

Government of Lebanon  
The World Bank

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

Social Impact Assessment

March 2023

## Table of Contents

|           |   |           |
|-----------|---|-----------|
| <b>1</b>  | <b>ABBREVIATIONS .....</b>  | <b>3</b>  |
| <b>2</b>  | <b>INTRODUCTION .....</b>   | <b>4</b>  |
| 2.1       | OBJECTIVES OF THE SOCIAL IMPACT ASSESSMENT .....  | 5         |
| <b>3</b>  | <b>LEGAL AND INSTITUTIONAL FRAMEWORK.....</b>   | <b>5</b>  |
| 3.1       | LEGAL AND POLICY FRAMEWORK.....   | 5         |
| 3.2       | INSTITUTIONAL FRAMEWORK AND ARRANGEMENTS .....  | 6         |
| 3.3       | INSTITUTIONAL FRAMEWORK .....   | 6         |
| <b>4</b>  | <b>PROJECT OVERVIEW .....</b>   | <b>7</b>  |
| 4.1       | DESCRIPTION OF THE PROJECT .....  | 7         |
| 4.2       | ADDITIONAL FINANCING .....  | 10        |
| 4.3       | BENEFICIARY SELECTION .....   | 10        |
| 4.4       | GRIEVANCE MECHANISM .....   | 12        |
| 4.5       | COMMUNICATION AND OUTREACH .....  | 12        |
| 4.6       | MONITORING AND EVALUATION .....   | 13        |
| <b>5</b>  | <b>BASELINE DATA.....</b>   | <b>13</b> |
| <b>6</b>  | <b>SOCIAL BENEFITS, RISKS, AND IMPACTS .....</b>  | <b>18</b> |
| 6.1       | POTENTIAL SOCIAL BENEFITS.....  | 18        |
| 6.2       | POTENTIAL SOCIAL RISKS AND IMPACTS.....   | 18        |
| 6.2.1     | <i>Targeting model.....</i>   | <i>19</i> |
| 6.2.2     | <i>Implementation errors.....</i>   | <i>19</i> |
| 6.2.3     | <i>Vulnerable and disadvantaged groups .....</i>  | <i>19</i> |
| 6.2.4     | <i>Tensions between refugees and their hosts .....</i>  | <i>20</i> |
| 6.2.5     | <i>Favoritism .....</i>   | <i>21</i> |
| 6.2.6     | <i>Gender Based Violence/Sexual Exploitation and Abuse / Sexual Harassment.....</i>   | <i>21</i> |
| 6.2.7     | <i>Distrust of government .....</i>   | <i>21</i> |
| <b>7</b>  | <b>MITIGATION MEASURES .....</b>  | <b>21</b> |
| <b>8</b>  | <b>STAKEHOLDER CONSULTATIONS .....</b>  | <b>27</b> |
| 8.1.1     | <i>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. <b>Error! Bookmark not defined.</b></i> |           |
| 8.1.2     | <i>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..... <b>Error! Bookmark not defined.</b></i>   |           |
| <b>9</b>  | <b>APPENDICES .....</b>   | <b>46</b> |
| 9.1       | APPENDIX A: LIST OF SELECTED VARIABLES USED FOR PROXY MEANS TESTING.....  | 46        |
| 9.2       | APPENDIX B: HOUSEHOLD QUESTIONNAIRE (ENGLISH) .....   | 47        |
| 9.3       | APPENDIX D: INSTITUTIONAL ARRANGEMENTS FOR THE EMERGENCY CRISIS AND COVID19 RESPONSE SOCIAL SAFETY NET PROJECT.....   | 54        |
| 9.4       | APPENDIX E: LIST OF VIRTUAL MEETINGS.....   | 55        |
| 9.5       | APPENDIX F: COST BREAKDOWN OF CASH TRANSFER TO HOUSEHOLDS WITH STUDENTS AT RISK .....   | 56        |
| 9.6       | APPENDIX G: TECHNICAL NOTE ON PUBLIC CONSULTATIONS AND STAKEHOLDER ENGAGEMENT IN WB-SUPPORTED OPERATIONS WHEN THERE ARE CONSTRAINTS ON CONDUCTING PUBLIC MEETINGS .....   | 57        |
| <b>10</b> | <b>REFERENCES .....</b>   | <b>61</b> |

## 1 Abbreviations

|        |   |
|--------|---|
| CMU    | Central Management Unit                             |
| CPF    | Country Partnership Framework                       |
| ESCP   | Environmental and Social Commitment Plan            |
| ESF    | Environmental and Social Framework                  |
| ESS    | Environmental and Social Standards                  |
| ESSN   | Emergency Crisis Response Social Safety Net Project |
| GBV    | Gender-Based Violence                               |
| GOL    | Government of Lebanon                               |
| GM     | Grievance Mechanism                                 |
| HBS    | Household Budget Survey                             |
| MEHE   | Ministry of Education and Higher Education          |
| M&E    | Monitoring and Evaluation                           |
| MoSA   | Ministry of Social Affairs                          |
| NPTP   | National Poverty Targeting Program                  |
| PCM    | Presidency of the Council of Ministers              |
| PDM    | Post Distribution Monitoring                        |
| PMT    | Proxy-Means Testing                                 |
| POS    | Point of Sale                                       |
| SCD    | Strategic Country Diagnostic                        |
| SDC    | Social Development Center                           |
| SIA    | Social Impact Assessment                            |
| UNHCR  | United Nations High Commissioner for Refugees       |
| UNICEF | United Nations Children's Fund                      |
| WFP    | World Food Program                                  |

## 2 Introduction

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 exchange rate devaluation. A shortage of United States dollars (US\$) in the market resulted in multiple exchange rate systems, as well as informal restrictions and control mechanisms on deposits held in US\$ and on transfers out of the country. The Port of Beirut (PoB) explosion in August 2020 had significant negative economic impacts and resulted on 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. 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.

As a result of the multiple crises, poverty and vulnerability have increased significantly, with severe implications on Lebanon's human capital. Poverty was already increasing before the crises, from an estimated 25.6 percent in 2012 to 37 percent in 2019.<sup>1</sup> Tentative projections by 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)<sup>2</sup> for Lebanon reveals that 53.1 percent of the residents in Lebanon are multi-dimensionally 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. Across the eight governorates, Akkar and Bekaa are the poorest, while the greatest intensity of poverty among the MPI-poor is experienced in Beirut (Lebanon 2019 Multidimensional Poverty Index).<sup>3</sup>

While the average annual inflation rose to 85 percent in 2020, the average food inflation alone grew by a record 250 percent over 2019. Between January 2021 and January 2022, the average year on year (yoy) inflation rate reached 157 percent, with a corresponding food inflation rate of 328 percent. Since the removal of Foreign Exchange (FX) subsidies, food inflation has increased sharply, reaching 483 percent in January 2022. This has dire consequences on the poor, as food consumption constitutes a larger proportion of household expenses of poorer households. Phone surveys conducted by the World Food Program (WFP) in May and July 2021 found that 46 percent of households reported challenges in accessing food and other basic needs. The COVID-19 pandemic has further heightened the vulnerability of the poor, whose living, working, and health conditions place them at greater risk compared to wealthier segments of the population.

In response to the economic crisis and the COVID 19 pandemic, the GoL has launched the Emergency Crisis and COVID19 Response Social Safety Net Project (ESSN). The objective of this Project (ESSNP; US\$246 million) is to: (a) provide cash transfers and access to social services to extreme poor and vulnerable Lebanese populations affected by the economic and COVID-19 crises in Lebanon; and (b) in case of an Eligible Crisis or Emergency, provide immediate and effective response to such emergency or crisis. Specifically, the project aims to: (i) arrest the increase in extreme poverty through the provision of CTs with benefit levels equivalent to US\$20 per household member per month (with a cap at six household members) to meet food needs, in addition to US\$25 per household per month covering non-food needs; (ii) preserve the human capital of children (13 – 18 years old) from beneficiary households currently enrolled in public schools through the provision of cash top-ups;<sup>4</sup> (iii) improve access to social services for vulnerable population groups, and (iv) build a sustainable national social registry. The ESSNP scales up

---

<sup>1</sup> Based on nowcasting using data from HBS 2012.

<sup>2</sup> The Central Administration for Statistics (CAS) together with the World Bank has developed the first official multidimensional poverty index for Lebanon using the nationally representative 2018-2019 Labor Force and Housing Living Conditions Survey. The index is derived from 19 indicators across five dimensions which are education, health, financial security/well-being, basic infrastructure and living standards. See forthcoming "Lebanon Multidimensional Poverty Index 2019", CAS and World Bank, March 2022.

<sup>3</sup> CAS and World Bank (2022). "Lebanon – Multidimensional Poverty Index 2019" (forthcoming).

<sup>4</sup> The cash top ups range between US\$200 and US\$300 per eligible child per scholastic year, in addition to school registration fees.

and enhances the GOL's National Poverty Targeting Program (NPTP), which in the near-term is expected to be merged into one social safety net (SSN) program.

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 4.2) and the Proposed Second Additional Financing (AF2) refer to [section 4.2](#), this Social Impact Assessment (SIA) has been updated to reflect the recent updates related to both AF and to assess with each stage of the Program the associated potential social risks and impacts and the respective mitigation measures and the feedback from stakeholder consultations.

## 2.1 Objectives of the social impact assessment

This Social Impact Assessment (SIA) is a requirement of the World Bank's Environmental and Social Framework(ESF)<sup>5</sup>. The framework comprises:

- A Vision for Sustainable Development, which sets out the Bank's aspirations regarding environmental and social sustainability.
- The World Bank Environmental and Social Policy for Investment Project Financing, which sets out the mandatory requirements that apply to the Bank; and
- The 10 Environmental and Social Standards (ESSs), together with their Annexes, which set out the mandatory requirements that apply to the Borrower and projects.

More specifically, the SIA is a requirement of ESS1, which sets out the GoL's responsibilities for assessing, managing, and monitoring environmental and social risks and impacts associated with each stage of a project supported by the World Bank through Investment Project Financing, to achieve environmental and social outcomes consistent with the ESSs. As the ESSN's environmental risk is assessed to be low<sup>6</sup>, the assessment focuses on the social risks associated with the Project.

The objective of the SIA is for the GoL to assess the potential social risks and impacts of the ESSN and propose mitigation measures. The SIA is a living document, that is being updated in this current form to reflect both AFs.

## 3 Legal and Institutional Framework

This section outlines the Project's legal and institutional framework and arrangements.

### 3.1 Legal and Policy Framework

A Social Action Plan was submitted by the GoL to the Paris III International Conference for Lebanon in 2007 (after the 2006 conflict with Israel). A key element of the Social Action Plan was the establishment of a social safety net program. The objective of the new program, according to the Government Policy Statement of June 18, 2009 that established the NPTP, was to "provide social assistance to the poorest and most vulnerable Lebanese households based on a transparent criteria that assesses each household's eligibility to receive assistance, given the available public resources." The policy statement also outlined the following guiding principles: i) equity, ii) fairness, iii) objectivity, iv) transparency, and v) helping the neediest. The government has issued a number of decisions and decrees relating to the NPTP:

- Decree No 17972/2006 approved a World Bank grant of US\$ 70 million for the reconstruction of Lebanon after the 2006 conflict.
- Under Decision No 35/2008 the Council of Ministers approved a World Bank grant of US\$ 6 million for the Second Emergency Social Projection Implementation Support

---

<sup>5</sup><http://pubdocs.worldbank.org/en/837721522762050108/Environmental-and-Social-Framework.pdf>.

<sup>6</sup> The environmental risk is assessed to be low as the project components are expected to have limited to no impact on the environment. The project will not carry out activities that will generate any adverse risks or impacts on the environment. The project will not directly support any civil works

Project (ESPISP II). The NPTP was piloted under ESPISP I (2007-2008) and launched under ESPISP II (2011-2013).

- Under Decision No 118/2009 the Council of Ministers approved the NPTP strategy.
- Decree No 8070/2012 allocated US\$ 28.2 million to finance the health and education components of NPTP.
- Decree No 885/2014 approved a World Bank grant of US\$ 8.2 million to address the impacts of the Syrian conflict on poor Lebanese households. The objective of the grant was to contribute toward reducing social tensions with Syrian refugees through the introduction of e-card food vouchers for poor Lebanese households.
- Decree 371/2017 approved a World Bank grant of US\$ 10 million from the Trust Fund for Lebanon to expand the coverage of the social assistance package and introduce a new “graduation” component.

The Government has issued several decisions and decrees relating to the ESSN:

- Labour Law of 1946 to fix rules of employment in the private and mixed sectors in Lebanon.
- Law 205<sup>7</sup> criminalizes sexual harassment and passed in December 2020.
- Decree 8005/2021 concluded a World Bank loan of US\$ 246 million for the ESSN Project.
- Law 219/2021 to state Parliament approval for the ESSN loan.
- Law 251/2021 amended law 219 agreements.

Decree 1387/2021 approved a grant (Additional Financing) of US\$ 4 million from the Lebanon Syria Crisis Trust Fund (LSCTF) to supplement existing financing under Component 1.

### 3.2 Institutional framework and arrangements

The institutional and implementation arrangements of the ESSN are presented in [Appendix D](#). These arrangements involve a number of GoL ministries and entities, including the Central Management Unit at the Presidency of the Council of Ministers (CMU-PMU), the Ministry of Social Affairs (MoSA), and the Ministry of Education and Higher Education (MEHE), as well as the World Food Program (WFP). Hence, coordination and collaboration are critical. The frameworks and arrangements relevant to the SIA are outlined below.

### 3.3 Institutional Framework

**MoSA** is the government entity responsible for the provision of social protection and assistance as well as social safety nets in Lebanon. It became an independent ministerial body in 1993, after it separated from the Ministry of

Health and Social Affairs. According to law 212/1993, the ministry is responsible for:

- Conducting studies and planning for social policies;
- Enhancing social development through a number of sectoral programs targeting specific groups or sectors implemented through parallel projects or joint initiatives with international organizations or civil society organizations (CSOs);
- Providing welfare and social assistance services to certain socially under-privileged groups either directly or through contracts with CSOs and non-governmental organizations (NGOs)

---

<sup>7</sup> Law No. 205 (Arabic) [Link](#)

- Promoting local development through a network of social development centers (SDCs) and joint projects with CSOs and local administrations; and
- Caring for the elderly, the disabled, orphans, and families of war victims.

**MEHE** is responsible for the direction and operation of national public schools, as well as liaison with and regulation of the private school sector.

Additionally, according to law 211/1993, MEHE is the governmental entity that handles technical and vocational education affairs for private and public general institutions. Based on the provisions of the mentioned law, MEHE is responsible for:

Article 2 of law 247/2000 states that the General Directorate of Higher Education at MEHE regulates, supervises, and coordinates the public and private Higher Education sector.

- Managing the affairs of public schools and institutes providing technical and vocational education services; and
- The comprehensive development of the vocational and technical education sectors and their modernization in a manner compatible with the labor market and economic environment.

### Institutional Framework

The Central Management Unit (CMU) at the Presidency of the Council of Ministers (PCM), which was established in November 2008, acts as the Project Management Unit (PMU) of the ESSN under phase 1 of the project implementation (refer to [appendix D](#) for the institutional arrangements).

The new Inter-Ministerial Committee of the Council of Ministers will ensure coordination of social policies among the agencies and ministries as well as overseeing the implementation of the ESSN.

- The CMU-PCM i) maintains the PMT formula, ii) manages the central NPTP and ESSN database, iii) validates and cross-checks household data with national databases, iv) processes household data and generates scores according to the PMT formula, and v) ranks households and produces beneficiary lists. CMU-PCM also contracts a number of firms to manage the i) new intake and verification process, ii) grievance mechanism (with MoSA and MEHE), iii) communication and outreach (with MoSA and MEHE), and iv) monitoring and evaluation. In addition, the CMU-PCM implements the Environmental and Social Commitment Plan (ESCP).
- The MoSA i) manages the implementation of the Social Services (Component 3) through SDCs, ii) build the capacity of its social workers in case management, and iii) manage the grievance mechanism and outreach/communication activities with the CMU-PCM.
- The MEHE i) monitors the school attendance and academic performance data of students supported by top-up cash transfers (Component 2), and ii) manages the grievance mechanism and outreach/communications activities with the CMU-PCM.

In addition, the cash-based assistance of component 1 and 2 is contracted out to WFP. The WFP platform/services for delivering cash-based assistance include: (i) direct instructions on a monthly basis to the Financial Service Provider (FSP) to load each e-card with specific amounts of assistance on a specified loading date; transaction monitoring (iii) joint planning and distribution of e-cards and PINs to beneficiaries, where WFP, with cooperating partners and MoSA SDC staff will assist in beneficiary orientation to ensure they understand the program, why they are receiving assistance, and their rights as beneficiaries, and (iv) implementation of post-distribution monitoring, and e-card complaints handling.

## 4 Project Overview

### 4.1 Description of the Project

The GoL is currently expanding the coverage of social safety net programs and has started implementing the Emergency Crisis and COVID-19-Response Social Safety Net Program (ESSN) which is three years



and US\$ 246 million World Bank financed project. Moreover, a (US\$4 million) Additional Funding (AF) Grant refer to [section 4.2](#) is funded from the Lebanon Syria Crisis Trust Fund (LSCTF)<sup>8</sup> and has been used to supplement existing financing due to the increase in inflation and rapid deterioration of the value of the Lebanese Pound. 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 will help expand Lebanon's main social safety net.

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 assistance<sup>9</sup>. By January 31, 2022, around 583,000 households had registered on DAEM. As of February 2022, household verifications visits carried out by the World Food Program (WFP) started to 189,712 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 feedbacks.

### **The ESSN Project has five components:**

**Component 1** - Provision of Cash Transfer for Basic Income Support (US\$204 million and the AF (US\$4 million) refer to [section 4.2](#)): this component helps 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 provides 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.

The cash transfer to students at risk will cover costs of general and vocational public schools, including school registration fees, parents' council fees, and school textbook expenses transport costs, and school uniform expenses. For vocational students, costs also include equipment. The partial support is offered to encourage enrolment, attendance, and grade completion as well as remedial classes. The various costs covered by this component are described in [Appendix F](#).

The component combines elements of hard and soft conditionality. Registration and enrolment are strictly

---

<sup>8</sup> 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

<sup>9</sup> 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.



monitored by the Project for the payment of all education related expenses. Attendance and academic performance are also monitored. Schools report monthly on attendance and quarterly on academic performance, as poor academic performance often leads children to drop out. If the child misses some school, a social worker will visit the household and recommend psycho-social or academic support. If the child misses two consecutive months of school, the benefits will continue, but the social worker will visit the family again to encourage the child back to school.

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. While the benefits of cash transfers are well-documented, evidence also shows that when safety net programs are combined with inclusion measures such as social services and case management, they can improve the resilience of beneficiaries.

This component strengthens the capacity and systems of MOSA and the SDCs. It supports MOSA in its mandate to sustain and strengthen its own institutional capacity and the enabling policy environment by ensuring that minimum service standards and operating guidelines are developed and mainstreamed throughout MOSA and the SDCs; by implementing activities that maintain and train a cadre of qualified social workers (to fill the staffing gaps in SDCs to meet the 1.5 average qualified/trained social worker, per SDCs) who can take on more specialized functions; and the deployment of information management and integrated referral systems across all SDCs (which MOSA in collaboration with other organizations are currently developing). This component also supports MOSA's capacity to coordinate and lead the dialogue between donors, humanitarian, and development actors, strengthen the linkages between inter-government agencies (e.g. MoPH, MEHE, municipalities) and provide technical assistance to monitor and assess quality and impact of social services.

It also helps increase access to basic and specialized social services through SDCs and contracted specialized organizations. SDCs are a key entry point where vulnerable groups (from both the host and displaced communities), 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 etc.) and where social workers assess their needs and refer them to specialized support services (e.g. 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.), which are typically provided by contracted NGOs or UN agencies. The package of services is therefore 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.

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 building blocks of a National Social Registry. To achieve this objective, the component will support the financing of:

- a. Development of a robust Grievance 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

## 4.2 Additional Financings

- First Additional Financing (AF1)

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 value<sup>10</sup> which has resulted in a financing gap. The financing gap amounting to approximately US\$16 million will partially be offset by a (US\$ 4 million) Additional Funding (AF1). The remaining gap after the reallocation and the AF grant has been also filled, Project was based on a Household size estimate of 4.7 members, however actual Household size ratio is 4.42. The (US\$4 million) AF1 Grant is funded from the Lebanon Syria Crisis Trust Fund (LSCTF)<sup>11</sup> and will be used to supplement existing financing under Component 1. Similar to the ESSN parent project, 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 AF1 and follows the same implementation arrangements of the initial financing.

It is worth noting that the AF1 does not include new additional activities. The proposed 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.

- 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, but rather a continuity of these activities for an additional year. As such, the social risk for the AF2 remains substantial and the environmental risk is low.

## 4.3 Beneficiary Selection

The ESSN project adopts a hybrid targeting methodology, combining Proxy Means Test (PMT) to identify extreme poor households, and categorical targeting to prioritize socially vulnerable groups within the group of extreme poor households. In order to be eligible for program benefits households must simultaneously fulfil two conditions: (i) their verified PMT scores must be below the eligibility cut-off corresponding to the extreme poverty line (i.e. bottom 22% of PMT score distribution in the population based on the HBS 2011-12), and (ii) they must belong to defined socially vulnerable categories. The PMT formula (list of selected variables that affects the PMT formula are presented in [Appendix A](#)) used for determining eligibility will be the same formula currently employed by the NPTP program, that was developed with support from the WB to the NPTP program. Beneficiaries are subjected to the same PMT test, method of verification and eligibility cut-off. The socially vulnerable categories to be considered for targeting include: (i) households headed by women, (ii) households with any member aged 70 or above, (iii) households with any member that has a severe disability, 21 (iv) households with children (ages 0 – 17). Households will

---

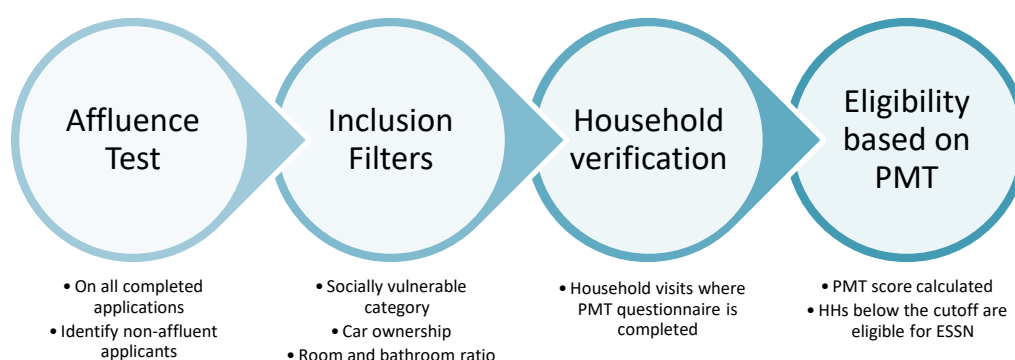
<sup>10</sup> Food assistance per capita increased from LBP 100,000 (\$16 at an Exchange Rate of LBP \$1 = LBP 6,240) to \$20 (paid in US\$), and the Flat amount per household adjusted from LBP 200,000 (\$32 at an Exchange Rate of LBP \$1 = LBP 6,240) to \$25 (paid in USD). It is worth noting that The 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).

<sup>11</sup> 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

need to meet both criteria (PMT score below threshold and inclusion among the defined categories) to receive benefits. The inclusion of women-headed households as a distinct category for inclusion is motivated by the need to recognize and address the greater hardships and vulnerability faced by poor female heads of households.

This approach provides a reliable selection that effectively protects the most vulnerable segments of the population, in line with the GoL's objectives. Therefore, 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*



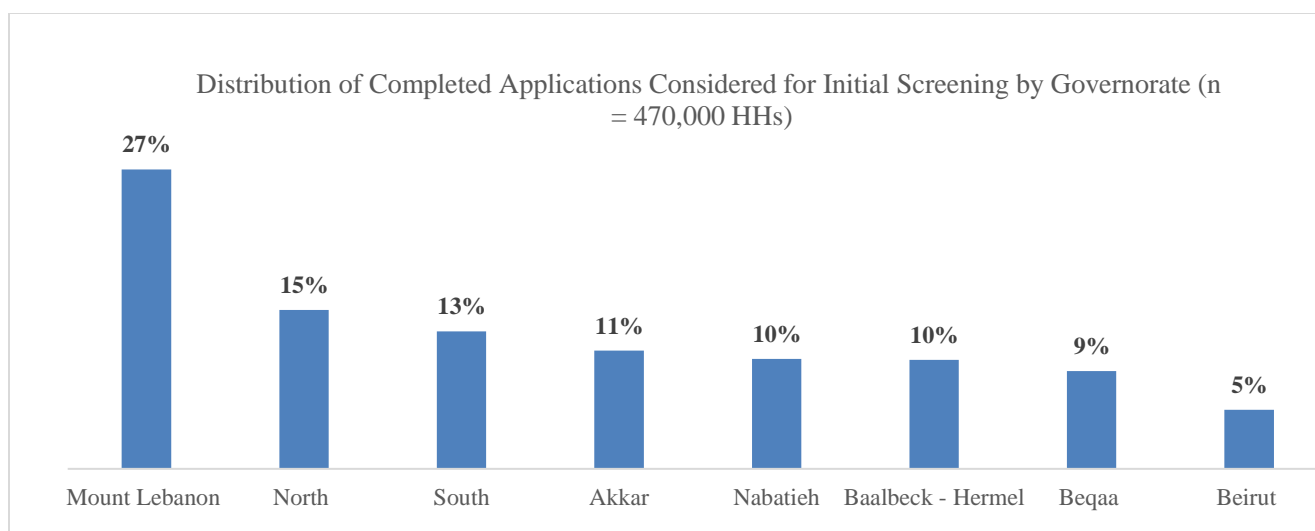
582048 household level applications were received during the registration phase on DAEM of which, around 468157 households were completed and therefore selected for further processing ([Figure 1](#)). Following the identification and exclusion of duplicate cases, public sector personnel, and NPTP recipients (who are eligible to receive under both programs), and the implementation of the Affluence Testing<sup>12</sup> criteria a pool of 364,891 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 189,712 that are prioritized for households' visits (Households visit questionnaire is presented in [Appendix B](#) and [C](#)).

<sup>12</sup> 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 (fresh - or its equivalent at Sayrafa platform rate)
- Households whose total bank deposits (in Lebanon or abroad) 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**

#### 4.4 Grievance Mechanism

The project finances the establishment and management of a robust GM, which is critical for the success of a social safety net program and establishing trust with communities. The GM provides channels for stakeholders to give feedback on project activities. In fact, it allows the identification and resolution of issues affecting the project, including fraud and forgery, issues pertaining to eligibility of the beneficiaries, transparency, technical problems related to payments, misconduct of staff, misuse of funds, abuse of power, including those related to Gender based violence (GBV) and the availability of the relevant referral pathways and other improper behavior.

The ESSN adopts a strong GM system which is widely disseminated and effectively communicated and therefore increases trust and accountability between citizens and the program.

In fact, as of March 2022, the DAEM Call Center & GM, housed currently at the Central Inspection Office, is operated by 30 operators, and is operational from 9:00 am to 5:00 pm on weekdays working in 2 shifts (15 agents per shift). The call center works through a hotline by dialing 1747 and is free of charge. The platform is easily scalable, secure, and allows managing, organizing, and archiving all grievances through the same gateway while providing accountability and responsiveness. The GM will be entirely moved to MOSA by July 2023 with a proper training of MOSA's staff (handled by SIREN<sup>13</sup>).

Other uptake channels are available for beneficiaries and the public, the third-party GM firm's website (info@impact.gov.lb), 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).

More information on the GM can be found in the Stakeholder Engagement Plan (SEP)<sup>14</sup>.

#### 4.5 Communication and outreach

The project supports the development and implementation of a clear communication and outreach strategy that builds broad public support for the Project, and ensures it targets the poorest and most vulnerable households. It includes the sensitization of politicians and policy makers, consultations (refer to [section 8](#)) with civil society and communities, and mass media campaigns focused on targeted beneficiaries. The strategy also ensures that vulnerable groups, including women, are well-targeted by the Project.

<sup>13</sup> SIRENs associates, specialized firm recruited to develop the DAEM IRP in addition to the relevant SPIS modules which consist of the following: intake and registration, validation and eligibility assessment, payment administration, reporting and data analytics, public dashboards, user interfaces for call centers, PCM, WFP, and MOSA, Central GM modules, training portal, case management, a generic social assistance module.

<sup>14</sup> <http://Www.pcm.gov.lb/arabic/subpg.aspx?pageid=21517>

#### 4.6 Monitoring and evaluation

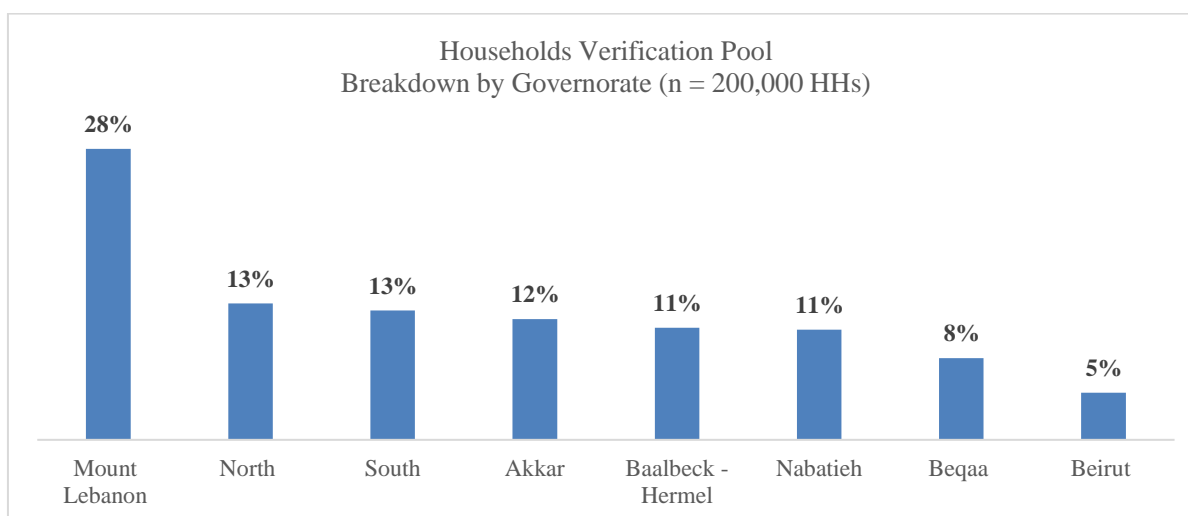
This project finances the design and implementation of a robust monitoring and evaluation (M&E) system to ensure the efficiency and effectiveness of the ESSN. It includes collecting, analyzing, documenting and communicating information about the progress and results of the Project. Complaints and feedback received through the GM are also included in the reporting. In addition, an impact evaluation is embedded in the design of the Project to evaluate its impact and inform its potential scale-up.

### 5 Baseline Data

A geographic and demographic analysis of the potential beneficiaries currently being visited is provided below. The analysis is based on registration records of the 189,712 households who applied on DAEM, and of whom approximately 76000 households are benefitting so far. 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](#)).

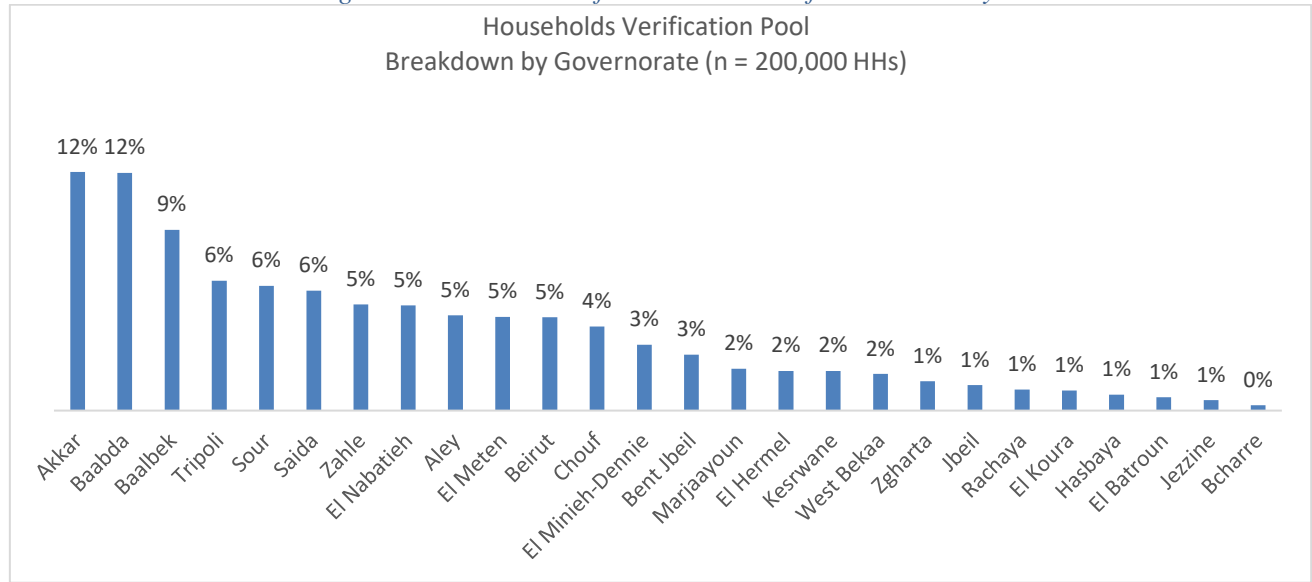
*Figure 1: Distribution of Households Verification Pool by Governorate*



*Source: DAEM Database (November 2022)*

**Regional distribution.** The largest portion of current and future beneficiaries are from North Lebanon, while the largest portion of the extreme poor are from Mount Lebanon (Table 1). 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)*

**Demographics.** 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%  |
| Nabatieh          | 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.

#### Dwelling.

|                              | Dwelling conditions |              |               |            |               |         |
|------------------------------|---------------------|--------------|---------------|------------|---------------|---------|
|                              | <60sqm              | 60 to 120sqm | 120 to 180sqm | 180-240sqm | 240 to 300sqm | >300sqm |
| <b>All Scored Applicants</b> | 16%                 | 58%          | 22%           | 4%         | 1%            | 0%      |
| <b>Beneficiaries</b>         | 18%                 | 61%          | 18%           | 2%         | 0%            | 0%      |

**Source: Kibana**

Results of both, scored applicants and beneficiaries are relatively the same and show that targeted households are more likely to live in houses between 60 and 120sqm. In addition, dwellings above 240sqm are not targeted by the ESSN.

**Health.** About 50% of scored applicants or current beneficiaries have some form of disability, with 20% partially disabled and 2% fully disabled. Approximately 1% of all beneficiaries suffer from terminal diseases. About 65% of current beneficiaries live with chronic diseases.

**Education.** About 11% of current and future beneficiaries have never enrolled in school and are illiterate. The proposed Project needs to consider how it will reach this group when designing outreach and communication activities to minimize the risk of exclusion.

**Employment.** Statistics show that approximately 50% of all scored applicants or beneficiaries are currently employed or receiving payment for a certain job.

**Durable goods.** Most current and future beneficiaries have a mobile phone (99%), suggesting that social media and text messaging should be considered when designing outreach and communication activities for the Project. A small portion, about 27% of beneficiaries own motorized vehicles, and about 17% own a real estate.

**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. One of the main limitations on educational attainment in Lebanon is children dropping out of school before the age of 18. Dropping out is more likely at the end of primary school and lower-secondary school, when one out of six students leave school. This is particularly true for boys and the poor. For the lowest income group (the bottom 20%), only 52% of children are still in school by the age of 18. For this group, dropping out begins at age 13. For boys from the lowest income group, only 34% are still in school by the age of 18 (compared with 72% of girls). Barriers to enrolment and attendance include out-of-pocket expenses, the need to work, grade repetition, the quality of education, and family circumstance. Boys are twice as likely as girls to be involved in paid work.

**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. The influx of Syrian refugees has led to Lebanon hosting the largest number of refugees per capita rate in the world, with about one refugee for every four nationals in the country. The socio-economic situation of Syrian refugees has been deteriorating, with almost three-quarters living below the poverty line (less than US\$ 3.80 per day per



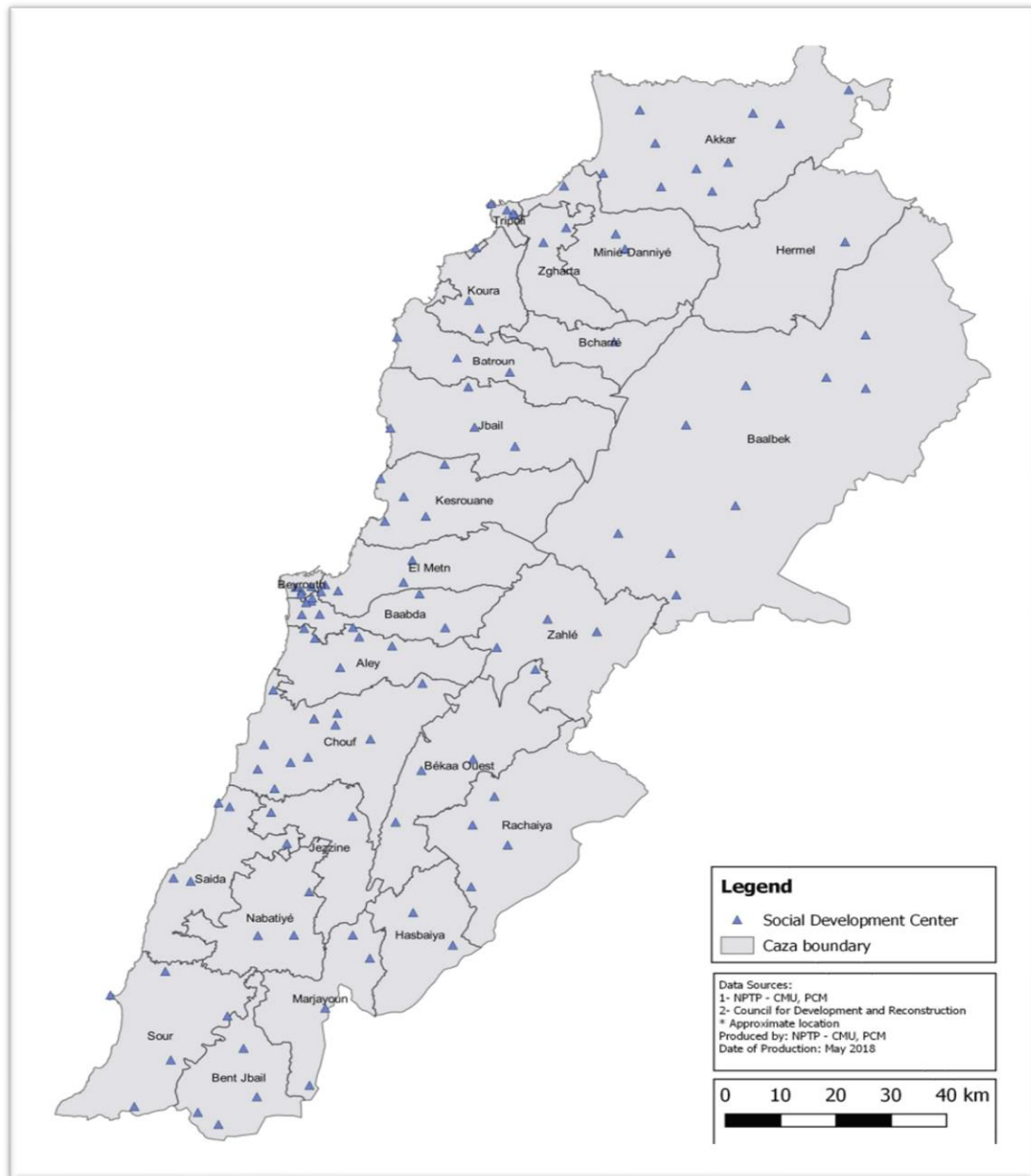
person) and about half living below the extreme poverty line (less than US\$ 2.90 per day per person) in April 2019<sup>15</sup> More recent analyses indicate that the economic crisis in late 2019 and COVID 19 pandemic in early 2020 have led to a 51% increase in extreme vulnerability, reaching 83% of the Syrian refugee population. This situation is even worse among certain groups, including the elderly, disabled and critically ill. The impacts of these crisis on jobs, particularly in the service and construction sectors, where many refugees are employed, makes it difficult for refugees to earn a living during the lockdown. The resulting competition for income generating activities is likely to become fiercer and fuel intercommunal tensions that could burst into violence.

**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. Program staff indicated that only 170 of them have qualified as social workers as many of them were hired to fill out questionnaires and enter data. Some of them were also recruited due to their political connections. About 70% of the social workers are women as fewer men are interested in social work as a profession. In some circumstances, in insecure regions, remote areas or traditional communities, for example, male social workers or female social workers accompanied by male social workers are necessary. In other circumstance, with female-headed households, for example, it is advisable to have a female social worker. This also reduces the risk of gender-based violence.

---

<sup>15</sup>UNHCR, UNICEF and WFP. 2019. "Vulnerability Assessment of Syrian Refugees in Lebanon."

Figure 3: Social Development Centers by Location



## 6 Social Benefits, Risks, and Impacts

The ESSN and its Additional Financings has several social benefits, risks, and impacts.

### 6.1 Potential social benefits

The Project's and its Additional Financings substantial benefits include its short-term and long-term outcomes.

For the poor and vulnerable Lebanese households who will benefit from the cash transfers (component 1):

- Short-term outcomes include more food consumption and less food insecurity.
- Long-term outcomes include lower poverty, higher human capital development, and enhanced resilience as well as lower social tensions (between the poor and non-poor, refugees, and their hosts).

For the children between the ages of 13 and 18 who will benefit from the education support package (component 2):

- Short-term outcomes include increased secondary school enrolment and attendance as well as lower drop-out rates.
- Long-term outcomes include greater educational attainment and lower inter-generational poverty.

For the vulnerable Lebanese households and Syrian refugees who will benefit from the social services (component 3):

- Short-term outcomes include increased access to services (psycho-social, Gender-Based Violence, etc.) and improved case management.
- Long-term outcomes include greater social cohesion, lower social tensions (between refugees and their hosts), and enhanced resilience.

For the 462 social workers who will benefit from the capacity-building (component 4):

- Short-term outcomes include professional development.
- Long-term outcomes include better employment opportunities.

### 6.2 Potential social risks and impacts

Many important lessons were learned from the implementation of the Parent Project. In fact, GM complaints and consultations with various stakeholders showed that the registration form was hard to fill. In future phases of the Project, this issue will be taken into account. Moreover, efforts from local NGOs would be encouraged to help support applicants in accessing the internet and registration process (especially in remote areas). An additional effort concerning the implementation of a proper communication and outreach strategy is also essential. It builds broad public support for the Project, and ensures it targets the poorest and most vulnerable households. Following the analysis of GM complaints, several issues were fixed within the Project. Regarding the payment process, at early stages beneficiaries had a difficult time to redeem their assistance because of the timing of the cash transfer that corresponded with a rush in OMTs customers. This issue was fixed by sending SMS before the end of each month. In addition, weekly meetings between relevant government agencies, international organizations and implementing entities are helping fix any outstanding issues within the system. Features were added to fix any misspelling of beneficiary names or wrong telephone numbers. GM complaints regarding suspended HHs because of deduplication are being fixed gradually in accordance with the nature of the problem. Finally, after testing the GM, few adjustments were

made to improve the process, users were created for PCM and WFP to directly track escalated tickets on the system itself, and operators were trained on the enhanced version of the calls ticketing system. Currently, the GM provide effective and fast response for complainers through a secured system where data privacy and security are protected to the highest level.

The proposed Project's potential social risks and impacts are outlined below.

### 6.2.1 Targeting model

The Project aims to provide support to Lebanese households assessed as extremely poor using a PMT method and the NPTP data base. It provides assistance to approximately 150,000 households (or about 581,000 beneficiaries). By increasing the number of beneficiaries, the project will cover 65% of the extremely poor. About 60% of the beneficiaries will belong to the bottom 20% of the population, while 82% will belong to the bottom 40% of the population. This targeting performance is on par with the best social safety net programs in the world. Even the best targeting mechanisms include some beneficiaries who are not extremely poor (inclusion errors) and miss other who are extremely poor (exclusion errors). To minimize these errors, an outreach and information campaign will be implemented to ensure that the assistance reaches the largest number of extremely poor people in Lebanon.

The current PMT formula is based on variables that correlate with poverty in the most recent poverty survey (HBS, 2011/2012). Given that Lebanon has gone through several economic and political crises, it is important to conduct a nationally representative household budget survey regularly to measure poverty and update the formula.

### 6.2.2 Implementation errors

Program staff listed reasons why some extremely poor households may not apply and become beneficiaries. The on demand nature of the NPTP means that potential beneficiaries have to know about the program in order to apply. This requires a well-designed communication and outreach campaign, particularly in remote and insecure areas. It also means that they have to be able to obtain and pay for the necessary documentation as well as the transport costs associated with reaching the SDCs. In addition, potential beneficiaries must overcome the shame and social stigma sometimes associated with receiving "hand-outs".

Program staff also outlined reasons why some extremely poor households may apply but still not become beneficiaries, while other non-extremely poor households may apply and become beneficiaries. Some households may willingly or unwillingly misrepresent the household characteristics that determine eligibility. Some enumerators (social workers or employees of the verification firm) may also willingly or unwilling fill out the questionnaires or enter the data incorrectly. Program staff indicated that a social worker may adjust a household characteristic to improve the chances of a very poor household qualifying for the NPTP. For example, if the household's car is very old and it will reduce their chances of becoming a beneficiary, the social worker may not include it in the questionnaire.

### 6.2.3 Vulnerable and disadvantaged groups

There are a number of vulnerable and disadvantaged groups<sup>16</sup> identified in this project as outlined in more detail below. All of these groups, except for those from under-represented regions, are currently well represented in the Program however all these groups need to be continuously monitored by the Government of Lebanon during the implementation of the ESSN to ensure that they continue to benefit from the proposed Project as it rapidly increases the number of beneficiaries.

---

<sup>16</sup>According to the World Bank's Environmental and Social Framework (ESF), disadvantaged or vulnerable refers to "those who may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits. Such an individual/group is also more likely to be excluded from/unable to participate fully in the mainstream consultation process and as such may require specific measures and/ or assistance to do so. This will take into account considerations relating to age, including the elderly and minors, and including in circumstances where they may be separated from their family, the community or other individuals upon which they depend

*Table 2: Distribution of Extremely Poor, Vulnerable and Disadvantaged Groups*

|                              | Female Headed households | Elderly (Over the age of 64) | Small households (One person) | Small households (two persons) | Disabled        |                  |                | Chronic Disease |
|------------------------------|--------------------------|------------------------------|-------------------------------|--------------------------------|-----------------|------------------|----------------|-----------------|
|                              |                          |                              |                               |                                | Some Difficulty | Great Difficulty | Fully disabled |                 |
| <b>All Scored Applicants</b> | 32%                      | 23%                          | 4%                            | 8%                             | 50%             | 16%              | 1%             | 65%             |
| <b>Beneficiaries</b>         | 35%                      | 17%                          | 1%                            | 3%                             | 49%             | 20%              | 2%             | 64%             |

Source: Kibana database

**Small households.** About 1% of the current beneficiaries are one-person households and 3% are two-people households. Program staff noted that many of these households are also elderly and/or female-headed, with some of the latter consisting of vulnerable, single women living on their own.

**Elderly.** About 23% of all scored applicants are elderly compared to 17% for current beneficiaries. Therefore, the PMT formula is able to capture this group, as the “age of the head of the household” is a variable. The elderly is less likely to be poor than the non-elderly and have access to a few other services offered by MoSA.

**Disabled.** About 49% of current beneficiaries have some form of disability, with approximately 20% partially and 2% fully disabled. This indicates that they are well represented in the Program. The PMT formula is able to capture this group, as the “number of disabled members” is a variable. The disabled benefit from a number of other MoSA programs.

**Female-headed households.** Women head about 35% of the current beneficiary households. They are well-represented in the Program because “female- headed household” is a variable in the PMT formula. Program staff noted that women who head households are often vulnerable, especially if they are widows or their husbands are in prison. They must run the household, raise the children, and earn a living. Orphans, defined in Lebanon as children who have lost their father or both of their parents, have access to a number of MoSA benefits but do not qualify if their father is in prison. As being a widow (or widower) is also a variable in the PMT formula, the social workers could direct vulnerable female-headed households to the services provided by the third component of the Project.

**Under-represented regions.** The ESSN Project includes all Lebanese regions. This is critical to avoid allegations of sectarianism<sup>17</sup> in the beneficiary selection process, as some regions are associated with certain religions and sects in Lebanon. This is done by targeted outreach and communication activities as well as house visits by social workers in under-represented towns and villages, particularly in remote and insecure areas.

#### 6.2.4 Tensions between refugees and their hosts

According to the latest Systematic Country Diagnostic (SCD) for Lebanon, the conflict in Syria has threatened the “delicate societal and communal balance” in the country and the Syrian refugees have been seen as “an existential threat to the country.” Refugees have the largest impact on the poor, competing with them for low-cost housing, public services, and low-wage jobs. While they have been receiving humanitarian assistance from UN agencies like UNHCR, UNICEF and WFP, the Lebanese population has been getting poorer. This means that extremely poor Lebanese households may resent Syrian refugees

<sup>17</sup> According to the latest Country Development Framework (CPF) for Lebanon, the term “confessional” is used to refer to “a system of government based on a proportional distribution of political and institutional power among religious sects.” While this is used interchangeably with sectarianism in Lebanon, the latter is usually used “to denote forms of political and social identity, organization and action based on religious difference and often exclusive interests.” Throughout the CPF, the term “confessional”

benefiting from the ESSN. A recent nationally representative survey found that the proportion of Lebanese respondents claiming that relations with refugees were “negative” or “very negative” has increased between July 2018 and August 2019<sup>18</sup>

#### 6.2.5 Favoritism

There appears to be little discrimination in the beneficiary selection process. While information on sect or religion is not collected by the ESSN, Program staff indicated that they have not received any complaints related to discrimination. However, confessionalism seems to have played a role in the recruitment of social workers. Political, religious or sectoral bias may find its way into the ESSN through this channel.

#### 6.2.6 Gender Based Violence/Sexual Exploitation and Abuse / Sexual Harassment

This project includes activities that rate as moderate risk of sexual exploitation and abuse/sexual harassment (SEA/SH) due to the high vulnerability of beneficiaries- compounded by poverty and, for many, displacement or refugee status- and thus the high need to access the project benefits. While many of the systems in place to select beneficiaries and distribute benefits are automated or otherwise quite structured, activities that involve a differential of power between project staff and vulnerable women/girl beneficiaries do pose a risk of SEA/SH (refer to the SEA/SH disclosed<sup>19</sup> instrument). Consultations with women and girls have so far been limited, but, when they are carried out, will provide more insight into the context and nature of these potential risks, as well as further ideas to increase the safety of women/girls and ensure their equal access to project benefits. It is worth noting that in 2014, MoSA launched the National Plan which laid the foundation to strengthen government and civil society capacity to successfully address child protection and GBV.

#### 6.2.7 Distrust of government

The protests that erupted in October of last year were demands for the government to deliver improved economic and social conditions through better governance. They were related to everyday grievances that had been building for years such as electricity shortages, undrinkable water, environmental degradation, and collapsing infrastructure is used “to denote the political system and its functioning, and ‘sect’ and ‘sectarianism’ to denote the specific interests, actions, and organization of religious identity-based groups.” The Project could play a role in regaining the people’s trust in the government if it is able to deliver well, fast, and fairly.

The NPTP has suffered from insufficient outreach and communication activities, an informal grievance and redress mechanism, and weak monitoring and evaluation. The ESSN plans to redress this situation by outsourcing these activities to private firms. The Project will also conduct training and awareness raising exercises (e.g., handling GBV related grievances for social workers). Many of the mitigation measures listed below to manage the potential social risks and impacts of the proposed Project depend on these sub-components of component 4. If firms with the skills and experience necessary to implement these sub-components well are unavailable or not hired by the CMU-PCM in a timely manner and the training of Program staff does not take place, some of these potential social risks and impacts will not be managed by the new Project.

## 7 Mitigation measures

Due to the potential social risks associated with the project as outlined in the previous chapter, this SIA recommends that the Government of Lebanon, under both phases of project implementation and through the CMU-PMU and MoSA implementing agencies hired a qualified Social Safeguards Specialist (as of march 2022) to i) closely monitor and document on a regular basis the social risks and impacts identified in this assessment and per the World Bank ESF, and ii) successfully implement the mitigation measures

---

<sup>18</sup> Government of Lebanon and United Nations. January 2020. “Lebanon Crisis Response Plan, 2017-2020 (2020 update).”

<sup>19</sup> <http://www.pcm.gov.lb/arabic/subpg.aspx?pageid=21913>

listed below.

It is to be noted that the Government of Lebanon needs to monitor the implementation of the measures as set out in this SIA.

The following mitigation measures are recommended to manage the potential social risks and impacts of the ESSN as outlined in the previous chapter. It is to be noted that there are no additional social risks and/or impacts associated with the Additional Financing for the ESSN. The below table has been updated to reflect the recent developments since the implementation of the ESSN program along with the relevant social risks and respective mitigation measures.

*Table 3: Social Risk and Mitigation Measures*

| <b>Identified risk</b>       | <b>Risk classification</b> | <b>Mitigation measure</b>   | <b>Responsible agency</b>                         | <b>Status</b>   | <b>Timeframe</b>  |
|------------------------------|----------------------------|---|---|-----------------|---|
| <i>Targeting model</i>       | <i>Moderate</i>            | <i>Reduce exclusion error by increasing the number of beneficiaries</i>   | <i>CMU-PCM</i>                                    | <i>On going</i> | <i>Before the start of Project implementation and throughout project implementation</i> |
|                              |                            | <i>Monitor inclusion error by ensuring that most of the included non-extremely poor households are still poor</i> | <i>CMU-PCM</i>                                    | <i>On going</i> |   |
|                              |                            | <i>Plan and implement a new poverty survey</i>  | <i>Central Administration of Statistics (CAS)</i> | <i>Initiate</i> | <i>After launching of the new poverty survey (expected in 2023)</i>                     |
| <i>Implementation errors</i> | <i>Moderate</i>            | <i>Outreach and communication activities, particularly in remote and insecure areas</i>                           | <i>Outreach/communication firm</i>                | <i>On going</i> | <i>Before the start of Project implementation and throughout project implementation</i> |
|                              |                            |   | <i>MoSA Social workers</i>                        | <i>On going</i> |   |
|                              |                            | <i>Explore assistance options with respect to documentation and transport costs</i>                               | <i>MoSA Social worker</i>                         | <i>On going</i> |   |
|                              |                            | <i>Verification exercise</i>  | <i>Verification firm</i>                          | <i>On going</i> |   |



| Identified risk                                      | Risk classification | Mitigation measure  | Responsible agency   | Status                                   | Timeframe  |
|--|---------------------|---|--|--|--|
| Small households                                     | Low                 | Monitor participation in the Program<br><br>Suggest relevant social services to vulnerable households                                       | CMU-PCM Social Safeguard Specialist, M&E firm and MoSA social workers<br><br>MoSA Social workers                       | On-going<br><br>On going                 | Before the start of Project implementation and throughout project implementation |
| Elderly  | Low                 | “Elderly-headed” is included as a variable in the PMT<br><br>Monitor participation in the Program<br><br>Suggest relevant social services   | CMU-PCM<br><br>Social Safeguard Specialist, M&E firm and social workers<br><br>MoSA Social workers                     | On-going<br><br>On-going<br><br>On-going | Before the start of Project implementation and throughout project implementation |
| Disabled   | Low                 | Included as a variable in the PMT<br><br>Monitor participation in the Program<br><br>Suggest relevant social services                       | CMU-PCM Social Safeguard Specialist, M&E firm and social workers<br><br>MoSA Social workers                            | On-going<br><br>On-going<br><br>On-going | Before the start of Project implementation and throughout project implementation |
| Female-headed households                             | Low                 | Included as a variable in PMT<br><br>Monitor participation in the Program<br><br>Suggest relevant social services to vulnerable households  | CMU-PCM<br><br>Social Safeguard Specialist, M&E firm and social workers<br><br>MoSA Social workers                     | On-going<br><br>On-going<br><br>On-going | Before the start of Project implementation and throughout project implementation |
| Under-represented regions (Mount Lebanon and Beirut) | Substantial         | Targeted outreach and communication activities, particularly in remote and insecure areas<br><br>Monitor their participation in the Program | CMU-PCM<br><br>Outreach and communication firm<br><br>MoSA Social workers<br><br>Social Safeguard Specialist, M&E firm | On-going                                 | Before the start of Project implementation and throughout project implementation |

| Identified risk  | Risk classification | Mitigation measure   | Responsible agency   | Status  | Timeframe   |
|--|---------------------|--|--|---|---|
| <i>Tensions between refugees and their hosts</i>                                   | <i>Substantial</i>  | <i>Outreach and communications activities</i><br><br><i>Monitor tensions between the two groups and refer to the different modalities for service delivery under component 3 of the project</i>  | <i>CMU-PCM</i><br><br><i>Outreach and communication firm</i><br><br><i>MoSA Social workers and NGO staff</i>   | <i>On-going</i><br><br><i>On-going</i>  | <i>Before the start of Project implementation and throughout project implementation</i> |
| <i>Favoritism</i>  | <i>Substantial</i>  | <i>Recruit Program staff based on their CVs</i>  | <i>PCM, PCM-CMU and MoSA</i>   | <i>On-going</i>   | <i>Before the start of Project implementation and throughout project implementation</i> |
| <i>Gender-Based Violence – Sexual Exploitation and Abuse and Sexual Harassment</i> | <i>Moderate</i>     | <i>GBV Action Plan in line with the World Bank's Good Practice Note.</i><br><br><i>The Social Safeguard Officer is following up on this risk as per the disclosed<sup>20</sup> SEA/SH Action Plan in August 2022 and in accordance with law 205</i><br><br><i>GM will need to provide multiple channels to report SEA/SH, including anonymous reporting, and have the grievances handled by qualified staff in the GM firm.</i><br><br><i>All social workers and CMU-PCM staff will need to have adequate training on GBV and SEA/SH risks and sign a code of conduct and ensure they understand</i> | <i>CMU-PCM and Social Safeguards Specialist</i><br><br><i>MoSA</i><br><i>CMU-PCM and GM firm</i><br><br><i>CMU-PCM and GM firm</i><br><br><i>CMU-PCM and GM firm</i> | <i>Completed and disclosed</i><br><br><i>On-going</i><br><br><i>On-going</i><br><br><i>On going</i> | <i>August 2022</i><br><br><i>Maintained throughout Project implementation</i>           |

<sup>20</sup> <http://www.pcm.gov.lb/arabic/subpg.aspx?pageid=21913>

| Identified risk  | Risk classification | Mitigation measure  | Responsible agency   | Status   | Timeframe   |
|--|---------------------|---|--|--|---|
|  |                     | <i>it</i>   |  |  |   |
| <i>Distrust of government</i>  | <i>Substantial</i>  | <i>Outreach and communications as well as GM</i>  | <i>CMU-PCM</i><br><br><i>Communication Officer recently hired on the 15<sup>th</sup> of December 2022. Proper coordination between the Communication Officer and the Social Safeguards Officer</i><br><br><i>Outreach and communication firm</i><br><br><i>GM firm</i> | <i>On-going</i>  | <i>Before the start of Project implementation and throughout project implementation</i>         |
| <i>Weak implementation capacity</i>  | <i>Substantial</i>  | <i>Hire and oversee firms for GM, outreach and communications, and M&amp;E</i><br><br><i>Monitor efficient and effective handling of grievances</i> | <i>CMU-PCM</i><br><br><br><i>Social Safeguard Specialist and GM firm</i>   | <i>Completed for GM firm (with SIREN) and Communications</i><br><br><i>Consultant Completed social safeguards specialist</i> | <i>March 2022</i><br><br><i>Maintained throughout Project implementation</i>                    |
| <b>Additional Social Risks and Impacts identified during the implementation of AF1</b> |                     |   |  |  |   |
| <i>Registration / Application Challenges</i>   | <i>Moderate</i>     | <i>Efforts to support applicants in accessing the internet and registration process (fill applications)</i>   | <i>Relevant municipalities</i><br><br><i>SDCs</i><br><br><i>Local NGO's (such as Caritas)</i>  | <i>Up-coming phases</i>  | <i>Once relevant risk has been identified, and maintained throughout Project implementation</i> |

| <b>Identified risk</b>                              | <b>Risk classification</b> | <b>Mitigation measure</b>  | <b>Responsible agency</b>              | <b>Status</b>   | <b>Timeframe</b>  |
|---|----------------------------|--|--|-----------------|---|
| <i>Delayed Payments</i>                             | <i>Low</i>                 | <i>Change in the timing of the cash transfers to not correspond with a rush hours/day with OMTs customers.</i>   | <i>CMU-PCM<br/>WFP</i>                 | <i>On-Going</i> | <i>Once relevant risk has been identified, and maintained throughout Project implementation</i> |
| <i>Delayed resolution and closure of grievances</i> | <i>Moderate</i>            | <i>Weekly coordination between relevant government agencies, international organizations and implementing entities to address weaknesses in the existing GM and others</i> | <i>CMU-PCM<br/>MOSA<br/>GM<br/>WFP</i> | <i>On-going</i> | <i>Once relevant risk has been identified, and maintained throughout Project implementation</i> |

## 8 Stakeholder Consultations

The World Bank's ESF recognizes the importance of open and transparent engagement between the Borrower, the GoL in this instance and project stakeholders as an essential element of good international practice. Effective stakeholder engagement can improve the social sustainability of the ESSN project, enhance project acceptance, and make a significant contribution to successful project design and implementation. Stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive, and responsive relationships that are important for successful management of a project's social risks. Stakeholder engagement is most effective when initiated at an early stage of the project development process and is an integral part of early project decisions and the assessment, management and monitoring of the project's risks and impacts. Stakeholder engagements should ensure that all vulnerable groups identified in this SIA including women or women groups are consulted in an effective and meaningful manner and their feedback is taken into consideration.

The GoL will update the SIA, which is a living document, throughout the project implementation, continuously following additional inclusive stakeholder consultations with all stakeholders identified in the disclosed SEP, including project affected parties, other interested parties and disadvantaged / vulnerable groups or NGOs representing such vulnerable groups to take into consideration their feedback. These consultations will take place in line with the provisions of the cleared and disclosed<sup>21</sup> Environmental and Social Commitment Plan (ESCP).

Due to COVID19 restrictions, at the beginning of the Project preparation it was not possible to conduct face to face consultations during implementation (refer to the World Bank's recent Technical Note on Public Consultations and Stakeholder Engagement in WB- supported operations when there are constraints on conducting public meetings, [Appendix G](#)). As such, several virtual meetings were held via WebEx with the stakeholders throughout the course of the preparation of this SIA. At these meetings, views on various social risks associated with the current NPTP and anticipated risks under the ESSN were discussed including impacts to vulnerable groups, implementation errors, GBV, implementation capacity, GM, communications outreach and so on and these were reflected as such in the assessment of this SIA. Therefore, due to all the restrictions on movement imposed by COVID 19, during project implementation, a rapid desk review of primary and secondary sources as well as these virtual meetings between the GoL, the NPTP central staff and the World Bank project team appraising the ESSN as well as selected UN agencies and donors were considered as stakeholder consultations. For a full list of documents reviewed and virtual meetings, please refer to the [References](#) and [Appendix E](#), respectively.

Currently, general mobility restrictions due to COVID19 have been lifted nationwide. Therefore, following the AF1, recent stakeholder consultations were conducted to inform all affected parties of this AF1, to ensure their engagement and to further improve the social sustainability of the ESSN project and its AF1:

- One-to-one meeting with random beneficiaries (9 females and 6 males) from various regions were made in December 2022 to assess their views and feedbacks 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, and such assistance is still vital. In fact, job opportunities are rare, and a sustainable solution is needed. In addition, the GM was found overall very efficient and useful in answering their questions and concerns in a timely manner. On another note, registration application was found hard to fill, so in the coming phases of the Project, local NGOs and SDCs will be involved to help with this task. A broader communication approach will also be adopted.

---

<sup>21</sup> <http://www.pcm.gov.lb/arabic/subpg.aspx?pageid=18248>

Table 4 presents interviewed beneficiaries' main comments and answers giving their respective HH situation:

*Table 4: 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"> <li>• 5 member HH (mother and 4 kids)</li> <li>• Region/ Area: Beirut ('madineh riyadieh')</li> <li>• Employment <ul style="list-style-type: none"> <li>○ Mother: Maid</li> <li>○ Father: Deceased</li> </ul> </li> <li>• Female Headed HH</li> <li>• The mother suffers from chronic heart disease and is in need of constant medicine.</li> <li>• Kids are below 13, in public school so they don't benefit from component 2</li> </ul>  | Word of mouth               | <ul style="list-style-type: none"> <li>• Very useful service</li> <li>• Timely response (needed to change her phone number)</li> </ul> | <ul style="list-style-type: none"> <li>• Giving Lebanon situation, very important Program</li> <li>• Need for a continuity plan, assistance is still really needed</li> </ul>  | 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"> <li>• 5 member HH (mother, father and 3 kids)</li> <li>• Region/ Area: Beirut ('Jneh')</li> <li>• Employment <ul style="list-style-type: none"> <li>○ Mother: Maid</li> <li>○ Father: Unemployed</li> </ul> </li> <li>• Female Headed HH</li> <li>• Father suffers from kidney disease, need for constant medicine.</li> <li>• 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</li> </ul> | Word of mouth               | <ul style="list-style-type: none"> <li>• Very useful service</li> </ul>  | <ul style="list-style-type: none"> <li>• Filling the registration application was challenging.</li> <li>• Take into consideration that sometimes parents enroll students in private schools because of logistics (cost of transportation or frequent closure of public ones for instance)</li> </ul> | 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   |
|----|--|-------------------------------|---|--|---|
|    | school registration in the concerned private school.   |                               |   |  |   |
| 3  | <ul style="list-style-type: none"> <li>5 member HH (mother, father and 3 kids)</li> <li>Region/ Area: Beirut ('Madineh riyadieh')</li> <li>Employment: <ul style="list-style-type: none"> <li>Husband: in the cleaning service</li> <li>Mother: housewife</li> </ul> </li> <li>Male Headed HH</li> <li>One of the kids have severe asthma and need constant medicine.</li> <li>Kids (aged 4, 5 and 6) are in public school but can't benefit from the Program because of the age limit.</li> </ul> | 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 quickly resolved within a week or so. | <ul style="list-style-type: none"> <li>Giving Lebanon's situation the ESSN is a vital need.</li> <li>Filling the registration application was challenging.</li> <li>Why not help all benefitting HHs with children in public school? It is true my children are young, but they cost me the same.</li> </ul> | Very interesting feedback that will be taken into consideration in future phases of the Project |
| 4  | <ul style="list-style-type: none"> <li>6 member HH (mother, father, 4 kids)</li> <li>Region/ Area: Beirut ('Bir Hassan')</li> <li>Unemployed</li> <li>Male Headed HH</li> <li>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.</li> </ul>   | Press and social media        | Never been used   | <ul style="list-style-type: none"> <li>Very beneficial Program</li> <li>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.</li> </ul>   | Will take this into account and extend the timeline to register kids for component 2            |
| 5  | <ul style="list-style-type: none"> <li>5 member HH (mother, father, 3 kids)</li> <li>Region/ Area: Mount Lebanon</li> </ul>  | Word of mouth                 | Very useful tool, had to call once to ask details about the   | <ul style="list-style-type: none"> <li>Filling the registration application was challenging.</li> </ul>  | 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"> <li>Unemployed</li> <li>Women Headed HH</li> <li>Kids (aged 5, 8 and 10) are enrolled in public school. They should benefit from component 2 but right now this is not possible because public schools are closed currently.</li> </ul>  |                             | SMS sent to redeem cash transfers and was very useful. |  |   |
| 6  | <ul style="list-style-type: none"> <li>3 member HH (father, mother, and a kid)</li> <li>Region/ Area: Beirut ('Tarik el matar')</li> <li>employment: <ul style="list-style-type: none"> <li>Father: In cleaning department</li> <li>Mother: Housewife</li> </ul> </li> <li>Male Headed HH</li> </ul>  | 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"> <li>6 member HH (father, mother and 3 kids)</li> <li>Region/ Area: Akkar</li> <li>Employment: <ul style="list-style-type: none"> <li>Father: Technician</li> <li>Mother: Housewife</li> </ul> </li> <li>Female Headed HH</li> <li>Kids are in a private school because public ones are unreliable and are constantly closed.</li> <li>Are in charge of the father's sister who is blind</li> </ul> | Word of mouth               | Never been used  | <ul style="list-style-type: none"> <li>The Program is very efficient.</li> <li>It would be important to create opportunities to work. Nowadays it is really challenging to find a job</li> </ul> | We are weighing sustainable solutions, for instance, designing a graduation system along our Program. It will take time but we will keep you updated. |
| 8  | <ul style="list-style-type: none"> <li>6 member HH (father, mother and 4kids)</li> <li>Region/ Area: Mount Lebanon</li> </ul>   | News                        | Had to call once because of a problem in               | <ul style="list-style-type: none"> <li>The Program is very efficient.</li> </ul>   | <ul style="list-style-type: none"> <li>We are weighing sustainable solutions, for instance, designing a</li> </ul>                                    |

| 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"> <li>Unemployed</li> <li>Female Headed HH</li> <li>Kids are in public school. They should benefit from component 2 but right now this is not possible because public schools are closed currently</li> </ul>  |                                | redeeming cash transfer that was fixed right away  | <ul style="list-style-type: none"> <li>It would be important to create opportunities to work. Nowadays it is really challenging to find a job.</li> <li>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.</li> </ul> | <p>graduation system along our Program. We will keep you updated.</p> <ul style="list-style-type: none"> <li>Will take this into account and extend the timeline to register kids for component 2</li> </ul> |
| 9  | <ul style="list-style-type: none"> <li>5 members HH (father, mother and 3kids aged 21-26 and 27)</li> <li>Region/ Area: Beirut</li> <li>Employment: <ul style="list-style-type: none"> <li>Father: Security</li> <li>Mother: Housewife</li> </ul> </li> <li>Female Headed HH</li> </ul> | Word of mouth                  | Never had to call  | <ul style="list-style-type: none"> <li>Giving Lebanon situation, very important Program</li> <li>Need for a continuity plan, assistance is still really needed</li> </ul>  | We are weighing our options to best fit Lebanon's need at the moment and help vulnerable HHs to cope with the situation  |
| 10 | <ul style="list-style-type: none"> <li>4 member HH (father, mother, 2 kids)</li> <li>Region/ Area: Akkar</li> <li>Unemployed</li> <li>Female Headed HH</li> <li>One of the kids has an intellectual disability.</li> </ul>  | 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.  |

| 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   |
|----|--|---------------------------------|--|---|---|
| 11 | <ul style="list-style-type: none"> <li>7 member HH (father, mother and 5kids)</li> <li>Region/ Area: Sour</li> <li>Unemployed</li> <li>Female Headed HH</li> <li>Kids are in public school. They should benefit from component 2 but right now this is not possible because public schools are currently closed.</li> </ul>  | 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 Program is not yet activated | 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  |
| 12 | <ul style="list-style-type: none"> <li>7 member HH (father, mother and 5 kids)</li> <li>Region/ Area: Beirut ( 'Bir Hassan')</li> <li>Employment: <ul style="list-style-type: none"> <li>Father: Various jobs but nothing consistent</li> <li>Mother: Housewife</li> </ul> </li> <li>Male Headed HH</li> <li>One of the kids should benefit from component 2 but right now this is not possible because public schools are closed currently</li> </ul> | word of mouth, and social media | Never used   | <ul style="list-style-type: none"> <li>Giving Lebanon situation, very important Program</li> <li>Need for a continuity plan, assistance is still really needed.</li> <li>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.</li> </ul> | <ul style="list-style-type: none"> <li>We are weighing our options to best fit Lebanon's need at the moment and help vulnerable HHs to cope with the situation</li> <li>Will take this comment into account and extend the timeline to register kids for component 2</li> </ul> |
| 13 | <ul style="list-style-type: none"> <li>6 member HH (father, mother, grandfather, grandmother, 2kids).</li> <li>Region/ Area: Beirut</li> </ul>   | News                            | <ul style="list-style-type: none"> <li>Tried to call at the beginning of the Program but</li> </ul>  | <ul style="list-style-type: none"> <li>Giving Lebanon's situation the ESSN is a vital need.</li> </ul>  | Very interesting feedback that will be taken into   |

| 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"> <li>• Employment: <ul style="list-style-type: none"> <li>○ Father: Taxi driver</li> <li>○ Mother: Housewife</li> </ul> </li> <li>• 2 elderly members</li> <li>• Kids are young and therefore not eligible to receive assistance under component 2</li> </ul>   |   | <p>no operators were picking up</p> <ul style="list-style-type: none"> <li>• Currently used the GM many times for various purpose.</li> </ul> | <ul style="list-style-type: none"> <li>• Filling the registration application was challenging.</li> <li>• Why not help all benefitting HHs with children in public school? It is true my children are young, but they cost me the same.</li> </ul> | consideration in future phases of the Project  |
| 14 | <ul style="list-style-type: none"> <li>• 3 member HH (mother, father, a kid of 24 years old)</li> <li>• Region/ Area: Beirut (' Madineh Riyadieh')</li> <li>• Employment: <ul style="list-style-type: none"> <li>○ Mother: worked at a mini market that had to be closed because of the inflation and depreciation of the Lebanese Pound.</li> <li>○ Father Various jobs</li> </ul> </li> <li>• The mother suffers from a hand handicap and has various chronic disease.</li> <li>• The mother's sister live with the HH but is not added to the application because they were not aware of the possibility.</li> <li>• Female Headed HH</li> </ul> | 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"> <li>• Filling the registration application was challenging.</li> <li>• No job opportunities to sustain ourselves now that the assistance is stopping.</li> </ul>  | <ul style="list-style-type: none"> <li>• Will be taken into consideration in future phases of the Project</li> <li>• We are aware of this challenge and are weighing options.</li> </ul> |
| 15 | <ul style="list-style-type: none"> <li>• 5 member HH (mother, father, 3 kids)</li> <li>• Region/ Area: Mount Lebanon</li> <li>• Unemployed</li> </ul>   | News  | Many times, very efficient  | <ul style="list-style-type: none"> <li>• Need for a continuity plan, assistance is still really needed.</li> </ul>   | <ul style="list-style-type: none"> <li>• We are aware of this challenge and are weighing options.</li> </ul>   |

| 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"> <li>• Male Headed HH</li> <li>• Kids are in public school. They should benefit from component 2 but right now this is not possible because public schools are closed currently.</li> <li>• Father suffers from chronic disease and needs constant medicine</li> </ul> |                             |                             | <ul style="list-style-type: none"> <li>• Filling the registration application was challenging.</li> </ul> | <ul style="list-style-type: none"> <li>• Will be taken into consideration in future phases of the Project.</li> </ul> |

Beneficiaries' comments and answers are very useful to help improve the overall project design and implementation and will be considered at later stages of the project.

In addition, and as part of the AF1, a virtual consultation was held on January 17, 2023, with local NGOs, CSOs, Experts, MEHE and other identified stakeholders as per the disclosed SEP with an announcement which was made 2 weeks prior to the event. The PCM CMU presented the importance of the ESSN project given the current situation of the country. They were provided with a summary of the project components and objectives focusing on the necessity of the adopted robust GM. The ESF was introduced and the ESSs to better give a broad and systematic assessment of all environmental and social risks associated with the project. The ESF helps better manage the Project. 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 the disclosed SEP. Overall, the stakeholders expressed a very clear understanding of the project components and confirmed the Project impact importance in its current form giving Lebanon's compounding crises. The presentation was shared with all present and absent stakeholders. Stakeholders' main thoughts, questions and concerns regarding the ESSN and its AF1s Project setup are summarized as follows:



| Name or organization | Questions and comments  | Answers   |
|----------------------|---|---|
| ANND                 | 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. | 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.  |
|                      | Are only Lebanese HHs eligible to apply for the ESSN?   | Yes, only Lebanese HHs can apply to the ESSN Program.   |
|                      | Will the ESSN offer its beneficiaries a sustainable financing service?  | 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 (MOA) 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 |

| Name or organization | Questions and comments  | Answers  |
|----------------------|---|--|
|                      |   | 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.   |
| <b>Caritas</b>       | Can the whole list of ESSN beneficiaries be shared if needed for a relevant purpose such as another assistance Program?   | 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.   |
| <b>Arcenciel</b>     | 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?                                       | 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 (approximatively 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. |
|                      | 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? | 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.  |
|                      | Considering Lebanon's context, is the inclusion   | Selective benefits are needed due to the Lebanese crisis to reserve help for people most   |

| Name or organization | Questions and comments  | Answers   |
|----------------------|---|---|
|                      | 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. | 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.  |
|                      | 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)?  | 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.  |
| <b>LUPD</b>          | 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 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.  |
|                      | 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?  | 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. |
| <b>Akkarouna</b>     | Since WFP handles HH visits, are they the ones defining eligibility criteria, and if so, why that decision?   | 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  |

| Name or organization | Questions and comments  | Answers   |
|----------------------|---|---|
|                      |   | <p>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.</p> |
|                      | <p>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?</p> | <p>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</p>  |
|                      | <p>How did you make sure that HHs located in remote areas were aware of the Program?</p>  | <p>In remote areas, as mentioned previously, many NGOs helped with raising awareness and filling up registration application. In fact, statistics show that the ESSN reached an important segment of these populations 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</p>  |
|                      | <p>Can you specify because it is not clear to Akkarouna or citizens which SDCs are specialized and in which field?</p>  | <p>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</p>  |

| Name or organization | Questions and comments | Answers  |
|----------------------|------------------------|--|
|                      |                        | <p>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.</p> |

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:

- 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. Details about these consultations including raised feedback and concerns are presented in the table below.

*Table 5 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"> <li>4 member HH (mother, father and 2 kids)</li> <li>Region/ Area: Beirut</li> <li>Employment <ul style="list-style-type: none"> <li>Mother: Housewife</li> <li>Father: No consistent job, various small tasks</li> </ul> </li> <li>Female Headed HH</li> <li>Kids are below 13, in public school so they don't benefit from component 2</li> </ul>   | Word of mouth               | <ul style="list-style-type: none"> <li>Very useful service.</li> </ul>          | <ul style="list-style-type: none"> <li>Giving Lebanon situation, very important Program</li> <li>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.</li> </ul> | We are working on accelerating the process, so that the interruption of assistance is hopefully bearable         |
| 2  | <ul style="list-style-type: none"> <li>5 member HH (mother, father and 3 kids)</li> <li>Region/ Area: Mount Lebanon</li> <li>Employment <ul style="list-style-type: none"> <li>Mother: Housewife</li> <li>Father: Technician</li> </ul> </li> <li>Male Headed HH</li> <li>Mother suffers from chronic heart disease and needs constant medicine.</li> <li>Kids are below 13, in public school so they don't benefit from component 2.</li> </ul> | Word of mouth               | <ul style="list-style-type: none"> <li>Never used it.</li> </ul>                | <ul style="list-style-type: none"> <li>Filling the registration application was challenging.</li> <li>The AF2 is an urgent need.</li> </ul>  | Will take these comments into consideration in future phases of the Project.                                     |
| 3  | <ul style="list-style-type: none"> <li>4 member HH (father, mother, and 2 kids)</li> <li>Region/ Area: Tripoli</li> <li>Unemployed</li> <li>Female Headed HH</li> </ul>  | Media                       | Very useful, had to call many times for different information about the Project | <ul style="list-style-type: none"> <li>Giving Lebanon's current situation, the AF2 is very important. Conditions have worsened and ensuring</li> </ul>   | 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  |
|----|---|-----------------------------|--|--|--|
|    | <ul style="list-style-type: none"> <li>Kids are in public school. They should benefit from component 2 but right now this is not possible because public schools are currently closed.</li> </ul>   |                             |  | <p>basic needs is very challenging.</p> <ul style="list-style-type: none"> <li>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</li> </ul> |  |
| 4  | <ul style="list-style-type: none"> <li>5 member HH (father, mother, grandmother and 2 kids)</li> <li>Region/ Area: Beirut</li> <li>Employment: <ul style="list-style-type: none"> <li>Mother: Housewife</li> <li>Father: Technician</li> </ul> </li> <li>Female Headed HH</li> <li>Elderly member</li> <li>Grandmother suffers from chronic disease and needs constant medicine.</li> <li>Kids are in a private school because public ones are unreliable and are constantly closed.</li> </ul> | Word of mouth               | Never been used  | <ul style="list-style-type: none"> <li>The Program is very efficient.</li> <li>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</li> </ul>                  | 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"> <li>4 member HH (father, mother, and 2kids).</li> <li>Region/ Area: Mount Lebanon ('Jbeil')</li> <li>Employment: <ul style="list-style-type: none"> <li>Father: Taxi driver</li> <li>Mother: Housewife</li> </ul> </li> </ul>  | News                        | <ul style="list-style-type: none"> <li>Many times, very efficient</li> </ul> | <ul style="list-style-type: none"> <li>Filling the registration application was challenging.</li> <li>AF2 is very important. Giving the current situation, we are unable to sustain</li> </ul>   | <ul style="list-style-type: none"> <li>Will be taken into consideration in future phases of the Project.</li> <li>We are working hard on accelerating the process.</li> </ul>                          |



| 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"> <li>Male Headed HH</li> <li>Mother suffers from chronic disease and needs constant medicine.</li> <li>Kids are young and therefore not eligible to receive assistance under component 2</li> </ul> |                             |                             | ourselves, and financial assistance is vital. The coming months will be difficult to face |         |

## 9 Appendices

### 9.1 Appendix A: List of Selected Variables Used for Proxy Means Testing

---

household size  
household size squared  
number of children 0-6  
number of children 7-14  
number of children 0-6 squared  
number of children 7-14 squared  
female head  
head of household is widow/widower  
head of household age  
number of employed  
number of members with finished primary education  
number of disabled members  
members with health insurance  
total number of WC  
number of rooms excluding kitchen and WC  
floor material: tile  
floor material: marble  
floor material: parquet  
sewage: open sewage system  
sewage: septic tank  
source of drinking water: piped water home  
source of drinking water: tanker-truck  
source of drinking water: other  
source of drinking water: mineral water  
source of drinking water: piped water outside  
car  
flat TV  
air conditioner  
burner with oven  
burner without oven  
dishwasher  
vacuum cleaner  
computer  
mobile line  
Mount Lebanon  
North Lebanon  
Bekaa  
South Lebanon  
Nabatieh

---

## 9.2 Appendix B: Household Questionnaire (English)

***Government of Lebanon***  
***Presidency of the Council of Ministers and Ministry***  
***of Social Affairs***

- List of family members and their relationship with the household head:
  1. HH head
  2. Wife/husband
  3. Son/daughter
  4. Father/mother
  5. Brother/sister
  6. Grandmother/grandfather
  7. Grandson/granddaughter
  8. Son-in-law/daughter-in-law
  9. Other siblings
  10. Additional member
- Marital status of family member:
  1. Single
  2. Married
  3. Widowed
  4. Divorced
  5. Separated
- Does family member suffer from the following medical conditions?
  1. Neurological-psychological disease
  2. Chronic disease
  3. Incurable disease
- Does the family member currently benefit from any of the following types of health insurance?
  1. National social security fund
  2. Optional social security
  3. Civil servant cooperative
  4. Military and security medical insurance
  5. Private insurance from employer
  6. Private insurance
  7. Synergy fund
  8. Other
- As a result of a health condition, does the HH members suffer from visual, hearing, mobility, attention, memory, self-caring, or/and speech difficulties?
  1. No difficulty

2. Mild difficulty
  3. Severe difficulty
  4. Disability
  5. N.A.
- Does the HH member have a skill or profession that needs to be developed or learnt through training?(for members between the ages of 15 and 45 years)
    1. Foreign language
    2. Agriculture-livestock
    3. Mobile/computer maintenance
    4. Hairdressing
    5. Sewing
    6. Electrical installation
    7. Food industry
    8. Other
  - Does the HH members need assistance to establish freelance work in this field? (for members between the ages of 15 and 45 years)
    1. Yes
    2. No
  - During the last 7 days, did any HH members perform any kind of work, even for an hour (either paid or unpaid, for members above 7 years old)?
    1. Yes
    2. No
  - If Yes, was it paid work? (for members above 7 years old)?
    1. Yes
    2. No
  - If Yes, specify the type of work?
    1. Permanent
    2. Seasonal
    3. Occasional
  - If No, is the HH member temporarily absent from work?
    1. Yes (not more than 2 months)
    2. No (more than 2 months)
  - Has any HH members enrolled in any type of educational institution? (3 years old and above)?

1. Yes
  2. No, illiterate (10 years old and above)
  3. No, read and write only
  4. No, never enrolled (3 to 10 years old)
- What is the level of education of HH member (3 years old and above)
    1. Kindergarten
    2. Primary 1, 2
    3. Primary 3
    4. Secondary
    5. University
    6. Vocational baccalaureate BP
    7. BT
    8. TS
    9. LT
    10. Undefined educational curriculum
    11. Special education for disabled
  - For HH members currently enrolled in school, specify the kind of school, university, or institute.
    1. Public
    2. Private
    3. Free private
  - For HH members currently not enrolled in school (age 4 to 18 years old), specify the reason.
    1. Working
    2. Health condition
    3. Financial reason
    4. Repeated school failure
    5. No school nearby
    6. Finished education
  - Dwelling type:
    1. Separate house
    2. Villa
    3. Apartment in a building
    4. Apartment in a compound
    5. Random house
    6. Concierge room
  - Dwelling Status:
    1. Ownership
    2. Unfurnished rent

3. Furnished rent
  4. Free of charge provided by the employer
  5. Free of charge provided by family/friend
  6. Confiscation
- Does any HH member own any type of real estate?
    1. Yes
    2. No
  - Vehicle ownership:
    1. Car
    2. Bus/small van
    3. Pick-up truck
    4. Motorcycle
  - Housing space (in square meters):
  - Number of rooms:
  - Number of bathrooms:
  - Floor material:
    1. Marble
    2. Parquet
    3. Vinyl
    4. Flagstone
    5. Concrete
    6. Other
  - Sanitation:
    1. Not available
    2. Public sewage system
    3. Open sewage system
    4. Sewage hole
    5. Others
  - Durable goods ownership:
    1. Flat TV
    2. Air Conditioning
    3. Gas oven
    4. Gas without oven
    5. Dishwasher
    6. Vacuum cleaner
    7. Computer
    8. Mobile phone
    9. Washing machine
    10. Refrigerator
    11. Dryer

12. Freezer

- Source of drinking water:
  1. Extended water network (public/private)
  2. Public spigot
  3. Tube-well/borehole
  4. Protected/non-protected borehole
  5. Protected/non-protected spring
  6. Stored rainwater
  7. Water tank
  8. Small barrel on a carriage
  9. Surface water
  10. Mineral water
  11. Refined water
  12. Others

## 9.3 Appendix C: Household Questionnaire (Arabic)

الجمهورية اللبنانية

رئاسة مجلس الوزراء ووزارة الشؤون الاجتماعية

### البرنامج الوطني لدعم الأسر الأكثر فقراً

"حلا"

- يهدف هذا البرنامج إلى تحديد الأسر اللبنانية الأكثر فقراً والتي تعيش ما دون خط الفقر الأدنى لكي يصار إلى تأمين المساعدة اللازمة لها وفقاً لمعايير علمية وموضوعية محددة.  
- يصار إلى الإجابة على كافة الأسئلة من قبل رب (ة) الأسرة أو الشخص المخول.

أنا الموقع (ة) أدناه، أقر بأن المعلومات التي تقدمت بها في هذه الاستمارة هي صحيحة ودقيقة

التوقيع

الاسم الكامل لرب (ة) الأسرة أو ممثلها

إن الإدلاء بمعلومات غير صحيحة تعرض الأسرة لإلغاء طلبها نهائياً.

| للافراد من عمر 15 حتى 50 سنة  |    | هل لدى الفرد أي مهارة أو مهنة يرغب بتطويرها أو تعلمها من خلال التدريب؟<br>مراجعة أنواع التدريبات المقترحة |    | هل يعاني الفرد من صعوبة في النظر أو السمع أو الحركة أو التركيز والتذكر أو العناية بنفسه أو النطق؟ |    | هل يستطيع الفرد حالياً من أي نوع من أنواع التأمين الصحي التالية؟ |     | هل يعاني من إحدى الحالات المرضية التالية؟ |    | الوضع الاجتماعي |    | العلاقة برب (ة) الأسرة |     | الرقم التسلسلي للفرد ضمن الأسرة |    |
|---|----|---|----|---|----|--|-----|---|----|-----------------|----|------------------------|-----|---------------------------------|----|
| هل الفرد بحاجة إلى أي نوع من المساعدات من أجل تأسيس عمل حر في هذا المجال؟                         | لا | نعم   | لا | نعم   | لا | لا   | نعم | لا  | لا | نعم             | لا | لا                     | نعم | لا                              | لا |
| هل الفرد بحاجة إلى أي نوع من المساعدات من أجل تأسيس عمل حر في هذا المجال؟                         | لا | نعم   | لا | نعم   | لا | لا   | نعم | لا  | لا | نعم             | لا | لا                     | نعم | لا                              | لا |
| هل لدى الفرد أي مهارة أو مهنة يرغب بتطويرها أو تعلمها من خلال التدريب؟                            | لا | نعم   | لا | نعم   | لا | لا   | نعم | لا  | لا | نعم             | لا | لا                     | نعم | لا                              | لا |
| مراجعة أنواع التدريبات المقترحة   | لا | نعم   | لا | نعم   | لا | لا   | نعم | لا  | لا | نعم             | لا | لا                     | نعم | لا                              | لا |
| هل يعاني الفرد من صعوبة في النظر أو السمع أو الحركة أو التركيز والتذكر أو العناية بنفسه أو النطق؟ | لا | نعم   | لا | نعم   | لا | لا   | نعم | لا  | لا | نعم             | لا | لا                     | نعم | لا                              | لا |
| هل يستطيع الفرد حالياً من أي نوع من أنواع التأمين الصحي التالية؟                                  | لا | نعم   | لا | نعم   | لا | لا   | نعم | لا  | لا | نعم             | لا | لا                     | نعم | لا                              | لا |
| هل يعاني من إحدى الحالات المرضية التالية؟   | لا | نعم   | لا | نعم   | لا | لا   | نعم | لا  | لا | نعم             | لا | لا                     | نعم | لا                              | لا |
| الوضع الاجتماعي   | لا | نعم   | لا | نعم   | لا | لا   | نعم | لا  | لا | نعم             | لا | لا                     | نعم | لا                              | لا |
| العلاقة برب (ة) الأسرة  | لا | نعم   | لا | نعم   | لا | لا   | نعم | لا  | لا | نعم             | لا | لا                     | نعم | لا                              | لا |
| الرقم التسلسلي للفرد ضمن الأسرة   | لا | نعم   | لا | نعم   | لا | لا   | نعم | لا  | لا | نعم             | لا | لا                     | نعم | لا                              | لا |

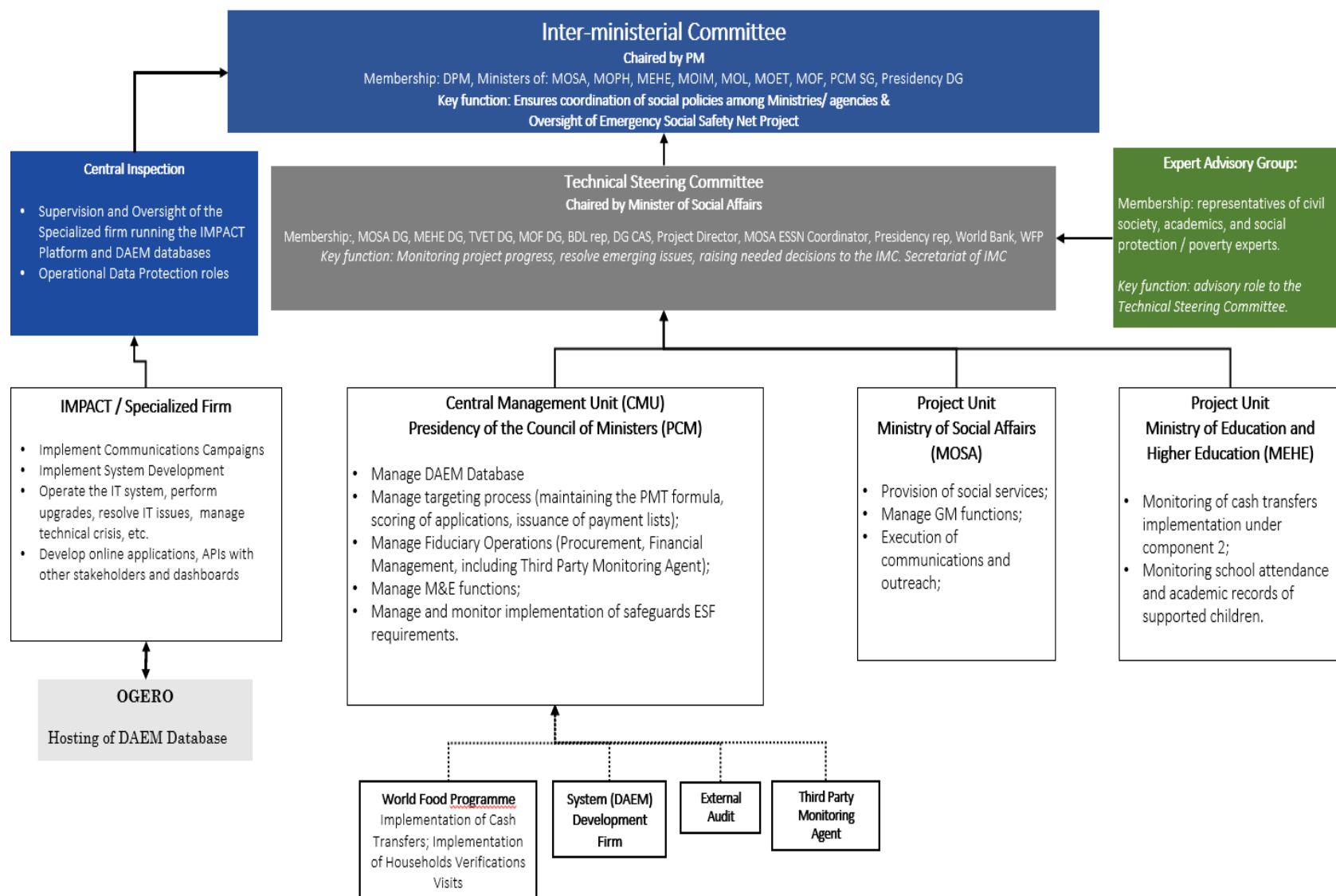


| الرقم المتسلسل للفرد | للافراد من عمر ٧ سنوات وما فوق   |                                     |  | هل التحق الفرد بأي مؤسسة تعليمية؟<br>(للافراد من عمر ٣ سنوات وما فوق)                    | ما هي المرحلة التعليمية التي وصل اليها الفرد؟<br>(للافراد من عمر ٣ سنوات وما فوق) | للافراد الملتحقين بالدراسة حالياً، ما هو نوع المدرسة، الجامعة أو المعهد (للافراد من عمر ٤ إلى ١٨ سنة) | للافراد غير الملتحقين حالياً بالدراسة، سبب عدم الالتحاق بالمدرسة (للافراد من عمر ٤ إلى ١٨ سنة)        |
|----------------------|--|-------------------------------------|--|--|---|---|---|
|                      | خلال الأيام ٧ الماضية، هل قام الفرد بأي عمل ولولادة ساعة واحدة (سواء كان العمل مدفوعاً أو غير مدفوعاً) | إذا قمت بعمل، هل كان العمل مدفوعاً؟ | ديمومة العمل، فقط للأفراد الذين قاموا بعمل | إذا كانت الإجابة على السؤال الأول تتعلق بالعمل كلاً، هل الفرد غالباً عن العمل بشكل مؤقت؟ | هل التحق الفرد بأي مؤسسة تعليمية؟<br>(للافراد من عمر ٣ سنوات وما فوق)             | ما هي المرحلة التعليمية التي وصل اليها الفرد؟<br>(للافراد من عمر ٣ سنوات وما فوق)                     | للافراد الملتحقين بالدراسة حالياً، ما هو نوع المدرسة، الجامعة أو المعهد (للافراد من عمر ٤ إلى ١٨ سنة) |
|                      | نعم<br>لا  | نعم<br>لا                           | نعم<br>لا                                  | نعم<br>لا  | نعم<br>لا   | نعم<br>لا   | نعم<br>لا   |
| ١                    | ٢ ١  | ٢ ١                                 | ٣ ٢ ١                                      | ٢  | ٤ ٣ ٢ ١   | ١١ ١٠ ٩ ٨ ٧ ٦ ٥ ٤ ٣ ٢ ١   | ٦ ٥ ٤ ٣ ٢ ١   |
| ٢                    | ٢ ١  | ٢ ١                                 | ٣ ٢ ١                                      | ٢  | ٤ ٣ ٢ ١   | ١١ ١٠ ٩ ٨ ٧ ٦ ٥ ٤ ٣ ٢ ١   | ٦ ٥ ٤ ٣ ٢ ١   |
| ٣                    | ٢ ١  | ٢ ١                                 | ٣ ٢ ١                                      | ٢  | ٤ ٣ ٢ ١   | ١١ ١٠ ٩ ٨ ٧ ٦ ٥ ٤ ٣ ٢ ١   | ٦ ٥ ٤ ٣ ٢ ١   |
| ٤                    | ٢ ١  | ٢ ١                                 | ٣ ٢ ١                                      | ٢  | ٤ ٣ ٢ ١   | ١١ ١٠ ٩ ٨ ٧ ٦ ٥ ٤ ٣ ٢ ١   | ٦ ٥ ٤ ٣ ٢ ١   |
| ٥                    | ٢ ١  | ٢ ١                                 | ٣ ٢ ١                                      | ٢  | ٤ ٣ ٢ ١   | ١١ ١٠ ٩ ٨ ٧ ٦ ٥ ٤ ٣ ٢ ١   | ٦ ٥ ٤ ٣ ٢ ١   |
| ٦                    | ٢ ١  | ٢ ١                                 | ٣ ٢ ١                                      | ٢  | ٤ ٣ ٢ ١   | ١١ ١٠ ٩ ٨ ٧ ٦ ٥ ٤ ٣ ٢ ١   | ٦ ٥ ٤ ٣ ٢ ١   |
| ٧                    | ٢ ١  | ٢ ١                                 | ٣ ٢ ١                                      | ٢  | ٤ ٣ ٢ ١   | ١١ ١٠ ٩ ٨ ٧ ٦ ٥ ٤ ٣ ٢ ١   | ٦ ٥ ٤ ٣ ٢ ١   |
| ٨                    | ٢ ١  | ٢ ١                                 | ٣ ٢ ١                                      | ٢  | ٤ ٣ ٢ ١   | ١١ ١٠ ٩ ٨ ٧ ٦ ٥ ٤ ٣ ٢ ١   | ٦ ٥ ٤ ٣ ٢ ١   |
| ٩                    | ٢ ١  | ٢ ١                                 | ٣ ٢ ١                                      | ٢  | ٤ ٣ ٢ ١   | ١١ ١٠ ٩ ٨ ٧ ٦ ٥ ٤ ٣ ٢ ١   | ٦ ٥ ٤ ٣ ٢ ١   |
| ١٠                   | ٢ ١  | ٢ ١                                 | ٣ ٢ ١                                      | ٢  | ٤ ٣ ٢ ١   | ١١ ١٠ ٩ ٨ ٧ ٦ ٥ ٤ ٣ ٢ ١   | ٦ ٥ ٤ ٣ ٢ ١   |
| ١١                   | ٢ ١  | ٢ ١                                 | ٣ ٢ ١                                      | ٢  | ٤ ٣ ٢ ١   | ١١ ١٠ ٩ ٨ ٧ ٦ ٥ ٤ ٣ ٢ ١   | ٦ ٥ ٤ ٣ ٢ ١   |

هروب الأسرة ←

|   |   |   |  |
|---|---|---|--|
| <p>طبيعة السكن</p> <p>١ منزل مستقل</p> <p>٢ فيلاً</p> <p>٣ شقة في مبنى مستقل</p> <p>٤ شقة في مشروع سكني</p> <p>٥ مسكن مرتجل</p> <p>٦ غرفة ناطور</p> <p>٧ غيره</p> | <p>نوع الإسهال</p> <p>١ ملك</p> <p>٢ إيجار غير مفروش</p> <p>٣ إيجار مفروش</p> <p>٤ مجاني مقدم من رب العمل</p> <p>٥ مجاني مقدم من العائلة/أصدقاء</p> <p>٦ مصادرة</p> | <p>ملكية الأليات؟</p> <p>سيارة</p> <p>باص - فان صغير</p> <p>شاحنة</p> <p>دراجة نارية</p>  | <p>هل يملك أي من أفراد الأسرة أي نوع من أنواع العقارات؟</p> <p>١ نعم ٢ كلا</p>   |
| <p>أرضية السكن</p> <p>١ رخام</p> <p>٢ باركيه</p> <p>٣ بلاط</p> <p>٤ إسمنت</p> <p>٥ تراب</p> <p>٦ أخرى</p>   | <p>وسيلة الصرف الصحي العتمدة</p> <p>١ لا يوجد</p> <p>٢ شبكة مجاري صحية عامة</p> <p>٣ شبكة مجاري مفتوحة</p> <p>٤ جورة صحية</p> <p>٥ وسيلة أخرى</p>                   | <p>مصدر مياه الشفة</p> <p>شبكة ممتدة إلى السكن (عامة/خاصة)</p> <p>سبيل ثابت أو حنفية عامة</p> <p>بئر موصول بانابيب (بئر أرتوازي)</p> <p>بئر (محمي أو غير محمي)</p> <p>نوع (محمي أو غير محمي)</p> <p>مياه المطر الخزنة</p> <p>صهريج مياه</p> <p>برميل صغير محمول على عربة</p> <p>مياه سطحية</p> <p>مياه معدنية</p> <p>مياه مكورة</p> <p>مصدر آخر</p> | <p>ملكية التجهيزات؟</p> <p>غسالة</p> <p>جلاية صحن</p> <p>مكينة كهربائية</p> <p>كومبيوتر</p> <p>خط خلوي</p> <p>تلفاز مسطح</p> <p>مكيف</p> <p>عينات للطح مع فرن</p> <p>عينات للطح بدون فرن</p> |

## 9.4 Appendix D: Institutional Arrangements for the Emergency Crisis and COVID19 Response Social Safety Net Project



## 9.5 Appendix E: List of Virtual Meetings

March 19, 2020

Dr Bashir Osmat, Advisor to the Minister, Ministry of Social Affairs

March 20, 2020

Marie-Louise Abou Jaoudeh, Project Manager, NPTP Unit, Central Management Unit, Presidency of the Council of Ministers; and Marie Ghiya, Project Manager, NPTP Unit, Ministry of Social Affairs

March 23, 2020

UNCHR

Ramzi Fanous, Statistician, NPTP Unit, Central Management Unit, Presidency of the Council of Ministers; and Marie- Louise Abou Jaoudeh, Project Manager, NPTP unit, Central Management Unit, Presidency of the Council of Ministers

March 24, 2020

Government of Lebanon and other stakeholders

March 26, 2020

Government of Lebanon and other stakeholders

April 3, 2020

Government of Lebanon, international agencies (UNICEF, ILO, WFP), and donors (EU and Germany) on Component 1 and 2

Government of Lebanon, international agencies (UNICEF, ILO, WFP), and donors (EU and Germany) on Targeting Methodology and Payments/Exchange Rates

April 6, 2020

Ramzi Fanous, Statistician, NPTP Unit Central Management Unit, Presidency of the Council of Ministers; and Marie- Louise Abou Jaoudeh, Project Manager, NPTP Unit, Central Management Unit, Presidency of the Council of Ministers

April 7, 2020

Ramzi Fanous, Statistician, NPTP Unit, Central Management Unit, Presidency of the Council of Ministers

April 14, 2020

Marie Ghiya, Project Manager, NPTP Unit, Ministry of Social Affairs

April 27, 2020

World Bank project team and gender specialists

April 28, 2020

World Bank project team, UNICEF, UNHCR and European Union on Component 3

## 9.6 Appendix F: Cost Breakdown of Cash Transfer to Households with students at risk

| Age Group  | 13-15 years |            |            |            | 16-18 years |            |            |            |
|--|-------------|------------|------------|------------|-------------|------------|------------|------------|
| Stream   | General     |            | Vocational |            | General     |            | Vocational |            |
|  | LL          | US         | LL         | US         | LL          | US         | LL         | US         |
| <b>Paid directly to schools</b>  |             |            |            |            |             |            |            |            |
| 1. School Registration Fees  |             | 0          |            | 30         | 121,000     |            |            | 30         |
| 2. Parents council Fees  |             | 0          |            | 0          | 750,000     |            |            | 0          |
| A. Total amount paid directly to schools at start of school year per child (1+2)       |             | <b>0</b>   |            | <b>30</b>  |             | <b>60</b>  |            | <b>30</b>  |
| <b>Paid to Households at the start of the school year</b>                              |             |            |            |            |             |            |            |            |
| 3. Textbooks   |             | 60         |            | 140        |             | 140        |            | 140        |
| 4. School Uniform  |             |            |            |            |             |            |            |            |
| 5. Equipment/Stationary  |             |            |            |            |             |            |            |            |
| B. Total amount paid to households at start of school year per child (3+4+5)           |             | <b>60</b>  |            | <b>140</b> |             | <b>140</b> |            | <b>140</b> |
| <b>Paid to Households every month</b>  |             |            |            |            |             |            |            |            |
| 6. Transport Expenses (borne for 9 months)   |             | 25         |            | 25         |             | 25         |            | 25         |
| C. Total amount paid to households in monthly installments over the year per child (6) |             | <b>225</b> |            | <b>225</b> |             | <b>225</b> |            | <b>225</b> |
| <b>Total Payments</b>  |             |            |            |            |             |            |            |            |
| <b>Total Annual Cost per Child (A + B + C)</b>   |             | 285        |            | 395        |             | 425        |            | 395        |
| <b>Total Annual payment per Child (B + C)</b>  |             | 285        |            | 365        |             | 365        |            | 365        |

\*Confirmed after minister's decision



## 9.7 Appendix G: Technical Note on Public Consultations and Stakeholder Engagement in WB-Supported Operations When There Are Constraints on Conducting Public Meetings

With the outbreak and spread of COVID-19, people have been advised, or may be mandated by national or local law, to exercise social distancing, and specifically to avoid public gatherings to prevent and reduce the risk of the virus transmission. Countries have taken various restrictive measures, some imposing strict restrictions on public gatherings, meetings and people's movement, and others advising against public group events. At the same time, the general public has become increasingly aware and concerned about the risks of transmission, particularly through social interactions at large gatherings.

These restrictions have implications for World Bank-supported operations. In particular, they will affect Bank requirements for public consultation and stakeholder engagement in projects, both under implementation and preparation. WHO has issued technical guidance in dealing with COVID-19, including: (i) Risk Communication and Community Engagement (RCCE) Action Plan Guidance Preparedness and Response; (ii) Risk Communication and Community engagement (RCCE) readiness and response; (iii) COVID-19 risk communication package for healthcare facilities; (iv) Getting your workplace ready for COVID-19; and (v) a guide to preventing and addressing social stigma associated with COVID-19. All these documents are available on the WHO website through the following link: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance>.

This Note offers suggestions to World Bank task teams for advising counterpart agencies on managing public consultation and stakeholder engagement in their projects, with the recognition that the situation is developing rapidly, and careful regard needs to be given to national requirements and any updated guidance issued by WHO. It is important that the alternative ways of managing consultation and stakeholder engagement discussed with clients are in accordance with the local applicable laws and policies, especially those related to media and communication. The suggestions set out below are subject to confirmation that they are in accordance with existing laws and regulations applying to the project.

**Investment projects under implementation.** All projects under implementation are likely to have public consultation and stakeholder engagement activities planned and committed as part of project design. These activities may be described in different project documents and will involve a variety of stakeholders. Commonly planned avenues of such engagement are public hearings, community meetings, focus group discussions, field surveys and individual interviews. With growing concern about the risk of virus spread, there is an urgent need to adjust the approach and methodology for continuing stakeholder consultation and engagement. Taking into account the importance of confirming compliance with national law requirements, below are some suggestions for task teams' consideration while advising their clients:

Task teams will need to review their project, jointly with the PMUs, and should:

- Identify and review planned activities under the project requiring stakeholder engagement and public consultations.
- Assess the level of proposed direct engagement with stakeholders, including location and size of proposed gatherings, frequency of engagement, categories of stakeholders (international, national, local) etc.
- Assess the level of risks of the virus transmission for these engagements, and how restrictions that are in effect in the country / project area would affect these engagements.
- Identify project activities for which consultation/engagement is critical and cannot be postponed without having significant impact on project timelines. For example, selection of resettlement options by affected people during project implementation. Reflecting the specific activity, consider viable means of achieving the necessary input from stakeholders (see further below).
- Assess the level of ICT penetration among key stakeholder groups, to identify the type of communication

channels that can be effectively used in the project context.

Based on the above, task teams should discuss and agree with PMUs the specific channels of communication that should be used while conducting stakeholder consultation and engagement activities. The following are some considerations while selecting channels of communication, in light of the current COVID-19 situation:

- Avoid public gatherings (taking into account national restrictions), including public hearings, workshops and community meetings;
- If smaller meetings are permitted, conduct consultations in small-group sessions, such as focus group meetings. If not permitted, make all reasonable efforts to conduct meetings through online channels, including webex, zoom and skype;
- Diversify means of communication and rely more on social media and online channels. Where possible and appropriate, create dedicated online platforms and chat groups appropriate for the purpose, based on the type and category of stakeholders;
- Employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, and mail) when stakeholders do not have access to online channels or do not use them frequently. Traditional channels can also be highly effective in conveying relevant information to stakeholders, and allow them to provide their feedback and suggestions;
- Where direct engagement with project affected people or beneficiaries is necessary, such as would be the case for Resettlement Action Plans or Indigenous Peoples Plans preparation and implementation, identify channels for direct communication with each affected household via a context specific combination of email messages, mail, online platforms, dedicated phone lines with knowledgeable operators;
- Each of the proposed channels of engagement should clearly specify how feedback and suggestions can be provided by stakeholders;

An appropriate approach to conducting stakeholder engagement can be developed in most contexts and situations. However, in situations where none of the above means of communication are considered adequate for required consultations with stakeholders, the team should discuss with the PMU whether the project activity can be rescheduled to a later time, when meaningful stakeholder engagement is possible. Where it is not possible to postpone the activity (such as in the case of ongoing resettlement) or where the postponement is likely to be for more than a few weeks, the task team should consult with the OESRC to obtain advice and guidance.

**Investment projects under preparation.** Where projects are under preparation and stakeholder engagement is about to commence or is ongoing, such as in the project E&S planning process, stakeholder consultation and engagement activities should not be deferred, but rather designed to be fit for purpose to ensure effective and meaningful consultations to meet project and stakeholder needs. Some suggestions for advising clients on stakeholder engagement in such situations are given below. These suggestions are subject to the coronavirus situation in country, and restrictions put in place by governments. The task team and the PMU should:

- Review the country COVID-19 spread situation in the project area, and the restrictions put in place by the government to contain virus spread;
- Review the draft Stakeholder Engagement Plan (SEP, if it exists) or other agreed stakeholder engagement arrangements, particularly the approach, methods and forms of engagement proposed, and assess the associated potential risks of virus transmission in conducting various engagement activities;
- Be sure that all task team and PIU members articulate and express their understandings on social behavior and good hygiene practices, and that any stakeholder engagement events be preceded with the procedure of articulating such hygienic practices.
- Avoid public gatherings (taking into account national restrictions), including public hearings, workshops and community meetings, and minimize direct interaction between project agencies and beneficiaries / affected people;
- If smaller meetings are permitted, conduct consultations in small-group sessions, such as focus group

meetings. If not permitted, make all reasonable efforts to conduct meetings through online channels, including webex, zoom and skype meetings;

- Diversify means of communication and rely more on social media and online channels. Where possible and appropriate, create dedicated online platforms and chatgroups appropriate for the purpose, based on the type and category of stakeholders;

- Employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, public announcements, and mail) when stakeholders do not have access to online channels or do not use them frequently. Such channels can also be highly effective in conveying relevant information to stakeholders, and allow them to provide their feedback and suggestions;

- Employ online communication tools to design virtual workshops in situations where large meetings and workshops are essential, given the preparatory stage of the project. Webex, Skype, and in low ICT capacity situations, audio meetings, can be effective tools to design virtual workshops. The format of such workshops could include the following steps:

Virtual registration of participants: Participants can register online through a dedicated platform.

Distribution of workshop materials to participants, including agenda, project documents, presentations, questionnaires and discussion topics: These can be distributed online to participants.

Review of distributed information materials: Participants are given a scheduled duration for this, prior to scheduling a discussion on the information provided.

Discussion, feedback collection and sharing:

Participants can be organized and assigned to different topic groups, teams or virtual “tables” provided they agree to this.

Group, team, and table discussions can be organized through social media means, such as webex, skype or zoom, or through written feedback in the form of an electronic questionnaire or feedback forms that can be emailed back.

Conclusion and summary: The chair of the workshop will summarize the virtual workshop discussion, formulate conclusions, and share electronically with all participants.

In situations where online interaction is challenging, information can be disseminated through digital platform (where available) like Facebook, Twitter, WhatsApp groups, Project weblinks/ websites, and traditional means of communications (TV, newspaper, radio, phone calls and mails with clear description of mechanisms for providing feedback via mail and / or dedicated telephone lines. All channels of communication need to clearly specify how stakeholders can provide their feedback and suggestions.

Engagement with direct stakeholders for household surveys: There may be planning activities that require direct stakeholder engagement, particularly in the field. One example is resettlement planning where surveys need to be conducted to ascertain socioeconomic status of affected people, take inventory of their affected assets, and facilitate discussions related to relocation and livelihood planning. Such survey activities require active participation of local stakeholders, particularly the potentially adversely affected communities. However, there may be situations involving indigenous communities, or other communities that may not have access to the digital platforms or means of communication, teams should develop specially tailored stakeholder engagement approaches that will be appropriate in the specific setting. The teams should reach out to the regional PMs for ENB and Social Development or to the ESSA for the respective region, in case they need additional support to develop such tailored approaches.

In situations where it is determined that meaningful consultations that are critical to the conduct of a specific project activity cannot be conducted in spite of all reasonable efforts on the part of the client supported by the Bank, the task team should discuss with the client whether the proposed project activities can be postponed by a few weeks in view of the virus spread risks. This would depend on the COVID-19 situation in the country, and the government policy requirements to contain the virus spread. Where it is not possible to postpone the activity (such as in the case of ongoing resettlement) or where the postponement is likely to

be for more than a few weeks, the task team should consult with the OESRC to obtain advice and guidance.



## 10 References

Atamanov, Aziz, Samantha Constant, and Jonna Lundwall. June 2016. "Draft Lebanon Gender Note."

Bardasi, Elena and Gisela Garcia. 2014. *Social Safety Nets and Gender: Learning from Impact Evaluations and WorldBank Projects*. IEG evaluation Learning Product. Washington, DC; World Bank Group.

Central Administration for Statistics, International Labor Organization and European Union. 2020. "Lebanon LaborForce and Household Living Conditions Survey 2018-2019."

Economist. October 24, 2019. "A Surge of Public Anger Sends Lebanon's Politicians Reeling."

ILO. 2014. Assessment of the Impact of Syrian Refugees in Lebanon and their Employment Profile. Republic of Lebanon. January 2020. "National Poverty Targeting Program: Operational Manual."

Republic of Lebanon. January 2007. "Lebanon Social Action Plan: Towards Strengthening Social Safety Nets and Access to Basic Services."

World Bank. April 2020. "Draft Lebanon Emergency Crisis Response Social Safety Net Project." World Bank. April 2020. "Poverty Among Vulnerable Groups in Lebanon." Power Point Presentation.

World Bank. March 2020. "Proposed Emergency Crisis Response Social Safety Net Program." Power Point Presentation.

World Bank. 2017. "World Bank Environmental and Social Framework."

World Bank. 2016. *Lebanon - Country Partnership Framework for FY17-FY22*. Washington, DC: World Bank Group.

World Bank. 2015. *Lebanon - Promoting Poverty Reduction and Shared Prosperity: a Systematic Country Diagnostic*. Washington, DC: World Bank Group.

World Bank. 2014. *Lebanon - Emergency National Poverty Targeting Program Project*. Washington, DC: World Bank Group.

World Bank. Undated. "The National Poverty Targeting Program: Toward Productive Safety Nets." World Food Program (WFP). February 2020. "Lebanon Country Brief."

Yaacoub, Najwa, Mayssaa Daher, Dean Mitchell Jolliffe and Aziz Atamanov. 2015. *Snapshot of Poverty and Labor Market Outcomes in Lebanon Based on Household Budget Survey 2011-2012 : Central Administration for Statistics and World Bank*. Washington, D.C.: World Bank Group.