

**ChildFund International**  
**Humanitarian Situation Report 19**  
**COVID-19 – Ecuador**  
**Sep 10, 2020**

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 March 17, 2020- **Sep 10, 2020**

## Part 1: The Overall Situation

### ECUADOR

Total Number of COVID-19 Cases Reported	Number of Deaths	Number of Cases Recuperated
113.206	5.922	78.552
<b>SOURCE:</b> <a href="https://www.arcgis.com/apps/opsdashboard/index.html#/bda7594740fd40299423467b48e9ecf6">https://www.arcgis.com/apps/opsdashboard/index.html#/bda7594740fd40299423467b48e9ecf6</a>		

**ChildFund-supported areas (Provide only if you have reliable data on this. You can report on a consolidated basis or by program state/region/province/etc. if you have this detail.)**

Geographical area (country or state/region/province)	Total Number of COVID19 Cases Reported	Number of Deaths	Number of Cases Recuperated
Carchi	2.124	67	No available information
Imbabura	3.242	101	No available information
Pichincha	26.122	1.161	No available information
Cotopaxi	3.312	208	No available information
Tungurahua	3.863	233	No available information
<b>SOURCE:</b> <a href="https://www.gestionderiesgos.gov.ec/wp-content/uploads/2020/09/INFOGRAFIA-NACIONALCOVID19-COE-NACIONAL-08h00-10092020.pdf">https://www.gestionderiesgos.gov.ec/wp-content/uploads/2020/09/INFOGRAFIA-NACIONALCOVID19-COE-NACIONAL-08h00-10092020.pdf</a>			

Ecuador is facing community transmission stage. Pichincha province, where the capital and country office are located, is one of the provinces with the highest number of cases, 23,1% of the cases in the country. Ecuadorian president decreed a state of emergency for 60 days that will finish September 12 when all mobility restrictions will be lifted, meanwhile healthy system is collapsed, and ICU don't have beds available in almost all the Ecuador provinces.

Since September 14, "Yo Me Cuido" plan will be implemented in Ecuador. This new campaign consists of raising awareness among Ecuadorians about joint responsibility for avoid the spread of COVID-19 in the new stage. The plan will begin on September 14 with the end of the state of emergency. New measure included: curfew removed, mobilization restriction eliminated, the specific control carried out by the Armed Forces and the National Police to enforce mobility and association restrictions would be withdrawn and classes are kept virtual but a pilot plan will be started for certain institutions to return to face to face classes.

Other measures will be decided by local government once "Yo me cuido" plan began its implementation.

## Part 2: The Situation in Areas Where ChildFund Works

Partner Organization (Use Salesforce identifying code/name.)	# of Enrolled and Sponsored Children		COVID19 Cases Reported in ChildFund Communities (Y/N/Unknown) Provide number if available.	Number of Enrolled Children Reported with COVID19 (If available.)	Number of enrolled children diseased as result of COVID19
	Sponsored	Enrolled			
<b>FEDACC 1314</b>	2674	3426	38	0	0
<b>FOCI 477</b>	2547	2907	No available information	No available information	No available information
<b>FONAP 1309</b>	2018	2130	287	14	0
<b>FENPIDEC 4063</b>	2784	3427	32	8	0
<b>CACTU 2679 y 4068</b>	4350	5366	No available information	No available information	No available information

Source: Local partners monthly reports and monitoring.

Child deaths: List any sponsored child (with Partner organization and child ID from salesforce) diseased as a result of COVID19. (Note: These need to be reported immediately following the regular sponsorship protocols.)

We are monitoring cases of affected families in our communities, in total we have 55 families with the positive cases or in epidemiological fence and, 3 parents of sponsored children diseased as result of COVID 19. Additional support is being provided to the affected families.

Partner Organization (Use Salesforce identifying code/name.)	What is the status of the program/sponsorship processes (operational/suspended)?					
	Program Implementation	CVS	M&E Level 2	Enrollment /Disaffiliation	Sponsorship Communication	DFC
<b>FEDACC 1314</b>	Operational but delayed	Suspended	Suspended	Enrollment Suspended / Disaffiliation Operational / RAM operational	Operational	Operational

<b>FOCI 477</b>	Operational but delayed	Suspended	Suspended	Enrollment Suspended / Disaffiliation Operational / RAM operational	Operational	Operational
<b>FONAP 1309</b>	Operational but delayed	Suspended	Suspended	Enrollment Suspended / Disaffiliation Operational / RAM operational	Operational	Operational
<b>FENPIDEC 4063</b>	Operational but delayed	Suspended	Suspended	Enrollment Suspended / Disaffiliation Operational / RAM operational	Operational	Operational
<b>CACTU 2679 y 4068</b>	Operational but delayed	Suspended	Suspended	Enrollment Suspended Disaffiliation Operational /RAM operational	Operational	Operational

Note: As a global measure, all sponsor visits have been suspended.

The National Government ordered the suspension of classes in the schools and the opening of digital platforms. School remains closed.

#### Child Protection Issues:

**Affecting the Right to Education:** The pandemic has increased the digital gap because of lack of connectivity and adequate equipment for educational continuity at home, which generates risks of school backwardness and a lack of identification and addressing of learning difficulties. On the other hand, when returning to school, there is no guarantee of the provision of sufficient water, hygiene and sanitation services in safe conditions.

**Internet risks:** The absence of training processes for children and their families about safe use of Internet increases digital overexposure without adequate supervision and increase the risks of online sexual violence that especially affects girls and adolescent women.

**Affecting the Right to Health:** The Ecuadorian health system has focused on the care of people with covid 19, which generates the risk that primary health care for children as vaccination, and timely detection of diseases will not be adequately attended. Likewise, in the face of emotional affectations due to confinement, anxiety, depression, there is a risk of affectations to mental health.

**Affecting the Right to Healthy Food:** Studies in Latin America indicate an increase in poverty and extreme poverty. This will affect the economic sustenance and livelihoods of families, which will cause lack of food in the families and child malnutrition.

Affecting the right to protection against violence: During the confinement, reports of domestic violence against women increased. This causes a high risk that daughters and sons are exposed to violence between parents as indirect victims and also as direct victims when violence falls on them due to toxic stress.

Child labor: Girls, boys and adolescents are at risk of being exposed to high levels of child labor in their families in the absence of access to educational regulatory processes or the proper use of free time. Reducing the economic activity of families can increase this risk.

Unlike other emergency contexts, in the current scenario there is a risk of having insufficient data to provide specific support.

### Part 3: ChildFund's Response

#### 3.a. Overall

- CO has activated the **DRR Team effective** March 16 to managing the response leading by Country Office Director.
- On March 17, **Humanitarian Country Team** activated education, health, shelter and Wash clusters.
- ChildFund Ecuador participates in **Education Cluster** called by UNICEF and sent materials produced for share with Ministry of Education. CO provided content from program models to include in digital, radio and TV production. The Ministry of Education launched a web site with digital resources for students and ask support to the International Cooperation in order to create content for TV and radio broadcast so ChildFund will produce radio material with key messages about ECD, scripts are being designed and radio material produced. Last meeting: April 20, UNICEF communicated to ChildFund that its resources will be disseminated through Coordinator of Educational Popular Radio of Ecuador (CORAPE in its Spanish acronym) and Iberoamerican Institute of Natural and Cultural Heritage (INPAC in its Spanish acronym).  
Participation ChildFund: **Cristina Barrera, Portafolio Manager**
- ChildFund Ecuador and its local partners participate in **6 subgroups inside Education Cluster** (1. Covid prevention19 and hygiene habits / 2. Pedagogy / 3. Psychosocial support / 4. Connectivity / 5. Informal education and holidays / 6. Collection of qualitative information at the local level) for analysis and definition about priorities in education area.
- ChildFund Ecuador participates in **Food Security Cluster** called by the World Food Program. In the first meeting, WFP presented the objectives of the working group to be accomplish during the emergency. WFP asked NGOs for information about their work related to food security support and/or the transfer of cash. Since April 21, the donations made by ChildFund have been published in the 3W Platform coordinated by the United Nations agency Office for the Coordination of Humanitarian Affairs -OCHA-.  
Participation ChildFund: **Mariuxi Villagomez, Sponsorship Manager.**
- ChildFund Ecuador participates in **Child Protection Group** called by UNICEF. In the first meeting, all organizations expressed their concerns regarding the situation of children in Ecuador. Public institutions (MIES and CNII) explained their work with children in the current context. ChildFund has been invited by UNICEF to be part of the coordination team for psychological support with HIAS and Catholic University of Ecuador. ChildFund was invited by UNICEF to present in a virtual meeting –on Apr 16- its initiative of psychosocial support at the community level to 40 civil society and state organizations.

Participation ChildFund: Leonor Fernandez, Child Protection Specialist.

- ChildFund Ecuador participates in **Prevent Violence against Women Group** called by UNFPA. In the third meeting we showed the results about the link between psychological support and the actions for prevent the violence against women and girls.
- Participation ChildFund: Leonor Fernandez, Child Protection Specialist.
- CO contacted to Ministry of Health who explained they are drafting a communication to send to International NGOs asking for support with specific supplies. The Ministry of Foreign Affairs sent a call to cooperate with supplies and equipment for hospitals and food kits which will be distributed by the Ministry of social and economic inclusion. CO is analyzing feasibility to cooperate. CO has sent a list of specific supplies needed to IO.
  - ChildFund in alliance with Plan International and CARE presented a proposal to Futuro's Business Group to implement cash transfers in communities where the organization work. The proposal has been approved by the "Fideicomiso Por Todos"
  - Meeting with "Fundación Jesús Divino Preso" to raise funds that will be invested in food kits to communities.
  - ChildFund and Plan International presented a proposal to the British Embassy to promote women, girls and adolescents participation in Committee on the Elimination of All Forms of Discrimination against Women report for the next meeting period of the CEDAW in August 2020.
  - ChildFund coordinated a virtual meeting between Judiciary Council authorities and local partners in order to articulate actions at local level to create territorial boards where government institutions and civil society participate to respond to violence cases against children and their families.

### 3.b. Program Response

#### 3.b.1. Stop COVID-19 from infecting children and families

- CO and local partners disseminate messages in social media about protocols for prevention of COVID-19.
- LP in Imbabura supported Health District to print informative banners with protocols to prevent COVID-19 contagion, these materials were used by health workers to sensitize the population
- Support Nanegalito local government carried out fumigation in all the neighborhoods of the parish to reduce risks of COVID-19 contagion.
- With the support of P&G CO delivered protection implements to medical personnel in hospitals (661 Protection cloths were donated to MoH for ICUs). Furthermore, 3,200 personal hygiene kits were delivered according to the following distribution: 2950 kits to the Ministry of Social and Economic Inclusion to be delivered in shelters, and 250 kits for two nursing homes (Hogar Corazón de María, Hogar San José de Tumbaco). A new proposal has been approved to deliver protection implements and expand the coverage in hospitals. On July 17<sup>th</sup>, 1751 PPE coveralls were donated to the Ministry of Health for ICUs.
- On May 14th, CO delivered 567,600 sachets for water purification in the provinces of Guayas, Los Rios, Esmeraldas, Chimborazo, Orellana and Sucumbíos in coordination with SENAGUA (Government Institution). An agreement with SENAGUA and P&G was signed.
- The private company Lixa Soluciones donated 249 PPE coveralls to ChildFund, which were delivered to the Eugenio Espejo Hospital to contribute to the emergency response.

**3.b.2. Ensure that children get food they need**

- ChildFund is leading an alliance with Plan International, CARE and Futuro's Business Group to implement cash transfers in communities where the organization work. The proposal has been approved by the “Fideicomiso Por Todos”. Furthermore, two proposals have been approved to expand program coverage to 2481 families in Carchi, Imbabura, Pichincha, and Tungurahua with the provision of cash transfers. Regarding food security, 952 kits have also been approved to be implemented in Pichincha. A new proposal has been approved to expand coverage to 700 families with food kits in Cotopaxi.
- LPs have prioritized vulnerable communities in their territories for the delivery of food and hygiene kits, which will be delivered in coordination with local authorities. It is reported the distribution of 12,329 kits in the provinces of Pichincha, Cotopaxi, Imbabura, Santo Domingo de los Tsáchilas, Carchi, and Tungurahua.
- LPs have prioritized vulnerable families in their territories for the transfer of cash in the amount of \$60 per month for two months, which will be delivered through banking services. To date 1,495 transfers of cash were made in the provinces of Carchi, Pichincha, and Imbabura.
- Jesus Divino Preso Foundation approved and transferred to ChildFund 5.000 USD for food and hygiene kits.
- In the province of Carchi, 500 family gardens have been implemented to contribute to the food security of children and their families.

**3.b.2. 1. Cash Transfers and vouchers**

- Pichincha Bank approved a bank account for ChildFund in order to use the bank platform for SMS cash transfer mechanism.
- Fideicomiso POR TODOS approved ChildFund proposal for 718,194.02 USD for cash transfer for families of prioritized communities where ChildFund have operations. To date, 5,292 families have received cash transfers (\$120) in Cotopaxi, Pichincha, Tungurahua, Carchi, and Imbabura. In the case of the parishes of Angamarca, Ignacio Flores, and San Antonio de Pichincha, the response has been adapted with the provision of kits instead of transfers of cash.
- CO Procedures for Cash transfer aligned with Cash transfer principles were developed by the SMT with support of the Auditor Global Assurance for Americas.

Beneficiaries		Amount transferred (US\$)	Transfer mechanism (i.e. mobile money, banking system other financial service provider etc,
<b>Total</b>	<i>Gender (if available)</i>		
	Female	Male	
<b>6,787</b>	-	-	Banking system

### 3.b.3. Keep children safe from Violence: physically and emotionally

- CO and local partners disseminate messages in social media about violence prevention in the families and information about how to prevent child violence online.
- LPs have socialized information with communities about access to health and education in an emergency context through SMS and WhatsApp groups. Furthermore, LPs have sent messages to prevent violence and promote care. All the information has been validated, simplified and shared through the different communication channels.
- Local partners staff are providing psychological first aid to people who required it in the crisis. 63 members of local partners teams were training in psychological first aids through virtual capacity building workshops. Since April 29, local partners have started giving psychosocial support to people who ask for it. In this activity, community networks will help identify families who request it. To date, it is reported 2,142 users of the services, 869 people received emotional support and 131 people have been derived to public services.
- Local partners are producing streaming radio programs about psychological support, one of them in coordination with Education Ministry.
- In coordination with 7 government organization and other national and international organizations ChildFund Ecuador implemented a cycle of 7 webinars about safe internet and online violence against children prevention. The webinars addressed different publics as teachers, parents, youth people, enterprises, between others. The initiative was part of a national plan design to create a safer internet where public and private sector got committed to implement actions and design public policy to protect children against online violence.

### 3.b.4. Help children continue to do their job: Learning

- A pilot to use a virtual classroom with programs model contents is being implemented and will be evaluated to scale.
- Radio programs about ECD are being produced and local partners are producing streaming radio programs about psychological health for children.
- In conjunction with the Fundación Telefónica and the Ministry of Education, an online training process is being developed that will allow the educational community to be trained in the use of techno-pedagogical resources and to impact on the teaching-learning process in Ecuador. This initiative will benefit more than 50.000 teachers.
- From April 1, the online training call focused on teachers was launched with an offer of 23 courses that focus on digital teaching competences, educational methodologies, educational strategies, gamification and mathematics, leadership, digital citizenship, where there has been a 217,481 enrolled teachers.
- ProFuturo team is working on a process of dynamism and accompaniment with the teachers who are part of the ProFuturo Program, so the teachers who are part of the Program and have the equipment also have a closer monitoring process.
- In order to help children to learn, printed material and educational kits have been delivered to 4,059 children.
- In August, online summer camps and trainings on emotional care were implemented with the participation of 3,024 children and parents.
- An agreement has been signed to complement the programmatic model Pact with the courses of CISCO, in order to help adolescents and youth to develop technical skills.
- Jesus Divino Preso Foundation will renew the agreement to provide scholarships to children, teenagers, and youth to continue their studies in the province of Pichincha.

- Alternative program initiatives have been mapped to reach children, which are related to online/offline apps, interactive digital games, chatbot, online trainings.

**Below Sections for Internal Use Only**

**Part 4: Office and Staff Status**

Office Status (Open/Closed)	Number of Staff:				
	Diagnosed with COVID19	Diseased from COVID19	Working from Office	Working from Home	On Special Leave
<b>Closed</b>	<u>0</u>	<u>0</u>	<u>0</u>	<u>23</u>	<u>0</u>

Notes:

- Any cases of staff diseased need to be reported immediately to RD and GHR.
- Special leave as per [COVID19 Administrative Guidelines](#).

Number of staff/partner organization staff completed WHO COVID online training: Until now 10 people have completed the training.

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/training/online-training>.

**Part 5 Human Resources**

Human Resources issues not presented

**Part 6 Safety & Security**

Since September 13<sup>th</sup>, the state of emergency decreed by the government on March 16<sup>th</sup> will finish and the restrictive measures adopted by authorities for controlling the exposition and spread of the virus such as curfew, the traffic light code and prohibition for public meetings will finish too. Local municipalities will implement and oversee their own measures for controlling meetings as well as the vehicular circulation. Presential education remain suspended. Instead, children are attending schools in virtual mode. Government is promoting self-care to all population through their “I take care of myself” strategy.

In Quito, some of the proposed measures include:

- Public transportation will keep working with 50% of its capacity and adopting biosafety protocols
- Vehicles will circulate depending in their license plate number, three days per week.
- The use of face masks remains mandatory in public spaces

However, there is not a clear governmental disposition about remote or presential work, the main recommendation is to keep the remote work as long as possible.

The Quito municipality is still working in the plan with the new measures.

Police have reported an increase of criminality mainly in the center and south of the city (Quito). Most of them are crimes of opportunity for example, if individuals or criminal groups see a person or shops or vehicles alone, they act. Additionally, police have reported the presence of crimes that are committed by



criminal groups. People who have firearms in their possession and sometimes the robberies are not significant in relation to the amount, but violence or use of weapons is applied.

Most of the ChildFund staff is in Quito (23583 cases). Since governmental decree, in force since March Tuesday 17th, ChildFund staff is implementing remote work. Field visits are banned. All staff is working from home and there are no reported cases of COVID19 among the staff. In order to ensure the continuity of operations and reduce the impact of the emergency, people have adequate equipment and TI ensured the access to their information remotely. CO staff was provided with unlimited cellphone plans including internet access. One of our five local partners returned to presential work since today (May-27) the rest of them stay in remote work.

The country office already has the return to office plan. Safety and security risks/mitigation plans has been updated to current environment. It is not clear yet neither the scope of the pandemic nor the time that will take us return to the everyday life so, guidelines and recommendations for upcoming travels, could be given once the country recovers the normality. Psychological support for handle stress due to forced quarantine will be developed. Meanwhile a “virtual cafeteria” has been organized in daily bases, so Staff can connect virtually to socialize.

## Part 7 Grants

List all active grants:

Grant Job Code	Grant Name	Donor	Status of Implementation (Normal/Reduced/Suspended)	Any specific guidance received from donor? (Yes/No)
24-089D	ProFuturo	Telefónica Foundation	Reduced	Reschedules activities

ProFuturo program financed by Telefónica Ecuador Foundation has been modified focusing their activities in train to teachers in the use of digital tools for education in coordination with the Ministry of Education, there are more than 25.000 teachers enrolled in the different courses available.

## Part 8 Funding

Provide information about potential sources of funding, including grant donors, subsidy, Emergency Action Fund, Alliance members, GIK, etc., for these emergency response efforts using the chart below:

Donor	Program	Amount (USD)	Requested? (Y/N)	Confirmed? (Y/N)
<b>Unicef</b>	Education	US 169,389.35	<u>N</u>	<u>N</u>
<b><u>Fideicomiso Por Todos</u></b>	Cash transfer	US 718,194.02	<u>Y</u>	<u>Y</u>
<b><u>Jesus Divino Preso</u></b>	Food Kits	US 5.000	<u>Y</u>	<u>Y</u>
<b><u>Procter &amp; Gamble</u></b>	Personal hygiene kits, sachets for water purification	3,500 personal hygiene kits	<u>Y</u>	<u>Y</u>

	and protective equipment for health workers.	567,000 sachets for water purification US. 60.000 USD for protective equipment for health workers.		
<b><u>Country Office internal Fundraising campaign and referrals</u></b>	Cash transfers and food kits.	US \$ 3,780	<u>Y</u>	<u>Y</u>
<b><u>Response Funds ChildFund International</u></b>	Cash Transfer	US \$25,000	<u>Y</u>	<u>Y</u>
<b><u>Toscana – Grupo Sucesores</u></b>	Food products for food kits	US\$ 8,235.00	<u>Y</u>	<u>Y</u>
<b><u>MC Comunicaciones</u></b>	Free press	US\$ 50,266.48	<u>Y</u>	<u>Y</u>
<b><u>Grupo Entregas - FedEx</u></b>	Food kits distribution	US\$ 868	<u>Y</u>	<u>Y</u>

## Budget

- No information

## Part 9 Media/Communications

Ecuador country office disseminated **seven** press released: the first one about ChildFund response to the emergency, two about medical protection cloths delivered to Health Ministry, another one about water purification sachets and hygiene kids delivered to government institutions. Other press release regarding our campaign for a secure internet and the last one regarding food kits delivered to the most vulnerable families. **The last press release included information about the implementation of PCR testes made in one of the provinces more affected with the virus in coordination with a private university.**

Guides for collecting pictures, videos or stories were shared to local partners as part of accountability for donors. Testimonies and life stories are being shared on social media and web page.

Messages about COVID-19 prevention, child protection and ChildFund emergency response are being posted in social media. New strategies were implemented in order to reach more people and direct them to our web page were more information and games are being shared.

From May to July we have had a reach of **2,3** million people in the 3 social networks and web page, **we also reached 9.700 persons who downloaded our online violence prevention guides and information regarding prevention. 17,797 people participated in our safer internet webinar cycle.**

Details	Total number of persons reached until July 31
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Web page visits	36,241
Instagram Total reach	24,488
Facebook total reach	1'926,971
Twitter total reach	354,399

In coalition with international and national organizations, ChildFund developed and disseminate to government institutions an evaluation of Ecuador compliance to the CRC measures to protect child rights in the emergency that includes comments and proposals to improve child rights guarantee during emergency.

In coordination with Plan International, CARE, World Vision and KNH, ChildFund presented a communication to National Assembly in order to promote and encourage the prioritization of Child National Law reform process in order to approve a quality law despite the emergency. The coalition, of which ChildFund is part, presented its support and identify aspect that must be improved in the law presented to the national assembly as part of the first debate process. Coalition will support a national socialization and debate about the law to improve it until its approval.

In coalition with international and national organizations, ChildFund is developing online forums about child rights in COVID 19 context (education, protection, health and human mobility)

Corporate alliances are being made in order to position the messages and work carried out by ChildFund in the country and create more awareness.

As part of Regional network Te Protejo Latam ChildFund promote monthly conference about OSEAC prevention. August webinars has the presence of Google, Twitter and Facebook representatives.

Spokesperson for national office is Janet Cruz – Country Director / [jcruz@childfund.org](mailto:jcruz@childfund.org) (593) 90678913

In her absence Daniela Naranjo - Advocacy and Communication specialist / [dnaranjo@childfund.org](mailto:dnaranjo@childfund.org) (593) 984620882

## Part 10 Sponsorship

- Correspondence and DFCs deliveries are being handled mostly electronically and physically where the situation allows it so special requests and digital correspondence are going to have a considerable delay so changes on standards should be considered.
- Courier services only (UPS, FedEx, DHL, etc.) are currently operating in the country and to our outsourcing.
- Correspondence update we are ready to receive physical packages: the Local Post Office is going to close apparently indefinitely, so until further notice, all correspondence must be sent directly to our outsourcing through a private postal company, the sales representative of FedEx in Ecuador, *Grupo Entregas*, not to our offices.

Contact: Tannia Betancourt

Address: FEDEX – GRUPO ENTREGAS

Av. Eloy Alfaro entre de los Juncos y Manuel Ambrosi

Quito, Ecuador

Phone number: +593 995065971

Postal code: 170504.

Please inform [mvillagomez@childfund.org](mailto:mvillagomez@childfund.org) when a package is going to be sent so the CO can plan the reception and correct collection.

- All communications are still going to be processed digitally, we don't have couriers in our communities or access to visit the families.
- Affiliate and sponsored families survey are in process together with our local partners.
- Local Partner staff survey is ongoing, we have 90% of the data collected.
- Child initiated communications and spontaneous letters (where access is available) processes are in the planning stage. Community letter is going to be sent on September.
- Generation of magic moments and communication material with the sponsor in mind is being shared from our local partner according to the schedule.
- Social media strategy for sponsorship is underway, accounts are open and sharing information on a regular basis.
- The outsourcing team is working from home and depending on the reception of physical correspondence from the IO will go to the office under all bio security measures. The outsourcing is not receiving physical correspondence from the local partners.
- The substitution process is 100% operational.
- RAM process is operational with all local partners.
- CVS/CPR process is on a planning stage and awaiting for instructions to start with the test in two local partners.
- The Ends strategy is being implemented in one local partner according to schedule.
- New checklist for verification of sponsorship processes in each local partner that replace face-to-face visits on a temporary basis.

### Support needed or requested from IO, GSS or Global Teams – whether onsite or remote.

#### Sponsorship:

- Since the local post office is going to close indefinitely, we need to know your correspondence shipping options and costs and, possibly quote prices with FedEx or UPS (private postal office) per package and also it's important to notify the sponsors not to use the direct postal service, packages and correspondence might lose.
- Process to send cash and checks received by the CO to the IO.