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| **Mission Critical Action #** |
| **MCA# $0.00** million Description  |
| **COVERAGE:**  |
| **MPTF Project No:** 00092736 | **Title: PPERW**Payment Programme for Ebola Response Worker | **TRANSFER DATE:** dd-month-yyyy | **AMOUNT:**US$ 2,245,832 | **EXPENDITURES** **(31 Dec 2015)** US$1,964,172 |
|  **PRIORITY** INTERVENTION PLANNED ACHIEVED RESPONDING AGENCIES |
|  As per PROPOSAL RESULT MATRIX | 100%Description | 100%Description | MOHUNDP |
|  | % of Ebola Response Workers registered on the information management system (100%) | Through the USAID-funded Rehabilitation of Basic Health Services (RBHS) program, the MOH has an information management system in place with 11,000 names entered. WHO estimates approximately 8,000 are current. However, the MOH is currently using Excel spreadsheets and hard copy ledgers to track healthcare workers and ERWs. While all ERWs are not registered in the IMS, iHRIS, they are in Excel sheets with the central MOH |  |
|  | 100%Description | 65%Description |  |
|  | % paying organizations reporting to the information management system | The reporting organizations have provided information regarding their ERWs to the MOH, and while this information is on file with the MOH, it is not entered into the IMS. |  |
|  | 0%Description | 0%Description |  |
|  | # of Ebola response workers reported by media as striking | There was no ERWs reported by media as striking but there were quite a few demonstrations requesting salary increase  |  |
|  | 100%Description | 10%Description |  |
|  | % registered Ebola workers fully paid on time | Throughout the programme only ERWs from Montserrado County totaling an average of 1000 workers have been paid on time, the remaining ERWs posted in the counties experience an average of 8 to 12-week delay due to the lack of identification and poor coordination with the central office and the county health teams. |  |

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| **Situation Update**The Payment Programme for Ebola Response Workers (PPERW) was established in December 2014 to ensure that all workers receive payments due to them for performing their essential duties. Through it, UNDP worked to ensure that all workers received payments due to them and that the payment lists were cleaned and verified. By the end of December 2015, UNDP had supported the government to pay an average of 10,000 Ebola Response Workers (ERWs) per payment cycle (for a total of 5 payment cycles), ensuring that more than 95% of them were registered and linked to a payment mechanism. In addition, UNDP paid an average of 495 ERWs working for the central Incident Management System directly over two payment cycles. UNDP also helped support the harmonization of pay scales, installed a complaint mechanism with a call centre providing an additional opportunity for ERWs and other healthcare workers to voice any complaints associated to payment, as well as installed 17 UN Volunteers in the field to support the Ministry of Health teams in collecting, sorting and verifying payment complaints. By August 2015, a total of 578 complaints had been reported by UNDP’s 15 UNVs deployed across the country with 414 of the complaints addressed by the County Health Teams while 164 were elevated to the MOH central office and resolved. Among the 164 complaints that were elevated to the central MOH, 57.9% of them were made by men and 42.1% of them were women. To increase communication and transparency regarding payments, UNDP in collaboration with the MOH, installed an electronic billboard at the Ministry to provide payment information publicly to workers. One main challenge in Liberia is a lack of payment mechanisms through which to pay people. To increase the ability of the MOHSW to pay workers in remote areas and strengthen payment mechanisms in Liberia, UNDP forged partnership with USAID to reduce the risk, via a public-private partnership, for a digital payments aggregator, Splash Cash, to enter the Liberian market. The digital payments aggregator would actively manage agent networks and liquidity in the counties to extend the reach of the financial system and enable last mile delivery.Towards the end of project which was originally planned to end in 2015, there were a number of residual activities under the project such as outstanding payments, outstanding grievances from ERWs and an in-depth financial diagnostic of the digital payment sector in Liberia that was underway at the end of December 2015. This necessitated a non-cost extension request which was sought and approved. Most of the Health workers have been paid in accordance with the project proposal, including capacity building of MOH staff to manage payrolls, contracting but needs additional payments for EVD workers in private health facilities. Under the reporting period, the need to increase capacity building in financial services function was recognized as critical component of the health sector that would require more attention for effectiveness and efficiency.  |

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| **Achievements and Results**1. **Strengthened capacity of MOH to manage payroll, personnel management, and operate professionally, as follows:**
* Provided logistics, two liaisons (embedded at MOH), stationary and connectivity to reduce the lag time between payments and build capacities within MOH to that effect. This helped address recurrent delays by MOH in paying the ERWs in the counties
* Deployed 17 UNVs in the counties to assist the county health offices in the payments as well as collect the complaints of the ERWs.
* Helped establish a call center to collect the complaints of EWRs for submission to MOH for their resolution.
* Payment to all 822 IMS workers through PPERW contingency plan
* Financed a study for the interoperability of MOH HR system with the Civil Service and Ministry of Finance HR systems in order to manage the payroll more efficiently and make faster payments of salaries to health workers located in the counties.
* Helped erect an E-Billboard for MOH in order to better communicate on the payments and other health issues as they arise from time to time *(picture attached)*.
1. **Improved capacity building in financial services function, including policy issues, as follows:**
* PPERW held a workshop on payments to inform the MOH and paying organizations the payment mechanism available taking into account the challenging banking footprint in the counties.
* PPERW commissioned an initial financial diagnostic review of the financial infrastructures in Liberia with recommendations.
* PPERW hired a consulting firm for the diagnostic of the financial systems and the feasibility study for the introduction of a 3rd party cash management partner acting as an aggregator and manager of an agent network. Their mission is currently ongoing.

Table No. of Beneficiaries

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| Women | 4,161 |
| Men | 6,637 |
| **TOTAL** | **10,798** |

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| **Human Stories****Celebrating the work of Volunteers in supporting the Payments programme** Seventeen (17) National United Nations Volunteers (UNVs) under a UNDP Programme for Payments of Ebola Response Workers (PERWs) contributed immensely in the fight against Ebola. They were identified and deployed throughout Liberia’s fifteen counties as Verification Officers and worked with the government and partners in helping to support payments of Ebola response workers in the country. The UNDP PERWs programme is supported through the Multi-Partner Trust Fund (MPTF).The UNV Verification Officers played an active role in following up on claims and reports of non-payment of salaries, allowances and/or hazard pay which may mean spending several days in remote field locations where accommodation options are limited, and other everyday conveniences are in scarce supply. They made recommendations for corrective actions when needed, based on the ‘investigation’ of the non- or late payment claim report, act as contact persons for aid agencies just in case an EVD response worker had not been paid, as well as follow up on the lifecycle of each payment grievance from inception to conclusion among others.By August 2015, a total of 578 complaints had been reported by UNDP’s 15 UNVs deployed across the country with 414 of the complaints addressed by the County Health Teams while 164 were elevated to the MOH central office and resolved. Among the 164 complaints that were elevated to the central MOH, 57.9% of them were made by men and 42.1% of them were women. The assistance provided to the MOH to accelerate the payment of salaries has had a significant impact on the ERWs as the delays could have been more important than it was. UNDP played a significant role in conflicts resolution between the Government and ERWs.Today, the young UNVs are among those being celebrated in terms of their courage and dedication in successfully containing Ebola and in helping to build public confidence in the Liberian healthcare system. They have helped restore a sense of national pride, accomplishment and unity amongst their compatriots. Their work highlights the resilience and strength of the Liberian people, helping to reduce stigma associated with recovered Ebola patients and their families in Liberia. Jill Morehead, Manager of the UNDP Programme for Payment of Ebola Response Workers (PERWs), oversaw this programme and worked closely with the UNVs in ensuring success of the programme. The United Nations Volunteers (UNV) programme is the UN organization that promotes volunteerism to support peace and development worldwide. Volunteerism can transform the pace and nature of development and it benefits both society at large and the individual volunteer. UNVs contribute to peace and development by advocating for volunteerism globally, encouraging partners to integrate volunteerism into development programming, and mobilizing volunteers. |

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| **Photos** UNDP Liberia Documentary, Payment Programme for Ebola Response Workers (Long Version) <https://youtu.be/dhYsBJ7HWho> ; UNDP Liberia Documentary, Payment Programme for Ebola Response Workers (Short Version) <https://youtu.be/_x32LfQHJXU> ; [www.ebolapayments.org](http://www.ebolapayments.org) (PPERW Portal); Health workers paid (Dropbox) and E-Billboard picture attached.<https://www.flickr.com/photos/unitednationsdevelopmentprogramme/sets/72157650768008355/>[https://www.flickr.com/photos/132967828@N08/albums/72157653424283775](https://www.flickr.com/photos/132967828%40N08/albums/72157653424283775)  |