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DREF Operation Update 1: Côte d'Ivoire Floods



DREF Operation n° MDRCI010	GLIDE n° FL-2018-000077-CIV
Update n° 1; 08 November 2018	Timeframe covered by this update: 03 months
Operation start date: 18/06/2018	Operation timeframe: 04 months, New end date: 01 December 2018
Overall operation budget: CHF 197,186	DREF amount initially allocated: CHF 197,186
N° of people being assisted: 2,850 people (570 HH)	
Red Cross Red Crescent Movement partners currently actively involved in the operation: ICRC, Netherland Red Cross, Iran Red Crescent, and IFRC	
Other partner organizations actively involved in the operation: Ministère de la Santé, Ministère de la Défense, MSF, Structures déconcentrées du gouvernement, UNICEF, PAM, and UNFPA.	

Summary of major revisions made to emergency plan of action:

Through this operations update, a one month no-cost extension is being sought to complete implementation of the cash component of the operation. This interim report provides an update of the flood operations supported by the DREF in Côte d'Ivoire during the period from 18 June to 30 September 2018. It was agreed that the National Society activities are eligible from the 18 June 2018 although the DREF was issued on 3 July.

Approximately 60% of activities have been implemented by Croix-Rouge de la Côte d'Ivoire (CRCI) with support from the IFRC Abuja cluster office. The pending activities are related to cash distribution to beneficiaries which is at its final stage, awaiting technical validation by IFRC technical units. Some WASH activities have been suspended as instructed by the Government of Côte d'Ivoire as it believes it would encourage permanent IDP camp settlements.

An additional one-month extension would allow completion of the following activities:

- Implement cash distribution to 400 families including Post-distribution monitoring and beneficiary satisfaction survey.
- Organize a lesson's learnt workshop to documents and capitalize on learning for future CTP implementations under DREF operations.

A. SITUATION ANALYSIS

Description of the disaster

On the night of 18 to 19 June 2018, stormy rainfall of unprecedented intensity fell on the Côte d'Ivoire' capital, Abidjan and other towns. Following this heavy downpour several neighborhoods in Abidjan and in country towns including Tiassalé, Toulepleu, Sanpedro registered significant material and human damage caused by ensuing floods and accompanying landslides in some high-risk areas. Indeed, these landslides occurred in mainly illegal settlements and the government has taking steps to relocate residents.

The six districts of Abidjan: Abobo, Adjamé Attécoubé, Cocody, Kumasi, Yopougon were all flooded with different needs and priorities.

This DREF allocation targets two of the six risk areas of Abidjan affected by flooding (Cocody and Attécoubé) and the area of Tiassalé. These locations were selected based on needs and priority. Coordination has been ensured with relevant stakeholders.

This DREF supports the following key activities:

- Health priority actions
- WASH activities
- Provision of minimum means of subsistence to allow the affected families to access food and non-food items. The majority of the affected population reside in urban areas, a socio-economic and market assessment will determine the minimum package to be supported for each selected household, so that Cash is used to respond in this sector.
- Volunteers' capacity will be strengthened through refresher trainings for relief cash distribution, prevention of waterborne diseases and orientation training for community engagement.
- In addition, a continuous assessment of the needs of affected households will be conducted to adjust actions undertaken through this operation.

The CRCI rapid assessment of 19 June 2018 identified 155 households affected in Attécoubé, 220 households in Cocody and 125 households in Tiassalé. However, the continuous assessment has provided the following updated figures: 550 households affected in Cocody, 155 households affected Attécoubé and 400 households affected in Tiassalé. UNICEF, UNFPA, WFP, UNESCO and UHCR have been providing assistance to the additional affected-households.

Beneficiary selection and identification for cash distribution target the 400 most vulnerable households (2,000 people) only and not all the affected households identified by the needs assessment. Beneficiaries include men, women, children and elderly people with reduced mobility in flood-affected neighborhoods. These beneficiaries are identified as follows: 246 households in Cocody, 25 in Attécoubé and 129 in Tiassalé.

Summary of current response

Overview of Host National Society

A total of 12,793 people has been reached by this DREF operation. Croix-Rouge de la Côte d'Ivoire (CRCI) through its network of volunteers have provided search and rescue reaching 133 beneficiaries. First aid services and psychosocial support have also reached 293 flood victims through the mobilisation of four mobile clinics in Cocody.

After the flooding, radio show with thematic areas on hygiene and sanitation commenced. A total of 223 sessions through mobile clinic were conducted, 156 people received health and Psychosocial care.

In addition, volunteers have received a series of training on cash transfer (20), community engagement and accountability (35) and mobile cinema awareness technology were used to conduct awareness and beneficiary communication session (15). A total of 24 volunteers have been trained on emergency first aid, psychosocial support, initial evaluation, distribution technique and prevention of water borne diseases.

A total of nine drainage cleaning and strategic location dewatering campaigns commenced. This included three flooded health centers and residential areas in Cocody¹ and five flooded locations in Tissage².

Cocody	Attécoubé	Tiassalé	
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¹ Community Health Center of the Riviera Palmeraie, Health Center "Mother Maria" and Allabra estate

² Tchamchaka - Prof. - PTT - Residential - Tiassalé

Activity	Male	Female	Children	Male	Female	Children	Male	Female	Children	Total
Search and rescue	32	24	54	3	3	7	6	2	2	133
Hygiene awareness sessions	2,580	1,890	1,788	680	367	4,188	183	77	1,040	12,793
Mobile clinics	58	86	12	0	0	0	0	0	0	156
Training of volunteers	10	5	0	7	4	0	5	3	0	34
Beneficiaries of Cash distribution	168	78	0	18	7	0	73	56	0	400

Table 1: Statistics of beneficiaries reached during implementation

CRCI has three outstanding activities that need to be completed, these are, (i) finalizing the cash distribution to 400 families followed by (ii) a post-distribution monitoring and beneficiary satisfaction survey. The reason for the delay is due to the long procurement process and the transfer of funds. The bid was posted twice due to a low response rate. The tender was restricted to only three credible mobile service providers. The tender analysis and awarding the contract took three more weeks. At this stage, IFRC Regional Office needed to validate the entire procurement process from CRCI before validating the fund transfer. This was approved on the 15th October 2018. The final (iii) pending activity is a lessons learnt workshop, which is scheduled to take place soon after the post-distribution monitoring. All these activities are scheduled to be completed within the one-month extension of this operation.

CRCI have trained volunteers on cash transfer and rolling out the feedback and complaint mechanism. In addition, they have a dedicated staff (programme coordinator) for this operation who will manage the cash distribution processes and the remaining activities. The selection of the 400 beneficiaries have been completed and beneficiaries have been communicated to about the transfer. SIM card distribution and the opening of an account with the selected mobile operator MTN has been done and the list of beneficiaries has been transmitted to the MTN operator. All tools for post-distribution monitoring, beneficiary satisfaction survey, feedback mechanisms, SOPs and checklist have been created. In addition, funds have been transferred to the mobile operator MTN (FSP) for CTP on the 19 October 2018.

Overview of Red Cross Red Crescent Movement in country

To facilitate the response to the floods, the RCRC Movement components present in Côte d'Ivoire provided several types of support. IFRC provided technical support through the deployment of one Cash Transfer Programming (CTP) RDRT and one Staff on Loan (from Austria Red Cross) as part of the Surge team who were able to support the assessment. The Austrian Red Cross staff provided support for two weeks in the month of August 2018. The CTP RDRT ended his mission on the 25 September 2018 and had supported creation of CTP tools and follow up to get the contract with the mobile service provider. The team are looking into re-deploying the CTP RDRT to complete the activities. The current DREF budget is sufficient to support the deployment.

The Netherlands Red Cross provided funding that was allocated in the initial assessment and has been reimbursed. The ICRC provided funds during the initial assessment to cover communication-related costs and have also provided logistical support in term of vehicles and protective equipment for volunteers. The Iranian RC provided logistical support through donating tape cartons for mobile clinics.

Overview of non-RCRC actors in country

The WFP, in partnership with the CRCI (Croix Rouge de Côte d'Ivoire), has already implemented the cash transfer for 500 most vulnerable households. Each household received cash assistance of 90,000 CFA.

To ensure coordination of assistance, the Ministry of Solidarity has set up an operational group bringing together certain government ministries and humanitarian actors including UNICEF, UNFPA, WFP, UNESCO, UNHCR and the CRCI. The terms of reference of this group were developed and validated in the meeting of 16 August 2018. From 27 to 31 August 2018, this group conducted a multi-sectoral evaluation using focus groups and individual interviews in the localities of Agboville, Anyama, Aboisso Gboloville (Binao). Each member organization of the Operational Group were represented by two persons during this assessment. In addition to this multi-sectoral evaluation, coordination meetings are organized whenever necessary to ensure complementarity of activities and avoid duplication.

Support of other NGOs and institutions to beneficiaries via the CRCI include:

- o NGO SERVIR (food and non-food items)
- o NGO SHARING (non-food items and cash)
- o QNET (cash)
- o SIB bank (cash)

Needs analysis and scenario planning

Needs analysis

During this reporting period, several actions carried out both by the CRCI and the other actors have improved the situation for affected population. Additional rain falls during the implementation period have caused further damage. Several other locations besides those identified in the DREF operation have been affected by the floods causing new households to be affected again (see below). All the organizations listed above are working to provide additional support to complement on-going humanitarian assistance and meet the additional needs. CRCI had wanted to expand the reach to cover the new additional households, however, they were not eligible to expand the DREF to cover the additional households as they needed to show implementation progress and were unable due to the delay in DREF funds being transferred.

- Agboville 1,125 affected households with grouped households out of three (03) temporary reception sites
- Afféry 102 affected households with families (12 families) gathered in a host site
- Aboisso 167 households

The needs of the population today on the DREF sites have been largely covered by CRCI. The additional affected population not covered by the DREF have been assisted with food and non-food items by other actors, as allocated by the Ministry of Solidarity and other political figures. Cash support has been provided by actors (Ministry of Solidarity and WFP) on certain sites. The Ministry of Solidarity has a coordination platform that ensures there are no duplication of efforts or gaps by humanitarian actors. In addition, the list of beneficiaries for WFP (in collaboration with CRCI) differed from the beneficiaries covered in the DREF.

As water recedes, several affected households have returned to their original homes. However, needs continue to be reported in location outside the DREF in the following areas:

- livelihood
- Health
- Hygiene and sanitation
- Psychosocial support

Operation Risk Assessment

The operation includes a provision relief and livelihoods support through cash distribution and transfer. This distribution may encourage the non-beneficiary population to misappropriate the grant that is not intended for them. In addition, the daily updates from the meteorological agency forecast increased rainfall across West Africa including Côte d'Ivoire, compared to last year for the period July to October. This could worsen the situation for already affected persons or create new needs amongst the persons who were not grievously affected by the current floods.

B. OPERATIONAL STRATEGY

Proposed strategy

Overall objective

The overall aim of this operation is to contribute to improving the health and living conditions of 570 vulnerable households affected by the floods / landslides caused by heavy rains during the night of 18 to 19 July 2018 in the cities of Abidjan and Tiassalé. Focus areas in Abidjan will be Cocody, Attécoubé and Tiassalé. This strategy remains the same as initially proposed in the EPoA proposed strategy.

The WASH activities were abruptly stopped by the government. These activities included the emergency latrines and distribution of hygiene kits. The kits have been pre-positioned by CRCI and will be used for future emergencies.

CRCI, through this DREF operation set up a four-mobile clinic for door-to-door follow-up and care. Psychological care was also addressed. A total of 40 first-aid kits has been procured to ensure that volunteers have the necessary equipment to attend to the injured.

The provision of livelihoods and basic survival means (non-food, food, and water), through a Cash transfer programming, will target 300 most vulnerable households (1,500 people) affected by the flood. A rapid market and risk assessment has been carried out to ensure that all elements are well considered.

C. DETAILED OPERATIONAL PLAN



Basic needs

People targeted: 400 households (2,000 people)³

Male: 1,010

Female: 990

Requirements (CHF): 67,925

Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods

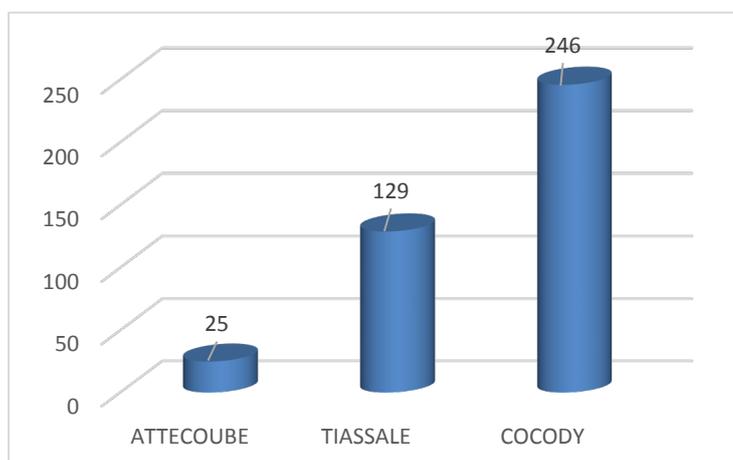
Indicators:	Target	Actual
Number of people reached with necessary cash grants for relief purposes	2,000	0

Output 1.5: Households are provided with unconditional/multipurpose cash grants to address their basic needs

Indicators:	Target	Actual
# households supported with cash grant	400	0
# of volunteers trained in CTP	20	20
#of PDM conducted	1	0
# of data collection and CTP distribution tools designed	1	1

Progress towards outcomes

Beneficiary identification for the unconditional cash was conducted from the 11th to the 13th of August 2018 in the localities of Cocody, Attécoubé and Tiassalé. The results are summarized in the graph below:



Graph 1: Beneficiary location for the unconditional cash grant



Côte d'Ivoire Red Cross volunteers conducting beneficiary registration for cash grant – August 2018

The rapid assessment conducted by CRCI has confirmed the preferred modality to be mobile cash transfer using locally available financial providers (FSP). Accordingly, a restricted tender process targeting the three (3) most reliable FSP has been launched and process concluded with the selection of MTN Côte d'Ivoire as the most appropriate option. Currently, the technical validation of the tendering process to proceed with cash distribution by the Financial Service Provider is yet to be concluded. Cash transfer is planned to start by mid-October 2018. The verification of recipient and the post distribution monitoring will be conducted over two (2) weeks from the 3rd week of October.

These activities are delayed. The reason for the delay is due to the long procurement process and the transfer of funds. The bid was posted twice due to a low response rate. The tender was restricted to only three credible mobile service providers. The tender analysis and awarding the contract took three more weeks. At this stage, IFRC

³ Approximately 49.5% women versus 50.5% men in Côte d'Ivoire.

Regional Office needed to validate the entire procurement process from CRCI before validating the fund transfer. This was approved on the 15th October 2018.



Health

People targeted: 2,850 people (570 Households)

Male: 1,440

Female: 1,410

Requirements (CHF): 11,226

Outcome 1: The immediate risks to the health of affected populations are reduced

Indicators:	Target	Actual
Number of people reached (Target: 2,850 people)	2,850	12,793

Health Output 1.1: The health situation and immediate risks are assessed using agreed guidelines

Indicators:	Target	Actual
# of volunteers and staffs trained on communicable disease surveillance	70	34

Health Output 1.2: Target population is provided with rapid medical management of injuries and diseases

Indicators:	Target	Actual
# of people reached with rapid medical intervention	1,425	293
# of volunteers trained/retrained in first Aid	20	34

Health Output 1.5: Psychosocial support provided to the target population

Indicators:	Target	Actual
# of volunteers trained on PSP	20	34
# people reached with PSS (disaggregate data)	1,425	156

Progress towards outcomes

- The CRCI realized 04 mobile clinics and psychosocial care especially in Cocody which was the most affected zone: 293 people received medical attention while 156 people received PSS support. The distribution of mobile clinics are as follows:
 - 01 mobile clinic in the city "Allabra",
 - 01 mobile clinic at EEP Hoba Hélène,
 - 01 clinic at the Holy Family Church of Riviera 2.
 - 01 mobile clinic at Angré
- A total number of 102 volunteers have been trained to support the health component implementation.
- The health services are on track. The actual need for the health services are below the target.
- The number of people reached (12,973) was far greater than the target 2,850 because mobile cinema to conduct hygiene awareness and beneficiary communication session which drew in a larger crowd explaining the increase in people reached.



Water, sanitation and hygiene

People targeted: 2850 people (570 households)

Male: 1,440

Female: 1,410

Requirements (CHF): 37,337

Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities

Indicators:	Target	Actual
# households provided with safe water services that meet agreed standards according to specific operational and programmatic context	570	0

WASH Output 1.1: Continuous assessment of water, sanitation, and hygiene situation is carried out in targeted communities

Indicators:	Target	Actual
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# assessments conducted	2	2
WASH Output 1.3: Adequate sanitation which meets Sphere standards in terms of quantity and quality is provided to target population		
Indicators:	Target	Actual
# households supported with sanitation activities	570	300
# of waste management kits procured	20	20
# of emergency latrines provided (sites)	3	0
# of anal cleansing/Hygiene material provided	150	150
# of dewatering pumps procured	2	2
WASH Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population		
Indicators:	Target	Actual
# of people reached with HP activities	2,850	12,793
# of communication radio show sessions and mobile cinema conducted	6	5
# of volunteers trained on how to implement communication plan	20	20
# of IEC materials distributed	500	500
# of volunteers trained on prevention of water-related diseases	20	34
# of volunteers trained in CEA	20	35
Progress towards outcomes		
<p>A total of 12,793 have benefited WASH activities by a combination of the following key activities:</p> <ul style="list-style-type: none"> • Drainage and dewatering of health centres and household most affected • HP sessions including mobile cinema <p>However, government issued suspension targeting some of the WASH activities to avoid creating conducive space for IDP resettlement at the relocation sites. The activities involved includes: rehabilitation and construction of emergency latrines. As a result, 150 already purchased Hygiene kits have to be prepositioned by the NS for other ongoing similar emergencies.</p> <p>The CEA training reached more than the target for operational reasons that required more volunteers were to reach the increased number of beneficiaries.</p>		

Strategies for implementation		
Requirements (CHF): 34,226		
Outcome S2.1: Effective and coordinated international disaster response is ensured		
Indicators:	Target	Actual
<i>Ratio of people reached (13,516 people) by the IFRC disaster response operations to the people affected (25,000 people) by these emergencies</i>	11.4%	54.0%
Output S2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained		
Indicators:	Target	Actual
# of RDRT deployed	2	2
Output S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved through the integration of CEA approaches and activities		
Indicators:	Target	Actual
<i>80% of complaints and feedback received are responded to by the NS</i>	145	107 (73.7%)
<i>80% of target population satisfied with level of consultation, information and involvement in the operation</i>	2,280	0
Outcome SFI3.2: The programmatic reach of the National Societies and the IFRC is expanded		
Indicators:	Target	Actual
<i>Ratio of people reached by the IFRC disaster response operations to the people affected by these emergencies (Target: 2,850 people)</i>	11.4%	51.1%

Output S3.2.1: Resource generation and related accountability models are developed and improved		
Indicators:	Target	Actual
95% of target population satisfied with support received	2,707	0
<i># of translation works produced</i>	3	2
<i># of LL workshops conducted</i>	1	0
Progress towards outcomes		
<p>A complaint and feedback mechanism has been set up by the NS. Out of the 145 feedbacks and complains received, 107 has been attended to. These have been received through radio show, mobile cinema, focus group discussions, interviews and hotline. However, a proper assessment on satisfaction will be conducted on the level of satisfaction after the distribution of cash and other relief items.</p> <p>The ratio of people reached was 13,516 people by the IFRC disaster response operations to the people affected was 25,000 people by these emergencies. The reason to explain this ration is that more people were finally affected by the flood.</p>		

D. BUDGET

Reference documents



Click here for:

- Previous Appeals and updates
- Emergency Plan of Action (EPoA)

For further information, specifically related to this operation please contact:

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How we work

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Enable **healthy**
and **safe** living.



Promote social inclusion
and a culture of
non-violence and peace.