases, emails, telephone, websites, direct communication between firm and media outlets	Official language (Arabic); language alternative (English)	N/A
Disadvantaged/Vulnerable Groups				



Disadvantaged and vulnerable groups	<p>Poor and extreme poor Lebanese households who might be eligible beneficiaries but are currently excluded from the Program, such as the elderly, small-sized families, extreme poor Lebanese households from certain regions; and female-headed households just above the extreme poverty line. No data is currently available to estimate the size of this stakeholder group.</p>	<p>All channels identified in the communication strategy targeting extreme poor households and the program’s beneficiaries (traditional channels, public hearings, in person meetings between Project agencies and beneficiaries, through NGOs and SDCs)</p>	<p>Official language (Arabic)</p>	<p>As needed per households: Some individuals from this group: May not know how to read; May not have access to the internet; May not have access to TV; May not have the means to buy newspaper</p> <p>Make sure to cover transportation fees for in person meetings or consultations.</p>
Vulnerable women and groups advocating for women, children, and adolescent girls		<p>Effective and meaningful consultations are needed to ensure that the views of women are sought and incorporated.</p>	<p>Official language (Arabic)</p>	<p>May need female representatives to coordinate consultations.</p>



4-Stakeholder Engagement Program

4.1 Purpose and Timing of Stakeholder Engagement Program

The main goal of the stakeholder engagement program is to ensure inclusive engagement of all relevant stakeholders that have been identified in this document. This is important because it allows the stakeholders and partners in the Project to feel consulted, which can help promote better development outcomes, mitigate potential risks and impacts, and lead to long-term sustainability. In addition, having discussions with the stakeholders throughout the Project will allow the relevant parties to provide input and agree upon the best way to move forward so that actions are unified. As such, the stakeholder engagement program would lay out a map that the staff and partners can refer to throughout the Project's development stages.

Provided below are the stakeholder engagement program activities through which the stakeholders will be informed of forthcoming opportunities to review information and provide their views. While decisions on the specific type of communication, locations, and timing of meetings have not yet been finalized and highly depend on decisions that are in discussion as of this writing, in addition to Lebanon's status in fighting the COVID19 outbreak, that information will be incorporated in future versions of this document.



Table 4: Purpose and Timing of Stakeholder Engagement Program

Project Stage	Target Stakeholders	Topic(s) of engagement	Method(s) used	Frequency	Responsibilities
Launch of component 1: Provision of food support	150,000 beneficiary households from the extremely poor	Announcing the launch of the scale-up and providing details on the Project and its Additional Financings (AF1 and AF2)	All communication channels identified including mass media, social media, websites, brochures, SMS	One-time campaign during launch, for 4 weeks	Communication and outreach firm, MoSA, WFP, CMU
Implementation of component 1 	150,000 beneficiary households from the extremely poor	Provision of cash for basic income support.	Through direct engagement	Continuous engagement	MoSA, PCM, WFP, Banks and financial institutions
	150,000 beneficiary households from the extremely poor	Communication and outreach	Communication channels, virtual and in-person consultations depending on COVID19 public health guidelines	Periodic engagement (frequency of each communication activity can vary)	Communication and outreach firm, MoSA, CMU
	150,000 beneficiary households from the extremely poor	GM	Communication channels TV, radio, leaflets, flyers, websites, word of mouth, virtual and in-person consultations depending on COVID19 public health guidelines	Periodic engagement	GM Firm and focal point at MoSA CMU
	Vulnerable Groups including women and groups advocating for women, children, and adolescent girls	GM and SEA/SH	Communication channels, mass media, social media, websites, SMS, virtual and in-person consultations depending on COVID19 public health guidelines	Periodic engagement: monthly or quarterly reporting	MoSA, GM Firm, CMU, other identified women NGO groups and associations



Launch of component 2: Provision of education cash grants	87,000 Lebanese students between the age of 13 and 18	Announcing the launch of the scale-up and providing details on the Project and its Additional Financings (AF1 and AF2)	All communication channels identified including mass media, social media, websites, brochures, SMS	One-time campaign during launch, for 4 weeks	Communication and outreach firm, MEHE, CMU
Implementation of component 2 	87,000 Lebanese students between the age of 13 and 18	Provision of education cash grants and support	Through direct engagement	Continuous engagement	MEHE; UNICEF
	87,000 Lebanese students between the age of 13 and 18	Communication and outreach	Communication channels, virtual and in-person consultations depending on public health guidelines	Periodic engagement (frequency of each communication activity can vary)	Communication and outreach firm, MoSA, MEHE, CMU
	87,000 Lebanese students between the age of 13 and 18	GM	Communication channels TV, radio, leaflets, flyers, websites, word of mouth, virtual and in-person consultations depending on COVID19 public health guidelines	Periodic engagement	CMU, GM Firm, and focal points at MoSA and MEHE,
	Vulnerable Groups including women and groups advocating for women, children, and adolescent girls	GM and SEA/SH	Communication channels, mass media, social media, websites, SMS, virtual and in-person consultations depending on COVID19 public health guidelines	Periodic engagement: monthly or quarterly reporting	CMU, MoSA, MEHE, GM firm, other identified women NGO groups and associations
Launch of component 3: Access to crisis-relevant social support services	- Syrian refugees ¹⁰ - Lebanese beneficiary households	Announcing the launch of the scale-up and providing details on the Project and its Additional Financings (AF1 and AF2)	All communication channels identified including mass media, social media, websites, brochures, SMS	One-time campaign during launch, for 4 weeks	Communication and outreach firm, MoSA, CMU, NGOs hired by MoSA, other international NGOs dealing with Syrian refugees

¹⁰ While Syrian refugees are identified as stakeholders/vulnerable groups in this SEP, engagement, communication campaigns and consultations with this group under component 3 of the project will be through international NGOs– the CMU will document details of these engagements in their progress reporting



Implementation of component 3 	- Syrian refugees -Lebanese beneficiary households	Providing crisis-related social support services	Through direct engagement (at SDCs and CDCs)	Continuous engagement	NGOs hired by MoSA; MoSA (through SDCs); any NGO involved in CDCs
	- Syrian refugees - Lebanese beneficiary households	Communication and outreach	Communication channels, virtual and in-person consultations depending on public health guidelines	Periodic engagement (frequency of each communication activity can vary)	Communication and outreach firm, MoSA, CMU, NGOs hired by MOSA, and other international NGOs dealing with Syrian refugees
	- Syrian refugees - Lebanese beneficiary households	GM	Communication channels TV, radio, leaflets, flyers, websites, word of mouth, virtual and in-person consultations depending on COVID19 public health guidelines	Periodic engagement	RM Firm and focal point at MoSA, CMU, NGOs hired by MOSA, and other international NGOs dealing with Syrian refugees
	Vulnerable Groups including women and groups advocating for women, children, and adolescent girls	GM, SEA/SH	Communication channels, mass media, social media, websites, SMS, virtual and in-person consultations depending on COVID19 public health guidelines	Periodic engagement: monthly or quarterly reporting	GM Firm and focal point at MoSA, CMU, NGOs hired by MOSA, and other international NGOs dealing with Syrian refugees



4.2 Proposed Strategy for Information Disclosure

Throughout the preparation and implementation phases, the outcomes of the Project and any unforeseen changes or updates will be disclosed to the stakeholders in a technically and socially appropriate approach and in a timely manner.

The preliminary list of information and documents that will be disclosed by the GOL about the project includes, but is not limited to, the following:

- General information about the Project
- Overview of the services and benefits
- The Program's eligibility requirements
- Instructions on the application process
- Information on recertification process
- Locations and contact information of SDCs and application points, municipalities, and MoSA
- Application timeline
- Information on the post-application process
- Information on meetings and consultation sessions
- Information on GMs
- Relevant environmental and social systems assessment reports to CMU
- Other due diligence and tasks to be completed in the appraisal period
- Distribution of project responsibilities among GOL and parties involved in technical assistance
- The Project's timeline and key dates (to relevant stakeholders)
- Monitoring and Reporting (M&E) information
- Social and environmental documents including the Environmental and Social Commitment Plan (ESCP), the Social Impact Assessment (SIA), the Gender-Based Violence (GBV) Action Plan, and the Labor Management Procedures (LMP) which apply both to the Parent Project and the Additional Financing
- This SEP document which is applicable to both the Parent Project and the Additional Financing, and to welcome any comments or suggestions for improvement

The channels through which information disclosure will take place include:

- MoSA's website (www.socialaffairs.gov.lb).
- PCM website (www.pcm.gov.lb)
- MEHE website (www.mehe.gov.lb)
- Central Inspection Office website (<https://impact.cib.gov.lb/home?dashboardName=ration-card>)
- Emails, fax, and telephone
- Short Message Service (SMS)
- Social media platforms: WhatsApp, Facebook, Instagram, Twitter
- Traditional/Mass media platforms: TV, radio, newspapers and magazines
- Online blogs
- Print media: brochures, posters, and leaflets



- If safe, household visits if and when recertification process is going to take place
- Outreach through third-party stakeholders

Other documentation will be provided to the appropriate stakeholders upon availability and as needed. Part of the information disclosure strategy will also include means necessary to consult with project-affected stakeholders if any significant changes to the project resulting in additional risks and impacts arise.

It is very important to understand how target stakeholders usually receive important information and how this information is interpreted. As such, the communication team should tailor the message to the beneficiaries to potentially reach all individuals in a family so that a family member above the age of 18 can easily apply to the Program.

Table 5: Summary of Notification Plan throughout Project Cycle

Project Stage	List of information to be disclosed	Target stakeholders	Responsibilities	Methods proposed
Pre-application outreach	General information about the Project; overview of the services and benefits; application timeline; information on meetings and consultation sessions; relevant environmental and social systems assessment reports; distribution of Project responsibilities; the Project’s timelines and key dates; M&E information; environmental and social systems assessment report, GM procedures.	Potential and existing beneficiaries; Government stakeholders; IGOs, donors, and investors.	MoSA; MEHE; CMU at PCM; SDCs; communication firm	MoSA website;; MEHE website; PCM website, emails, fax, telephone, SMS, word of mouth, social media, traditional media, online blogs, print media.
Implementation phase: opening applications for beneficiaries	Program’s eligibility requirements; instructions on the application process; information on recertification process; locations and contact information of SDCs and application points as well as schools.	Potential and existing beneficiaries.	MoSA; social workers; SDCs; third-party stakeholders (NGOs, IGOs, CSOs, CBOs) including WFP on component 1, UNICEF on component 2, and NGOs hired by MOSA on component 3.	MoSA website;; PCM website, MEHE website; WFP, and NGOs websites; emails, fax, telephone, SMS, word of mouth, social media, traditional media, online blogs, print media.
Following the AF1	General information about the Project and the AF1; overview of the services and benefits; application timeline;	Potential and existing beneficiaries; Government	MoSA; MEHE; CMU at PCM;	MoSA website; MEHE website; PCM website, emails, fax, telephone, SMS, word



	information on meetings and consultation sessions; relevant environmental and social systems assessment reports; distribution of Project responsibilities; the Project’s timelines and key dates; M&E information; environmental and social systems assessment report, GM procedures.	stakeholders; IGOs, donors, and investors.	SDCs; communication firm	of mouth, social media, traditional media, online blogs, print media.
Following the AF2	General information about the Project and the Additional Financings (AF1 and AF2); overview of the services and benefits; application timeline; information on meetings and consultation sessions; relevant environmental and social systems assessment reports; distribution of Project responsibilities; the Project’s timelines and key dates; M&E information; environmental and social systems assessment report, GM procedures	Potential and existing beneficiaries; Government stakeholders; IGOs, donors, and investors.	MoSA; MEHE; CMU at PCM; SDCs; communication firm	MoSA website; MEHE website; PCM website, emails, fax, telephone, SMS, word of mouth, social media, traditional media, online blogs, print media.
Future phase: household visits and post-application	Information on post-application process; timelines; guidance on next steps.	Applicants and beneficiaries.	Social workers; SDCs; third-party stakeholders (NGOs, IGOs, CSOs, CBOs), verification firm.	Household visits.

4.3 Proposed Strategy for Consultation

Methods used for consultation and disclosure are provided in Table 6 and includes a variety of methods:

- Online methods
- Surveys, polls, and questionnaires
- Public meetings, workshops, and/or focus groups on specific topic
- Use of newspapers and mass media
- Notifications at municipalities

Consultations with stakeholder groups are conducted virtually or through face-to-face interviews, meetings, workshops, with the CMU, in collaboration with the World Bank and other donors, investors, and interested stakeholders.



With respect to component 3 of the Project and the engagement of Syrian refugees, the involvement of the NGOs hired by MOSA to support SDCs and their coordination in conducting consultations with refugees remains in discussion. Best practice in line with the Bank's requirements will be ensured during implementation of this component.

It is highly recommended to engage with NGOs to support the PCM CMU in the engagement activities.

Moreover, the task team and the CMU has reviewed this draft SEP to include both Additional Financings (AF1 and AF2)..

Means of communication, will be diversified with reliance on live and virtual consultations, social media, online channels, and possibly chat groups, in addition to the traditional channels of communication like TV, newspaper, radio, public announcements and mail. Such channels can be highly effective in conveying relevant information to stakeholders and would allow them to provide their feedback and suggestions.

Where large meetings are essential, live or online workshops are recommended. The format of such workshops could include the following steps:

- Participants confirmation
- Distribution of workshop materials to participants, including agenda, project documents, presentations, questionnaires, and discussion topics
- Review of distributed information materials
- Discussion, feedback collection and sharing
- Conclusion and summary

Information is also disseminated through digital platforms like Facebook, Twitter, WhatsApp groups, Project websites, etc.

4.4 Proposed Strategy to Incorporate the View of Vulnerable Groups

In addition to overlooking a proactive and well-targeted communication outreach campaign (see sections 4.1 and 4.2), CMU will ensure that the views of vulnerable or disadvantaged groups will be sought during the consultation process. These measures may include engagement through proactive communication and outreach campaigns (by the channels identified in this SEP).

In addition, filters to include some disadvantaged groups who might have been excluded in the initial screening process but who may be eligible for the Program will be implemented by the CMU. This can potentially address the issue of exclusion of vulnerable groups identified in this SEP to a certain extent.

The CMU at the PCM will also continue to carry out data re-checking procedures for vulnerable groups that submit complaints to through the GM system put in place.

4.5 Timelines

Under the parent project and the Additional Financings (AF1 and AF2), information on timelines for project phases and key decisions will be disclosed to the appropriate stakeholders as soon as possible



and once available. The deadline for comments will also be determined and shared with the stakeholders by the CMU.

4.6 Review of Comments

The CMU, MoSA, and MEHE will identify staff within each organization to help develop a team who will be responsible for addressing complaints, concerns, and suggestions. The team will be comprised of staff members that will be specified at a later stage and who will be trained to respond to all incoming complaints, concerns, and suggestions in a technically and socially adequate and efficient manner, and who will have knowledge of the appropriate departments or authorities to divert the complaints to as necessary.

All complaints, concerns, and suggestions must be reviewed, and all cases must be closed within a reasonable timeframe that will be communicated in advance, but that will not exceed 14 days. A summary of the review of comments must be disclosed and reported back to stakeholders periodically.

4.7 Future Phases of Project

All stakeholders will be kept informed of key Project decisions and phases as it develops. The relevant GOL authorities, including the Project's CMU at the PCM, MEHE, and MoSA, will regularly report to stakeholders on specific matters, and disclose any changes or updates in a timely manner and in a technically appropriate approach that will be determined in the project preparation/appraisal phase.

5-Resources and Responsibilities for Implementing Stakeholder Engagement Activities

5.1 Resources

The CMU will allocate all necessary resources including staff and budget for the management, implementation, and monitoring of the SEP during the duration of the Project. A budget is allocated for SEP implementation to better plan this activity. The CMU disclosed a description of all available resources to the relevant stakeholders, including the names and contact information of the staff in charge.

5.2 Management Functions and Responsibilities

The CMU at the PCM will need to hire a social safeguards specialist who will follow up and monitor the successful implementation of this SEP including the review of all comments and in coordination with the focal points at the respective organizations. The stakeholder engagement activities are the responsibility of the MoSA in coordination with the CMU, the social safeguards specialist and the communications firm. All need to have a minimum of 7 years' experience and the relevant qualifications in their respective fields. The CMU in coordination with the social safeguard specialist will ensure that the stakeholder engagement activities as outlined in this SEP are adhered to and will report accordingly the outcomes of these consultations in their progress reports.

6-Grievance Mechanism



The GOL discussed the importance of developing a solid GM both at the central and local levels with the World Bank and will seek to expand the scope of the GM system and address weaknesses in the current informal complaint resolution mechanism at MoSA.

The proposed new GM structure for the ESSN Project entails the establishment of a GM at the national and local levels that can be used by project beneficiaries, PAPs, and the broader public. Workers will use a separate GM system as specified in the cleared and disclosed¹¹ project Labour Management Procedures (LMP).

While the overall monitoring of the GM would remain under the responsibility of the CMU that sits at the PCM, the CMU outsourced a third-party GM firm that will set up the GM at the national level. The CMU will also appoint a GM officer who will serve as a central focal point and handle the liaison of all parties involved in the GM including third parties, and who will provide regular feedback on the effectiveness of the GM to the Inter-ministerial Committee (IMC). Currently, since the GM officer is not yet in place, this role is ensured by the Social Safeguards Officer. As part of the communication and outreach activities, the CMU will also be responsible of ensuring that the public is aware of the existence of the GM and other relevant details (such as the uptake locations). At the Ministries' level, MEHE and the NPTP unit at MoSA will each assign GM focal points who will be in charge of overlooking the GMs at the local levels (at SDCs or in schools) and coordinating with both the third-party firm and the CMU. At the local level, social workers (at SDCs), principals and teachers (in schools) will play an essential role in receiving complaints and feedback from beneficiaries and will ensure reporting cases through the MIS system within 24 hours of the submission of a grievance form (filled by the complainant or the worker).

The public and the beneficiaries will be notified about the existence of the GM at different stages, and as of the Project's earliest stages, through different means of communication including TV, radio, leaflets, flyers, websites, word of mouth, brochures, posters, and through communication and outreach activities and consultation processes.

The uptake channels available for beneficiaries and the public include a dedicated email address, a toll-free number (1747), the third-party GRM firm's website info@impact.gov.lb which is fully operational, the MoSA's website <http://www.socialaffairs.gov.lb>, feedback boxes located at SDCs and at schools, a designated mailbox, and physical centers (schools/SDCs) which will ensure flexibility in the channels available and provide the public with enough means to file their complaints or provide their feedback.

To keep track of grievances, the contracted firm will develop and operate a "complaint management system" that will be accessed by all parties involved in the GM to ensure harmonization of the format of GM forms submitted across all uptake channels. The firm will also be in charge of sorting/categorizing the complaints which are later referred by the GM manager to a GM coordinator at the CMU, who will determine the investigation process, timeframe (that does not exceed 14 days), and appropriate course of action.

Where feasible, complainants will be notified through logged communication about the process before any action is taken by the entity receiving the complaint and handling the investigation. This entity will carry out verification tasks including site visits, verification of documents, and meetings with

¹¹ www.pcm.gov.lb/arabic/subpg.aspx?pageid=19552



complainants. No investigations will be conducted for cases of GBV-related complaints. As required by the World Bank guidelines, such cases should be referred to an NGO procured under the project (component 3) to manage GBV cases for referral to the appropriate service providers.

Finally, complainants will be notified about the results of the investigation and the proposed action through the same channel their complaint was received within a specified timeframe and will be informed of the appeal process in the event they are not satisfied with the response.

The CMU will supervise the GM regularly and ensure its efficiency, while the GM focal point will work with an M&E specialist to provide quarterly reporting of GM results. All quarterly and annual reports that will be submitted to the World Bank will include a GM section that includes various information and indicators about the GM. The CMU will also ensure that an independent review/audit of the GM is conducted prior to the project mid-term review to assess the effectiveness of the GRM system.

The fully functional GM (operational since March 2022) is currently answering and resolving queries from beneficiaries.. The GM is run by 30 operators, working in 2 shifts (15 agents per shift) from 9:00 am to 5:00 pm on weekdays. The system aims to record, save, and follow up on complaints received through the hotline (1747). Citizens may contact the call center on the hotline for one of the following reasons: (1) enquire about the ESSN program, (2) report a technical problem on the platform, and/or (3) file a complaint. In line with the latest developments, incoming complaints received by the call center revolved mostly around general information, household visits, payment process and the education (component 2). As described previously, the GM workflow provides an effective way to track and resolve issues and complaints. Out of the 161566 tickets logged to date 123870 have been resolved.

The detailed description of the GM system is provided in [Appendix 1](#).

7-Monitoring and Reporting

7.1 Involvement of Stakeholders in Monitoring Activities

The CMU will publish reports about activities associated with the Emergency SSN project in general on the existing PCM and NPTP websites (www.pcm.gov.lb; and www.nptp.pcm.gov.lb) and will include in its reporting any additional coverage needed by the scale-up Project. In addition, weekly / monthly reports are produced by the Central Inspection and published on their website (<https://impact.cib.gov.lb>)

7.2 Reporting Back to Stakeholder Groups

As suggested in this document, periodical reporting will be published by the CMU and the Project's management in a technically and socially appropriate manner during the course of the project. Results of all stakeholder engagement activities will be disclosed by the PMU to both affected stakeholders and broader stakeholder groups through the channels identified in this document. In addition, stakeholders will always be reminded of the availability of a grievance mechanism through which they could address any complaints or concerns.





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- World Bank, Implementation Support Missions, Aide-Mémoire, May-August 2019
- World Bank, technical note on public consultations throughout pandemic outbreak
- DAEM Database (2022)
- World Bank, ESS10 Guidance Note
- World Bank, Project Preparation Documents (components 1, 2, 3, 4; distribution of responsibilities and tasks; institutional arrangement chart)
- World Bank, NPTP Reforms and Expansion, August 2019
- MoSA, NPTP Communication Strategy, March 2020

Consultations and meetings (all virtual):

- Dr. Bashir Osmat, March 19th, 2020
- Ms. Marie Ghiya and Ms. Abou Jaoudeh, March 20th
- Dr. Bashir Osmat, March 21st, 2020
- Mr. Ramzi Fanous and Ms. Abou Jaoudeh, PCM, March 23rd, 2020
- Mr. Ramzi Fanous and Ms. Marielouise Aboujaoudeh, PCM, April 6th, 2020



Appendix 1

Outline of the proposed GM for ECRSSN

Scope: A Grievance Mechanism (GM) is a system whereby stakeholders can submit their complaints, queries, suggestions, and feedback, about the project. Effective project GMs are intended to address issues and complaints in an efficient and timely manner. They should be widely accessible to the full range of project stakeholders, including project-affected parties, community members, vulnerable groups, civil society, media, and other interested parties, through multiple uptake channels. The mechanism focuses not only on receiving and registering complaints and feedback from beneficiaries, but also on how complaints are resolved. GMs are usually supported by an information campaign and training.

No Social Safety Net project is successful without a robust GM that ensures social accountability and builds trust with communities. Accordingly, the success of the Emergency Crisis Social Safety Net Project would rely heavily on the existence of a strong and functional GM.

Who Can Use this GM? Project beneficiaries (Households/individuals receiving assistance), project affected people (i.e. those who will be and/or are likely to be directly or indirectly affected, positively or negatively, by the project), as well as the broader public who can use the GM for the purposes of making complaints and providing feedback. Workers will use a separate GM.

The types of grievances that can be submitted through the GM would include the following:

- Fraud and corruption
- Eligibility
- GBV/SEA complaints
- Lost cards/payment issues/withdrawal/etc.
- Misconduct of staff
- Misuse of funds

The Public Awareness and Communication:

The public and beneficiaries will be notified about the existence of the GM and the way to access it at the earliest stages of the project through communication and outreach activities and the consultation process.

The communication campaign shall include information on the scope of the GM, the procedure to submit grievances (where, when and how), the investigation process, the timeframe for responding to the complainant, principle of confidentiality and right to make anonymous complaints. Multiple means of communication will be used including TV, radio, leaflets, flyers, website, and word of mouth. Brochures will be distributed during consultations and public meetings, and posters will be displayed in public places such as in Municipalities, Public Schools and Social Development Centers.

Information on complaints received and resolved will be also reported as part of the project's routine quarterly reporting. Also, a summary of implementation of the GM will be provided to the public on an annual basis.

Organizational structure:



Component 4 of the project will support the establishment of a GM at the national and local levels in Lebanon.

The overall monitoring of the GM would be the responsibility of the Central Management Unit (CMU) sitting at the Presidency of Council of Ministers (PCM). The CMU will outsource a firm which will be in charge of setting up the GM at the national level. The Ministry of Social Affairs and Ministry of Education and Higher Education will play a role each in their own capacity in operating the GM at the local levels. A separate mechanism will be used for workers' grievances. The PCM CMU will appoint a GM officer who will serve as a central focal point by providing regular feedback on the effectiveness of the GM to the Inter-ministerial Committee (IMC). The responsibilities of the GM officer will consist of liaising with all parties involved in the GM including third parties, UN agencies and service providers, and monitoring the efficiency and functionality of the GM. As part of the communication and outreach activities, the CMU would also ensure that the public is aware of the existence of the GM, and particularly of the uptake locations to request information or complain.

Development and management of Central GM will be outsourced to a firm.

The responsibilities of the firm would include:

- Assigning a GM manager which will be in charge of ensuring complaints are logged and sorted.
- Assigning a GM coordinator which would determine which complaint should be investigated and escalated to the CMU.
- Developing a protocol and MIS program to manage and record all complaints and responses/feedback.
- Setting up a GM Operational Manual which would include standardized processes, timelines and procedures at each level. The OM needs to be formulated and disseminated among all staff as well as teams in direct contact with beneficiaries or non-beneficiaries.
- Establishing an automated tracking system, FAQs, call centers with a Toll free hotline available to the public, email address and website that communities can access to submit complaints and receive information about the GM
- The firm will report to the GM officer at the CMU.

The uptake locations would be established at the central level through a call center, website and email. At the local levels, the uptake locations will be distributed throughout the regions in the SDCs, and public schools.

At the Ministries' level, MOSA NPTP Unit and MEHE will each assign GM focal points who will be in charge of overlooking the GMs at the local levels, ensuring they're operational and following the established standards. They will also be responsible for liaising and coordinating with the firm and CMU.

The social workers will play an essential role in receiving face to face complaints and feedback from beneficiaries. It is also expected that school principals and teachers would gather information and feedback from beneficiaries at the school level.

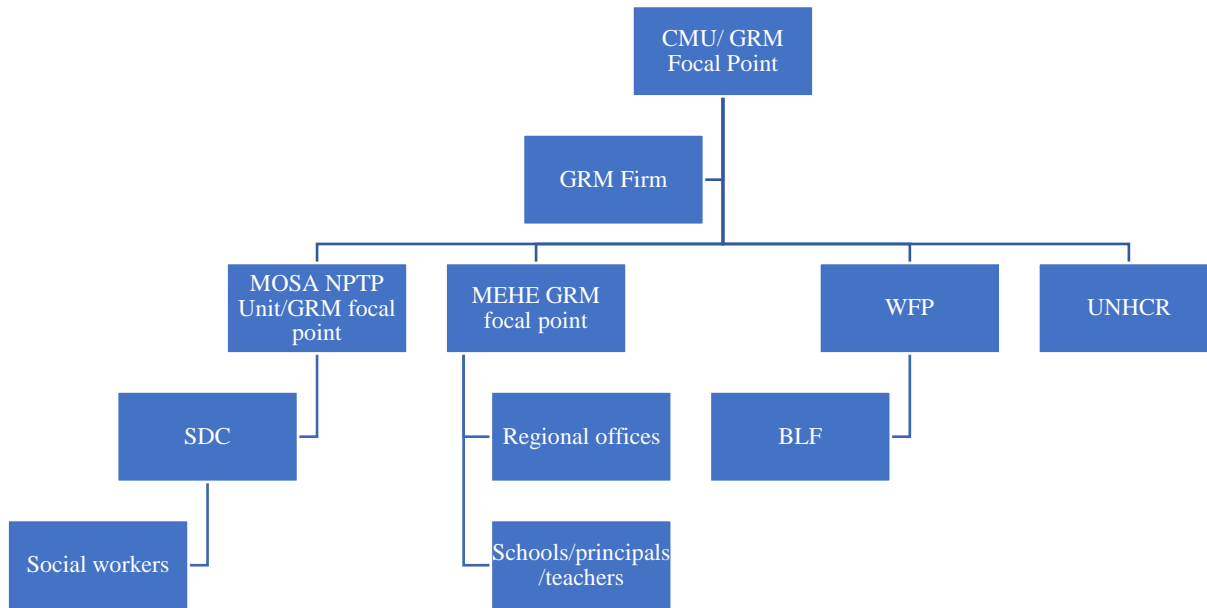


Figure 1- Proposed GRM organizational structure

It is important to note that the GM would need to be tailored to address any potential GBV/SEA grievances. Accordingly, staff managing the GM would need to receive appropriate training to ensure protocols are established including confidentiality and referral to service providers.

GM Process:

The overall process for the GM will be comprised of six steps, as shown and described below.

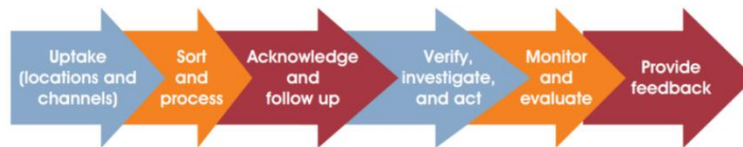


Figure 2- GRM Value Chain

Uptake channels: It is suggested that the project will establish the following channels through which citizens/beneficiaries can make complaints or provide feedback.

- a. A dedicated email address TOLL FREE NUMBER
- b. On the GM website
- c. On the NPTP website
- d. Feedback boxes located at SDCs and Public Schools



- e. Letters sent to a defined Mailbox
- f. Verbal or written complaints to social workers (directly or through walk ins to SDCs). (If project stakeholders provide verbal feedback/complaint, social workers will lodge the complaint on their behalf, and it will be processed through the same channels.
- g. Project meetings/consultations set up throughout project implementation.

The project shall ensure flexibility in the channels available, making sure that different contact points are available for a person to make a verbal complaint, and that complaints addressed to the wrong person or entity are redirected to the central GM. It is also important to ensure that uptake channels are culturally sensitive and accessible to vulnerable groups, particularly in remote areas.

Confidentiality: Complaints may be made anonymously, and confidentiality will be ensured in all instances, including when the person making the complaint is known, and when GBV related grievances are submitted.

Collection and Registration of complaints: The firm would be in charge of developing a “complaint management system” which can be accessed by all parties involved in the GM. The management system will have different registration databases at each level. Complaints can be received at the local levels through the Social Development Centers and Public Schools, or through the central GM.

Assigned staff from the central GM/ MOSA/MEHE should be using the system to register complaints and feedback received by the community. The system would be managed and maintained by the firm which will ensure harmonization of the format of the GM submission forms across the different uptake channels.

The person receiving the complaint whether at the SDC level, the school, the call center, etc. will need to complete a grievance form, or make the form available to the complainant to fill out directly and submit it through the MIS system without delay (within 24 hours). The complaints for the project will be collected and compiled by the firm on a regular basis.

Sorting/categorization

Once received and filed in the system, the firm will be in charge of sorting the complaints/feedback into the following categories:

Category No.	Classification
Category 1	Grievances regarding eligibility of the beneficiaries, scoring, PMT formula
Category 2	Grievances regarding payments, inability to retrieve cash, or other technical issues linked to the OMTs
Category 3	Grievances regarding violations of policies, guidelines, and procedures
Category 4	Grievances regarding the misuse of funds/lack of transparency, or other financial management concerns
Category 5	Grievances regarding abuse of power/intervention by project or government officials



Category 6	Grievances regarding staff performance
Category 7	GBV grievances
Category 8	Suggestions
Category 9	Appreciation

Follow-up and Acknowledgment:

The GM firm would develop in coordination with the CMU/MOSA and MEHE, an automated tracking system, FAQs, processes and service standards including timeline for resolution, to ensure follow up to all complaints across agencies and at different levels.

Accordingly, once the complaints have been categorized, the GM Manager logs the details regarding the complaint into the tracking system as part of the MIS system.

Once a complaint has been logged and sorted, the GM Manager refers the case to a GM Coordinator at the CMU. The latter will be responsible of the following:

- The person responsible to investigate the complaint.
- The timeframe within which the complaint should be resolved.
- The agreed course of action (e.g. investigation, reply not requiring investigation, escalating to CMU, liaising with MOSA, MEHE, WFP, etc.).

The investigation process is determined based on the nature and gravity of the complaint, however regardless of type/category complaints all complainants should be assured of receiving feedback within a timeframe communicated in advance. The timeframe should not exceed 14 days.

- For local level complaints, the investigation will be conducted by the social workers at the SDC level.
- For complex complaints, the investigation will be conducted by an assigned investigation officer as described in the GM Operational Manual

When determining who will be the investigating officer, the CMU will ensure that there is no conflict of interest, i.e. all persons involved in the investigation process should not have any material, personal, or professional interest in the outcome and no personal or professional connection with complainants or witnesses.

Once the investigation process has been established, the person responsible for managing the GM records (GM manager) and enters this data into the system.

The number and type of suggestions and questions should also be recorded and reported to the CMU on a regular basis, so that they can be analyzed to improve project communications.

Notification to the complainant

If the complainant is known, the entity receiving the complaint will be responsible for communicating the timeframe and course of action to her/him by phone, email or mail, within a specified deadline of receipt of the grievance.



Where feasible, the communication should be provided in writing with a tracking number and the deadlines by which they will hear back from the Project GM.

Investigation

The person responsible for investigating the complaint will be in charge of gathering facts in order to generate a clear picture of the circumstances surrounding the grievance. Verification normally includes site visits, review of documents, a meeting with the complainant (if known and willing to engage), and a meeting with those who could resolve the issue. It is important to note that with the COVID19 situation, measures of social distancing should be respected when determining the means of verification.

More importantly, no investigation will be conducted for cases of GBV related complaints. As required by the World Bank guidelines, such cases should be referred to an NGO procured under the project (component 3) to manage GBV cases for referral to the appropriate service providers. The results of the verification and the proposed response to the complainant will be logged in the system and communicated to the GM coordinator at the firm who will in turn communicate it to the GM focal point at the CMU, if need be.

Once the decision has been made on the course of action and on the response to provide to the complainant, the actions to be, along with the details of the investigation and the findings, are also entered it into the MIS system.

Response to complainant

If the complainant is known, the GM communicates the proposed action to her/him via letter, email, verbally, as received within a specified timeframe. The complainants will also be informed of the appeal process. Feedback from the complainants should be collected as to whether s/he deems the action(s) satisfactory, and this will be recorded along with the details of the complaint and the response taken.

Appeal process:

In the event the complainant is not satisfied with the response, he/she should be able to appeal. The project will ensure an appeal process is established and communicated to the complainants.

Complainants are not precluded from appealing outside the project GM or from using the judiciary system if they are not satisfied with the proposed response.

Regular internal monitoring and reporting

The CMU will assess the functioning of the GM and supervise it regularly. The GM focal point will work with the M&E Specialist at the CMU and with the GM firm to:

- Ensure accurate entry of GM data into the management information system or other system. Produce compiled reports to the CMU coordinator and IMC.
- Provide a quarterly report of GM results including any suggestions and questions, to the CMU.
- Review the status of complaints to track which are not yet resolved and suggest any needed remedial action.



On a periodical basis, the CMU and GM focal points in each ministry shall discuss and review the effectiveness and use of the GM and gather suggestions on how to improve it.

Reporting in quarterly and annual progress reports submitted to the Bank

Quarterly and annual progress reports shall include a GM section which include information and indicators on the following:

- Status of establishment of the GM (procedures, staffing, training, awareness building, budgeting etc).
- Quantitative data on the number of complaints received, the number that were relevant, and the number resolved
- Quantitative data on the number of complainants, and number of female complainants
- Qualitative data on the type of complaints and answers provided, issues that are unresolved
- Time taken to resolve complaints
- Number of grievances resolved at the local level, escalated to the central levels.
- Satisfaction with the action taken
- Any other issues faced with the procedures/staffing or use
- Problems that may be affecting or delaying the use of the GM/beneficiary feedback system

GM audit:

The CMU will ensure that an independent review/audit of the GM is conducted prior to the project mid-term review to assess the effectiveness and use of the GM and recommend introduce improvements as necessary.

Capacity building:

Finally, all teams should receive a GM training once the tasks and responsibilities of each entity are clarified. Dedicated trainings should be provided as part of component 4 activities, to staff directly engaging with beneficiaries, those handling the system, and those involved in the management and oversight of the system. The training shall include all aspects of the GM and its management.

Training and awareness building dedicated to handling GBV related grievances would be conducted separately and would target all staff particularly the social workers.

A key focus at the outset will be shifting from informal complaint resolution as is the case currently in MOSA, to the logging of all complaints/feedback into the developed GM system



Appendix 2

As part of the AF1, a virtual meeting was held on January 17, 2023, with local NGOs, CSOs, Experts, MEHE and other identified stakeholders as per this SEP (15 females and 1 male). Stakeholders' main thoughts, questions and concerns regarding the Project setup are summarized as follows:

ANND:

Comments:

- How can you make sure that HHs are not benefitting from more than one SSN Program? In other terms verifying that there are no double counting or duplications made.
- Are only Lebanese HHs eligible to apply for the ESSN?
- Will the ESSN offer its beneficiaries a sustainable financing service?

Answers:

- We are systematically suspending all HHs that are benefitting from another SSN Program such as the NPTP or WFP's in-kind food assistance until it is decided which Program the HH will be benefitting from (only one Program). Following those steps will allow the ESSN to build on and expand Lebanon's social safety coverage by providing cash transfers and access to social services to extreme poor and vulnerable Lebanese populations that are not yet receiving any assistance from another similar Program. We do not have the capacity or tools to do so with other support Programs provided by other NGOs for instance. However, if the concerned NGO contacts us to determine which HHs within an area are more likely in need of help we can join forces to help them make an assessment and prioritize HHs.
- Yes, only Lebanese HHs can apply to the ESSN Program.
- As you are aware of, the ESSN provides only one year of financial assistance. However, when helping strengthen the capacity and systems of the Ministry of Social Affairs (MOSA) and the Social Development Centers (SDCs), increasing access to quality social services, for the vulnerable and disadvantaged households, and enhancing Social Safety Nets Program Delivery the ESSN contributes to developing a sustainable system to aid Lebanese vulnerable HHs. In fact, when safety net programs are combined with inclusion measures such as social services and case management, they can improve the resilience of beneficiaries. In other terms, the ESSN contributes to strengthening social protection systems in Lebanon which builds institutional sustainability on the long term. A strong and adaptive social protection system can create efficiencies across existing and future programs, reduce cost, and enable the government to better their response to crises. On another hand, we are analyzing and considering whether social cash transfers helped improve the likelihood of graduation. In fact, despite not incorporating a direct measure of graduation, cash transfers by themselves have the potential to enhance the likelihood of graduating, which we define as those changes over time in livelihood strategies that show the household is on a pathway towards increasing its capacity to generate income and being more resilient to shocks. We are also open to the idea of joining forces and designing a graduation system along our Program in collaboration with specialized NGOs to help



Lebanese HHs be productive, generate their basic income and be resilient to shocks. By graduation, we mean being able to provide concerned families after leaving the ESSN tools (such as education, knowledge and more) needed to generate their living. In fact, once HHs have acquired a set of resources they will most probably be equipped for facing livelihood on their own.

Caritas

Comments:

- Can the whole list of ESSN beneficiaries be shared if needed for a relevant purpose such as another assistance Program?

Answers

- This type of Data cannot be shared. We cannot disclose the full list of beneficiaries with all their characteristics. However, if the other Program needs for instance directions, pointers, or some specific information regarding a certain category of beneficiaries we can provide that and help in this aspect. So, we can only share specific Data to help other assistance Programs in better meeting citizen's needs, knowing which ones to target and therefore reaching better outcomes.

Arcenciel:

Comments:

- We noticed that in the Power Point presentation only 76000HHs out of 150000HHs are currently benefitting from the Program. Do you plan on reopening registration or is there another approach for selecting the remaining 74000HHs?
- A lot of HHs complained not being able to fill out the registration application for various reasons such as not having access to the internet or finding it hard to fill. How are you planning to take this issue into consideration in selecting the remaining 74000HHs?
- Considering Lebanon's context, is the inclusion filter that excludes HHs depending on the size of their house fair and appropriate? Lebanon's unprecedented economic crisis was a shock and Lebanese families might live in a relatively spacious ratio house but not have the ability to generate their basic needs to lead a decent life.
- Why not develop an application where citizens can log in and see their respective HH's status regarding their ESSN application (eligible or not for instance)?

Answers:

- As you can notice in slide 4 of the Power Point presentation, we included inclusion filters to limit HHs' visit to approximatively 200000HHs. In fact, when the program was assessed, it aimed to reach the 150000HHs out of 200000HHs visit. However, as you now know we did not reach this targeted number. Therefore, as a first phase we are currently analyzing relevant GM complaints coming from these HHs and finding a strategy to reinclude those cases. On another hand, HHs that ended up not eligible after HHs verification will be also categorized (those for instance with disabled members, with severe medical conditions, with an elderly member) to sort our data and try to reinclude them as well. Once all those steps



are done and suspended HHs (because of duplication) are cleaned, we will assess how many HHs are still needed to reach our goal (approximately 150000HHs). Only after all this process is completed, we might study, if need be, how to proceed forward in the selection of remaining HHs, taking into consideration GM complaints and stakeholders' consultations.

- We are aware that some vulnerable HHs did not apply because of various reasons, such as no access to the internet or not being aware of the Program or finding the registration application hard to fill. In fact, we received a lot of GM complaints regarding these issues. We are studying these cases and planning to take them into consideration in future phases of the project. However, we want to emphasize that a significant number of our beneficiaries are from the poorest regions in Lebanon. An awareness campaign was made by NGOs (for instance Caritas and many more) in remote areas helping them fill their applications as well, and we also encouraged citizens to help one another to perform this task. In the next round, additional efforts from local NGOs would be needed to help support in accessing the internet and registration.
- Selective benefits are needed due to the Lebanese crisis to reserve help for people most in need. However, we received a lot of GM complaints regarding this inclusion filter (ratio of the house). We are currently reevaluating this exclusion filter, assessing HHs and deciding what to do moving forward to provide fair chances to all poor HHs to benefit from the ESSN Program.
- The application regarding ESSN HHs statuses is a very interesting suggestion, and we will assess its efficiency versus its cost and decide whether to develop it or not.

LUPD:

Comments:

- A lot of HHs which applied are not aware of their statuses, if they have been selected or if they are eligible. Why are we not informing them of the result of their application?
- In the inclusion filters you mentioned severe disabilities? Which form of disabilities do you refer to? How is the program in all its phases taking into consideration this category of vulnerable population?

Answers:

- In the beginning we did not inform ineligible HHs because we were not yet 100% affirmative that they were not going to benefit from the Program. In fact, deduplication process is not yet finalized, and we might be lenient or flexible with some filters that were put since we did not yet reach the targeted number of HHs. We are in fact, filtering and analyzing GM complaints to improve Project's outcomes. However, if someone currently contacts the call center, we inform him/her of their status, and therefore if it is definitively decided and known that the HH will not benefit from the program we do inform the caller that he is not eligible. We are planning to inform all ineligible HHs by SMS in a couple months just to take everything into consideration and decide which categories to reconsider.
- The inclusion filters are in the annexes of the Power Point presentation describing which HHs are considered vulnerable (female headed HH, at least one member is aged above 64, or has severe disability or is below 18 years). To take those severe disabilities into



consideration in all Project's phases, we are currently filtering, sorting, and analyzing all relevant GM complaints to take them into account and only then act and include those vulnerable HHs in upcoming phases of the Project (such as the selection of the remaining approximative 74000HHs). For instance, our Project registration process is self-handled, and no social worker is helping in this task, we might consider changing this condition to those HHs with severe disabilities to take them into consideration. We are aware that the Program is still relatively new and still needs some fine tuning.

Akkarouna

Comments:

- Since WFP handles HH visits, are they the ones defining eligibility criteria, and if so, why that decision?
- Can the NPTP and the ESSN be considered as complimentary Programs? Did you assess the NPTP database and modified eligibility criteria for the ESSN following this study?
- How did you make sure that HHs located in remote areas were aware of the Program?
- Can you specify because it is not clear to Akkarouna or citizens which SDCs are specialized and in which field?

Answers

- Eligibility criteria were set by the Government of Lebanon in collaboration with the WB based on the most recent household budget survey (HBS) implemented by CAS in 2011 with technical assistance from the World Bank. This survey helps understand the overall wellbeing of the population and is a baseline for evaluating the impact of both NPTP and ESSN, to improve and develop the best possible social protection and human development strategy for Lebanon. The survey was conducted during the period of September 2011 to November 2012. In the context of the economic crisis, which is causing substantial increases in levels of poverty, the ESSN results in an increased SSN coverage and provide substantial support to poor and vulnerable households. Nowcasted HBS 2011/12 data shows that the scale-up will reduce the extent of extreme poverty from 21.8 percent in the post-crisis simulation for 2020 to 9.5 percent, reflecting more than a 12-percentage point decrease in the extreme poverty rate. We are aware that this HBS 2011/12 study has been made many years ago, and its better to base our poverty baseline on more recent studies but this is for now the newest one. For future phases of the Program, if a new HBS is finalized we will surely update our Program accordingly to better include vulnerable HHs, best decrease levels of poverty in Lebanon and increase our program performance.
- NPTP and ESSN are indeed complimentary. The ESSN builds on and helps expand Lebanon's main social safety net. In fact, our ultimate goal is to compliment all SSN Programs aiming to reach all Lebanese vulnerable HHs. If we want to compare which Program reaches which segment of vulnerable HHs, NPTP helps the poorest one.
- In remote areas, as mentioned previously, many NGOs helped with raising awareness and filling up registration application. In fact, statistics shows that the ESSN reached an important segment of these population in our Program. However, we are aware that not all vulnerable HHs have been taken into consideration, in future phases of the Project a



broader communication strategy is currently being put in place. This strategy is based on a targeted outreach, communication activities and house visits by social workers in under-represented towns and villages, particularly in remote and insecure areas. SDCs are a key entry point where vulnerable groups (from both the host and displaced communities), seek assistance and basic prevention services and where social workers assess their needs and refer them to specialized support services which are typically provided by contracted NGOs or UN agencies. Component 3 of our project as mentioned in the Power Point presentation aims to strengthen the capacity of the Ministry of Social Affairs (MOSA) Social Development Centers (SDCs) to provide quality social services and increase access of vulnerable individuals from both the hosting and refugee communities. An assessment is currently being made to decide which SDCs are strategically located and will be turned into specialized centers. This approach will maintain and train a cadre of qualified social workers who can take on more specialized function and promote the deployment of information management and integrated referral systems across all SDCs. This way, vulnerable groups can seek assistance and basic ‘prevention’ services (day care centers, orientation, awareness raising, parenting or reproductive health lessons, afterschool learning support, community activities, skills training, psychosocial support, care giver support and other) and social workers will be able to assess their needs and refer them to specialized support services (specialized SDCs, safe spaces, shelters, psychosocial support, therapy case management for children at risk, eviction and documentation guidance, dispute resolution, facilitate pathways to certify skills, learning and other aids for persons with disability etc.). The package of services will be designed to meet the needs that range from preventative to response services, some of which will be implemented by the SDC themselves and others through contracted specialized agencies. This strategy will promote local development through this network of SDCs in collaboration with NGOs, organizations and many more. A list of all specialized SDCs will be communicated to all once set so that Lebanese citizens in need of assistance know to which specialized SDCs turn if they need certain social assistance or are facing a certain specific issue. Referral pathways are also available as mentioned previously to redirect citizens in need of special care.

In addition, in December 2022, as part of the AF, one-to-one meeting with random beneficiaries (9 females and 6 males) from various regions were made to assess their views and feedback on the Project and its AF. Stakeholders’ main thoughts, questions and concerns are summarized as follows:



Table 6 Interviewed Beneficiaries (following the AF1) main comments and answers.

HH	Description of selected HH beneficiaries (size, employment, kids' education, HH Head, chronic disease, disabled member, elderly member)	Method of program awareness	Call center experience (GM)	Comments	Answers
1	<ul style="list-style-type: none"> • 5 member HH (mother and 4 kids) • Region/ Area: Beirut ('madineh riyadieh') • Employment <ul style="list-style-type: none"> ○ Mother: Maid ○ Father: Deceased • Female Headed HH • The mother suffers from chronic heart disease and is in need of constant medicine. • Kids are below 13, in public school so they don't benefit from component 2 	Word of mouth	<ul style="list-style-type: none"> • Very useful service • Timely response (needed to change her phone number) 	<ul style="list-style-type: none"> • Giving Lebanon situation, very important Program • Need for a continuity plan, assistance is still really needed 	At the moment, we are evaluating options to best fit Lebanon's need and help vulnerable HHs cope with the situation
2	<ul style="list-style-type: none"> • 5 member HH (mother, father and 3 kids) • Region/ Area: Beirut ('Jneh') • Employment <ul style="list-style-type: none"> ○ Mother: Maid ○ Father: Unemployed • Female Headed HH 	Word of mouth	<ul style="list-style-type: none"> • Very useful service 	<ul style="list-style-type: none"> • Filling the registration application was challenging. • Take into consideration that sometimes parents enroll students in 	Will take those comments into consideration in future phases of the Project.



HH	Description of selected HH beneficiaries (size, employment, kids' education, HH Head, chronic disease, disabled member, elderly member)	Method of program awareness	Call center experience (GM)	Comments	Answers
	<ul style="list-style-type: none"> • Father suffers from kidney disease, need for constant medicine. • Kids (aged 14, 16 and 18), attend a private school because it was more suitable at the time so they cannot benefit from component2. Cost of transportation to the nearest public school was higher than the cost for school registration in the concerned private school. 			private schools because of logistics (cost of transportation or frequent closure of public ones for instance)	
3	<ul style="list-style-type: none"> • 5 member HH (mother, father and 3 kids) • Region/ Area: Beirut ('Madineh riyadieh') • Employment: <ul style="list-style-type: none"> ○ Husband: in the cleaning service ○ Mother: housewife • Male Headed HH • One of the kids have severe asthma and need constant medicine. 	Press and social media (news)	Very useful, had to call at the beginning of the Program because of a problem in redeeming cash transfers through OMTs. The service provider was not aware of the Program modalities. The problem was	<ul style="list-style-type: none"> • Giving Lebanon's situation the ESSN is a vital need. • Filling the registration application was challenging. • Why not help all benefitting HHs with children in public school? It is true my children are young, 	Very interesting feedback that will be taken into consideration in future phases of the Project



HH	Description of selected HH beneficiaries (size, employment, kids' education, HH Head, chronic disease, disabled member, elderly member)	Method of program awareness	Call center experience (GM)	Comments	Answers
	<ul style="list-style-type: none"> Kids (aged 4, 5 and 6) are in public school but can't benefit from the Program because of the age limit. 		quickly resolved within a week or so.	but they cost me the same.	
4	<ul style="list-style-type: none"> 6 member HH (mother, father, 4 kids) Region/ Area: Beirut ('Bir Hassan') Unemployed Male Headed HH Kids (aged 12 and 18) are enrolled in public school. They should benefit from component 2 but right now this is not possible because public schools are currently closed. The other two are above 18. 	Press and social media	Never been used	<ul style="list-style-type: none"> Very beneficial Program Please consider that public schools are closed right now so SMS regarding students can't be filled. Therefore, please extend the registration process for component2. 	Will take this into account and extend the timeline to register kids for component 2
5	<ul style="list-style-type: none"> 5 member HH (mother, father, 3 kids) Region/ Area: Mount Lebanon Unemployed Women Headed HH Kids (aged 5, 8 and 10) are enrolled in public school. They 	Word of mouth	Very useful tool, had to call once to ask details about the SMS sent to redeem cash transfers and was very useful.	<ul style="list-style-type: none"> Filling the registration application was challenging. 	Will be taken into consideration in future phases of the Project



HH	Description of selected HH beneficiaries (size, employment, kids' education, HH Head, chronic disease, disabled member, elderly member)	Method of program awareness	Call center experience (GM)	Comments	Answers
	should benefit from component 2 but right now this is not possible because public schools are closed currently.				
6	<ul style="list-style-type: none"> • 3 member HH (father, mother, and a kid) • Region/ Area: Beirut ('Tarik el matar') • employment: <ul style="list-style-type: none"> ○ Father: In cleaning department ○ Mother: Housewife • Male Headed HH 	Word of mouth	Never been used	Giving Lebanon's current situation, very important to maybe extend the Program. Conditions have worsened and providing basic needs is very hard.	To be taken into consideration
7	<ul style="list-style-type: none"> • 6 member HH (father, mother and 3 kids) • Region/ Area: Akkar • Employment: <ul style="list-style-type: none"> ○ Father: Technician ○ Mother: Housewife • Female Headed HH • Kids are in a private school because public ones are unreliable and are constantly closed. 	Word of mouth	Never been used	<ul style="list-style-type: none"> • The Program is very efficient. • It would be important to create opportunities to work. Nowadays it is really challenging to find a job 	We are weighing sustainable solutions, for instance, designing a graduation system along our Program. It will take time but we will keep you updated.



HH	Description of selected HH beneficiaries (size, employment, kids' education, HH Head, chronic disease, disabled member, elderly member)	Method of program awareness	Call center experience (GM)	Comments	Answers
	<ul style="list-style-type: none"> • Are in charge of the father's sister who is blind 				
8	<ul style="list-style-type: none"> • 6 member HH (father, mother and 4kids) • Region/ Area: Mount Lebanon • Unemployed • Female Headed HH • Kids are in public school. They should benefit from component 2 but right now this is not possible because public schools are closed currently 	News	Had to call once because of a problem in redeeming cash transfer that was fixed right away	<ul style="list-style-type: none"> • The Program is very efficient. • It would be important to create opportunities to work. Nowadays it is really challenging to find a job. • Please consider that public schools are closed right now so SMS regarding students can't be filled. Therefore, please extend the registration process for component2. 	<ul style="list-style-type: none"> • We are weighing sustainable solutions, for instance, designing a graduation system along our Program. We will keep you updated. • Will take this into account and extend the timeline to register kids for component 2
9	<ul style="list-style-type: none"> • 5 members HH (father, mother and 3kids aged 21-26 and 27) • Region/ Area: Beirut • Employment: <ul style="list-style-type: none"> ○ Father: Security 	Word of mouth	Never had to call	<ul style="list-style-type: none"> • Giving Lebanon situation, very important Program • Need for a continuity plan, 	We are weighing our options to best fit Lebanon's need at the moment and help



HH	Description of selected HH beneficiaries (size, employment, kids' education, HH Head, chronic disease, disabled member, elderly member)	Method of program awareness	Call center experience (GM)	Comments	Answers
	<ul style="list-style-type: none"> ○ Mother: Housewife ● Female Headed HH 			assistance is still really needed	vulnerable HHs to cope with the situation
10	<ul style="list-style-type: none"> ● 4 member HH (father, mother, 2 kids) ● Region/ Area: Akkar ● Unemployed ● Female Headed HH ● One of the kids has an intellectual disability. 	Word of mouth and social media	Cash transfers were suspended momentarily because of a problem of deduplication that was fixed within a month.	The GM took a whole month to fix the issue and respond.	Currently complaints are being resolved faster. At the beginning of the Program, we had some problem.
11	<ul style="list-style-type: none"> ● 7 member HH (father, mother and 5kids) ● Region/ Area: Sour ● Unemployed ● Female Headed HH ● Kids are in public school. They should benefit from component 2 but right now this is not possible because public schools are currently closed. 	News	Called the center to add a member within the HH. While filling the registration application they forgot to register one of the kids. The answer they received was that the service of adding a missing family member within the	It is important to fix this issue faced with the GM. His kid is in a public school and should benefit from component 2.	We are currently working on adding this feature to our program. However, it is going to take time since we need to revisit those HHs sometimes to make sure that all info's are accurate



HH	Description of selected HH beneficiaries (size, employment, kids' education, HH Head, chronic disease, disabled member, elderly member)	Method of program awareness	Call center experience (GM)	Comments	Answers
			Program is not yet activated		
12	<ul style="list-style-type: none"> 7 member HH (father, mother and 5 kids) Region/ Area: Beirut ('Bir Hassan') Employment: <ul style="list-style-type: none"> Father: Various jobs but nothing consistent Mother: Housewife Male Headed HH One of the kids should benefit from component 2 but right now this is not possible because public schools are closed currently 	word of mouth, and social media	Never used	<ul style="list-style-type: none"> Giving Lebanon situation, very important Program Need for a continuity plan, assistance is still really needed. Please consider that public schools are closed right now so SMS regarding students can't be filled. Therefore, please extend the registration process for component2. 	<ul style="list-style-type: none"> We are weighing our options to best fit Lebanon's need at the moment and help vulnerable HHs to cope with the situation Will take this comment into account and extend the timeline to register kids for component 2
13	<ul style="list-style-type: none"> 6 member HH (father, mother, grandfather, grandmother, 2kids). Region/ Area: Beirut Employment: <ul style="list-style-type: none"> Father: Taxi driver 	News	<ul style="list-style-type: none"> Tried to call at the beginning of the Program but no operators 	<ul style="list-style-type: none"> Giving Lebanon's situation the ESSN is a vital need. Filling the registration 	Very interesting feedback that will be taken into consideration in future phases of the Project



HH	Description of selected HH beneficiaries (size, employment, kids' education, HH Head, chronic disease, disabled member, elderly member)	Method of program awareness	Call center experience (GM)	Comments	Answers
	<ul style="list-style-type: none"> ○ Mother: Housewife ● 2 elderly members ● Kids are young and therefore not eligible to receive assistance under component 2 		<ul style="list-style-type: none"> ● were picking up ● Currently used the GM many times for various purpose. 	<ul style="list-style-type: none"> ● application was challenging. ● Why not help all benefitting HHs with children in public school? It is true my children are young, but they cost me the same. 	
14	<ul style="list-style-type: none"> ● 3 member HH (mother, father, a kid of 24 years old) ● Region/ Area: Beirut (' Madineh Riyadieh') ● Employment: <ul style="list-style-type: none"> ○ Mother: worked at a mini market that had to be closed because of the inflation and depreciation of the Lebanese Pound. ○ Father Various jobs ● The mother suffers from a hand handicap and has various chronic disease. 	Word of mouth (became aware of the Program from their neighbor that helped them fill the application)	Never used	<ul style="list-style-type: none"> ● Filling the registration application was challenging. ● No job opportunities to sustain ourselves now that the assistance is stopping. 	<ul style="list-style-type: none"> ● Will be taken into consideration in future phases of the Project ● We are aware of this challenge and are weighing options.



HH	Description of selected HH beneficiaries (size, employment, kids' education, HH Head, chronic disease, disabled member, elderly member)	Method of program awareness	Call center experience (GM)	Comments	Answers
	<ul style="list-style-type: none"> The mother's sister live with the HH but is not added to the application because they were not aware of the possibility. Female Headed HH 				
15	<ul style="list-style-type: none"> 5 member HH (mother, father, 3 kids) Region/ Area: Mount Lebanon Unemployed Male Headed HH Kids are in public school. They should benefit from component 2 but right now this is not possible because public schools are closed currently. Father suffers from chronic disease and needs constant medicine 	News	Many times, very efficient	<ul style="list-style-type: none"> Need for a continuity plan, assistance is still really needed. Filling the registration application was challenging. 	<ul style="list-style-type: none"> We are aware of this challenge and are weighing options. Will be taken into consideration in future phases of the Project.



Appendix 3

In addition, in February 2023, as part of the AF2, one-to-one meeting with random beneficiaries (3 females and 2 males) from various regions were made to assess their views and feedback on the Project and its AF2. Stakeholders’ main thoughts, questions and concerns are summarized as follows:

Table 7 Interviewed Beneficiaries (following the AF2) main comments and answers.

HH	Description of selected HH beneficiaries (size, employment, kids’ education, HH Head, chronic disease, disabled member, elderly member)	Method of program awareness	Call center experience (GM)	Comments	Answers
1	<ul style="list-style-type: none"> • 4 member HH (mother, father and 2 kids) • Region/ Area: Beirut • Employment <ul style="list-style-type: none"> ○ Mother: Housewife ○ Father: No consistent job, various small tasks • Female Headed HH • Kids are below 13, in public school so they don’t benefit from component 2 	Word of mouth	<ul style="list-style-type: none"> • Very useful service. 	<ul style="list-style-type: none"> • Giving Lebanon situation, very important Program • The AF2 is very vital to be able to face Lebanon’s crisis for another year. However, with no provided assistance the coming months will be hard to endure. 	We are working on accelerating the process, so that the interruption of assistance is hopefully bearable
2	<ul style="list-style-type: none"> • 5 member HH (mother, father and 3 kids) • Region/ Area: Mount Lebanon • Employment <ul style="list-style-type: none"> ○ Mother: Housewife ○ Father: Technician • Male Headed HH 	Word of mouth	<ul style="list-style-type: none"> • Never used it. 	<ul style="list-style-type: none"> • Filling the registration application was challenging. • The AF2 is an urgent need. 	Will take these comments into consideration in future phases of the Project.



HH	Description of selected HH beneficiaries (size, employment, kids' education, HH Head, chronic disease, disabled member, elderly member)	Method of program awareness	Call center experience (GM)	Comments	Answers
	<ul style="list-style-type: none"> • Mother suffers from chronic heart disease and needs constant medicine. • Kids are below 13, in public school so they don't benefit from component 2. 				
3	<ul style="list-style-type: none"> • 4 member HH (father, mother, and 2 kids) • Region/ Area: Tripoli • Unemployed • Female Headed HH • Kids are in public school. They should benefit from component 2 but right now this is not possible because public schools are currently closed. 	Media	Very useful, had to call many times for different information about the Project	<ul style="list-style-type: none"> • Giving Lebanon's current situation, the AF2 is very important. Conditions have worsened and ensuring basic needs is very challenging. • Please consider that public schools are closed right now so SMS regarding students can't be filled. Therefore, please extend the registration process for component2 	Will take these comments into account. We will extend for instance the timeline to register kids for component 2



HH	Description of selected HH beneficiaries (size, employment, kids' education, HH Head, chronic disease, disabled member, elderly member)	Method of program awareness	Call center experience (GM)	Comments	Answers
4	<ul style="list-style-type: none"> • 5 member HH (father, mother, grandmother and 2 kids) • Region/ Area: Beirut • Employment: <ul style="list-style-type: none"> ○ Mother: Housewife ○ Father: Technician • Female Headed HH • Elderly member • Grandmother suffers from chronic disease and needs constant medicine. • Kids are in a private school because public ones are unreliable and are constantly closed. 	Word of mouth	Never been used	<ul style="list-style-type: none"> • The Program is very efficient. • The AF2 is very important. However, it would be beneficial as well to create opportunities to work. Nowadays it is really challenging to find a job 	We are weighing sustainable solutions, for instance, designing a graduation system along our Program. It will take time, that is why we are currently working on the AF2 but we will keep you updated.
5	<ul style="list-style-type: none"> • 4 member HH (father, mother, and 2kids). • Region/ Area: Mount Lebanon ('Jbeil') • Employment: <ul style="list-style-type: none"> ○ Father: Taxi driver ○ Mother: Housewife • Male Headed HH 	News	<ul style="list-style-type: none"> • Many times, very efficient 	<ul style="list-style-type: none"> • Filling the registration application was challenging. • AF2 is very important. Giving the current situation, we are unable to sustain 	<ul style="list-style-type: none"> • Will be taken into consideration in future phases of the Project. • We are working hard on accelerating the process.



HH	Description of selected HH beneficiaries (size, employment, kids' education, HH Head, chronic disease, disabled member, elderly member)	Method of program awareness	Call center experience (GM)	Comments	Answers
	<ul style="list-style-type: none">• Mother suffers from chronic disease and needs constant medicine.• Kids are young and therefore not eligible to receive assistance under component 2			ourselves, and financial assistance is vital. The coming months will be difficult to face	