

NEWSLETTER 9 JULY 2019

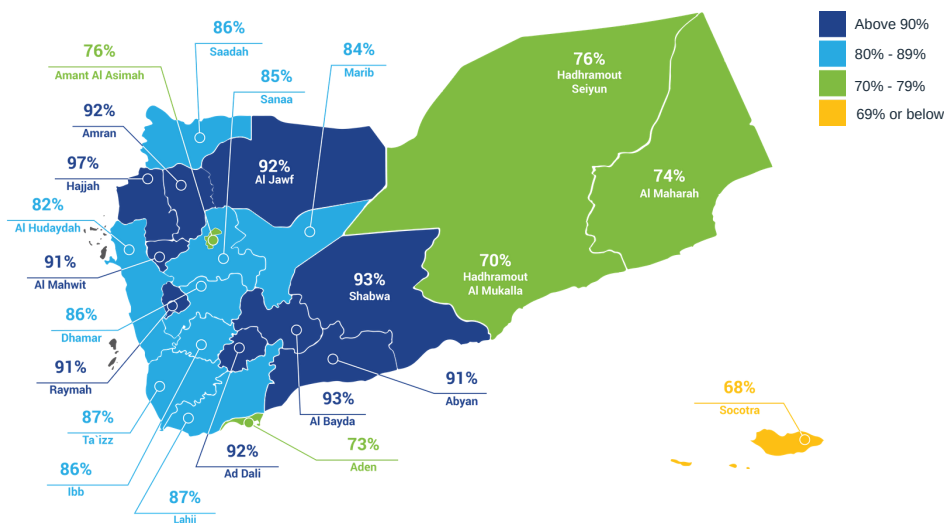
YEMEN EMERGENCY CASH TRANSFER PROJECT

The Yemen Emergency Cash Transfer (ECT) Project has served over 1.38 million beneficiaries to date, going the extra mile to serve the hardest-to-reach.

IMPLEMENTATION OVERVIEW

About 73,000 beneficiaries were served last week. The pace of beneficiaries covered has reduced compared to the 1 million served in the first 9 days of the payment cycle.

And yet, serving these 73,000 beneficiaries was not easy as many of them are amongst the hardest to reach. Some live in remote areas that could only be served through the deployment of mobile payment teams. Others required assistance to be served as they had lost their personal identification due to conflict or displacement, or the fact that they had not yet gone through the verification process which is required for any beneficiary to be able to collect.

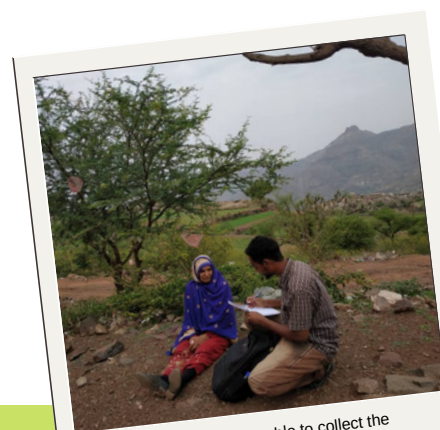


MAP 1. BENEFICIARIES PAID AGAINST TARGET, BY GOVERNORATE

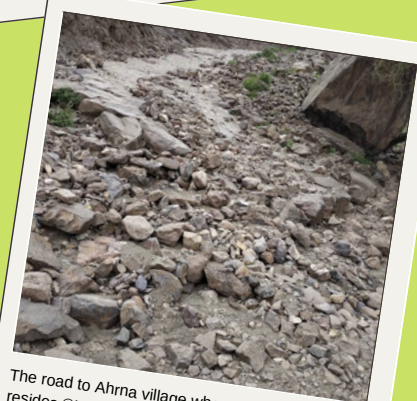
REAL LIVES: NEMA

Obaid, a ECT Case Management Assistant working in Ad Dhalee governorate, left home early in the day with a tight schedule to assist different beneficiaries in Jahaf district. Nema was one of them. On his way to the first beneficiary, he came across a road blocked by rocks. The recent floods had made access to the area impossible by car. Obaid parked the car and started a journey on foot. The 10-minute trip by car that he had planned transformed into a 1.5-hour walk. From there he went to Ahrna village to support Nema – another 1.5 hours on foot.

Nema, 69 years old, lives all by herself. She had never been reached by the project. In payment cycle 4, a cashier who happened to learn about her case contacted the call centre and submitted a grievance on her behalf. She was then contacted by the case management team. Obaid verified her identity and issued her the case management form which she used to collect her cash benefit in arrears during this payment cycle.



Nema, 69 years old, was able to collect the cash for the first time in this payment cycle
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The road to Ahrna village where Nema resides ©UNICEFYemen/PMU/2019

SERVING CLIENTS IN A VERY DIFFICULT CONTEXT

Where risk management meets beneficiary care

One of the key risk mitigation measures of the ECT project is the requirement that all beneficiaries go through a one-time verification process to confirm their identity against the beneficiary list and an identification document with photo. This guarantees that the cash reaches the intended families.

In the first and second payment cycles, a massive verification process took place through a contracted third-party service provider which established verification sites across the country to serve the beneficiaries. Going into the third payment cycle and with over 1.4 million beneficiaries already successfully verified, it was no longer cost effective to maintain this modality. The ECT model was therefore adjusted and the verification process was integrated into the grievance redressal mechanism to be handled under the direct oversight of the PMU. To request for this type of support, beneficiaries would be required to file a grievance.

To assist these beneficiaries, the PMU established a case management team and developed detailed protocols to handle this and other beneficiary issues, such as lack of identification documents, mismatches between their name in the MIS and in their identification documents, need for outreach home services, to name a few.

HOW IS THIS SUPPORT PROVIDED?

Beneficiaries need to place a grievance to be able to obtain case management support. One of the simplest ways to do it is by contacting the call centre that UNICEF established in its premises in Sana'a Country Office, using a toll-free number: 8003090.

Those in areas with limited or no connectivity, can liaise with the field-deployed personnel who have been given a mobile application for grievance collection, developed in-house by the PMU MIS team.

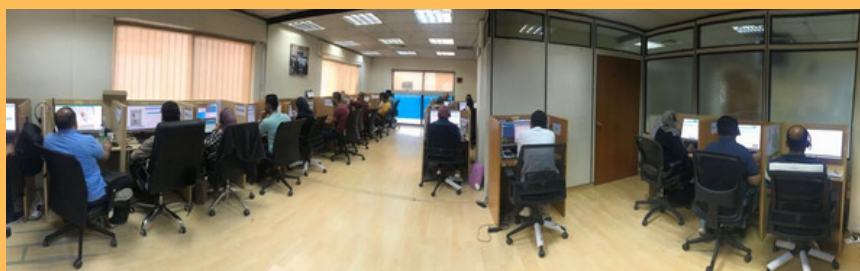


A call centre agent filing a grievance ©UNICEFYemen/PMU/2019



The mobile application developed in-house by the PMU
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When a grievance of this nature is submitted into the MIS, the case enters the case management flow for redressal. Case Managers review and analyse each case against the information available on the MIS, contact the complainant to obtain more details and based on the whole information collected, select the action to be taken and the protocol to be applied.



Case Managers analyse each case, contact the beneficiary and select the most appropriate protocol to support him/her ©UNICEFYemen/PMU/2019

Often such protocol requires direct contact with the beneficiary. This is the case for beneficiaries whose identities need to be verified, who need to obtain a document confirming their identity, among others. To handle such cases, Case Managers work with Case Management Assistants based across Yemen who travel to the beneficiary's home to provide the necessary support and issue them a Case Management Form that enables them to collect their benefit.

A journey that, sometimes, takes hours to accomplish.



A Case Management Assistant visiting Qulensya district in Socotra governorate ©UNICEFYemen/PMU/2019/ Shaikh



A CMA climbing a mountain to reach a beneficiary in Alraiadi village, Al Mahweet district, Al Mahweet governorate ©UNICEFYemen/PMU/2019