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# Preliminary Final Report

## Paraguay: Floods

 International Federation  
of Red Cross and Red Crescent Societies

<b>Date of Issue:</b> 21 December 2018	<b>Glide number:</b> FL-2015-000171-PRY
<b>Date of disaster:</b> 15 December 2015	
<b>Operation start date:</b> 24 December 2015	<b>Operation end date:</b> 31 December 2016
<b>Host National Society:</b> Paraguayan Red Cross (PRC)	<b>Operation budget:</b> 1,144,516 Swiss francs (CHF)
<b>Number of people affected:</b> 136,450 (27,290 families)	<b>Number of people assisted:</b> 24,560 people (4,912 families)
<b>N° of National Societies involved in the operation:</b> Swiss Red Cross, International Committee of the Red Cross (ICRC) and International Federation of Red Cross and Red Crescent Societies (IFRC). The PRC has received support from American Red Cross, Canadian Red Cross Society through the Canadian government, Japanese Red Cross Society, Monaco Red Cross, Swedish Red Cross and Swiss Red Cross.	
<b>N° of other partner organizations involved in the operation:</b> The European Union through the National Emergency Secretariat (SEN), Ministry of Public Health and Social Welfare (MSPBS) – II Health Region, Armed Forces (particularly the Navy), volunteer fire department in San Pedro de Ykuamandyyú, Agricultural Extension Directorate (DEAG), National Police, National Electricity Authority (ANDE) and departmental governments through their Disaster Risk Management and Reduction Secretariats.	

***This preliminary final report is being issued following an audit conducted in 2018. The attached preliminary financial report contains expenditures that have been uploaded as of 31 October 2018. In Quarter 1 of 2019, the Final Report will be published.***

<Click [here](#) for the preliminary final financial report. Click [here](#) for contact details.>

## A. Situation analysis

### Description of the disaster

In December 2015, heavy precipitation (rain and hail) in the northern and eastern regions of Paraguay caused the increase of hydrometric levels of major river basins, causing flooding in several parts of the country. Reports indicated that 10 of the 27 departments in the country were affected. According to the 28 December 2015 report from the UN Office for the Coordination of Humanitarian Affairs (UN-OCHA), at least 130,000 people across the country were evacuated from their homes. On 23 December 2015, a state of emergency (Act 5561) was declared for municipalities in the departments of Concepción, San Pedro, Misiones, Ñeembucú, Amambay, Presidente Hayes and Central.

At the request of the Paraguayan Red Cross, the IFRC on 28 December 2015 allocated CHF 155,097 of its

Disaster Relief Emergency Fund (DREF) to respond to the emergency, particularly focusing its actions on at least 1,045 families in the San Pedro department where the Paraguay River had overflowed. On 27 January 2016, the DREF operation was amplified and modified to become an international appeal to better respond to the



Paraguayan Red Cross volunteers provided food kits to flood-affected families. Source: PRC

to become an international appeal to better respond to the

humanitarian needs. The PRC-led Appeal operation focused on the departments of San Pedro, Asunción and Ñeembucú.

On 8 July 2016, the President of Paraguay approved the start of *Operation Return*, which provided assistance to 13,000 families for the return to their homes following the flooding caused by the increased water levels of the Paraguay River. Operation Return responded to the needs of families that had been displaced due to flooding and settled in public areas such as fields, parks and collective centres.

The Paraguayan Red Cross participated in this State-led multi-institutional operation alongside the National Emergency Secretariat (SEN), Ministry of Public Health and Social Welfare (MSPBS), General Directorate for Environmental Health (DIGESA), National Service for Environmental Sanitation (SENASA), National Service for the Elimination of Malaria (SENAPA), Coordination for Health Relief in Emergencies and Disasters (ASANED), Asunción municipality, United Nations Children's Fund (UNICEF), United Nations Development Programme (UNDP), Social Pastoral, Adventist Development and Relief Agency (ADRA), Cooperazione Internazionale (Coopi) and Oxfam Paraguay. These institutions coordinated actions to ensure the safe and smooth return of families to their homes.

Moreover, the return process led to a modification of the National Society's response actions. As part of these changes, a feasibility study for the implementation of a cash transfer programme (CTP) was undertaken in San Pedro and Ñeembucú to support livelihoods recovery. A water, sanitation and hygiene (WASH) promotion assessment was also conducted. This assessment indicated the need to implement these actions in San Pedro, as well as those previously planned for Ñeembucú and Asunción. Increased coverage to 1,214 additional families in Asunción in the areas of psychosocial support, emergency health and water, sanitation and hygiene promotion.

On 22 September 2016, a revised appeal was issued to strengthen the transition of response actions to community-based preparedness and training sessions for the affected community to return to their homes in conditions of safety and increase resilience.

## Summary of response

### Overview of Host National Society

The Paraguayan Red Cross' national headquarters is located in Asunción. The PRC has 10 branches, 200 volunteers and 40 staff members. During this operation, the PRC maintained a management structure composed of a paid staff consisting of an executive director, legal counsel, director of cooperation and strategic relations, director of volunteering, director of youth, director of administration, communications coordinator, director of risk reduction, community health and social inclusion coordinator and training coordinator. Volunteer staff members provided support in the areas of relief, damage and needs assessments (DANA); livelihoods; water, sanitation and hygiene; psychosocial support; planning, monitoring, evaluation and reports (PMER); information management (IM) and youth. This operation supported volunteer mobilization for the response actions in these areas: travel, accommodation, communication and per diem costs.

Through this operation, the Paraguayan Red Cross assisted a total of 4,912 families (24,560 people) in San Pedro, Ñeembucú and Asunción departments by implementing actions in food security; water, sanitation and hygiene promotion; as well as emergency health actions focused on psychosocial support. Some of the most important achievements are detailed below:

#### Health

- 7,947 people (2,447 men and 5,500 women) in 24 communities in San Pedro, Ñeembucú and Asunción were reached with community-based health talks to raise awareness about health issues; sexual and reproductive health; and community first aid.
- 7,345 (3,281 adults and 4,064 children) in San Pedro, Ñeembucú and Asunción were reached with the psychosocial support campaigns and recreational activities.
- 782 families in Asunción (Tablada Nueva) received pre-hospital care and first aid.

#### Water, Sanitation and Hygiene Promotion

- 8,167 people (3,022 men and 5,145 women) in 40 communities were reached with community-based talks on water, sanitation and hygiene promotion, with a focus on handwashing.
- 600 families in San Pedro received hygiene kits in the emergency phase of the operation.
- 600 families in San Pedro received 20-litre buckets for water storage.
- 936 cleaning kits were distributed in the communities of the Tablada Nueva area in Asunción. These were delivered after this Emergency Appeal operation was completed.
- 4,074 jerrycans (2 per family) were distributed to 2,037 families (10,185 people) in Asunción, Ñeembucú and San Pedro.

- 3,756 families received a more specific hygiene kit following the return to their homes in Asunción, Ñeembucú and San Pedro. These were delivered after this Emergency Appeal operation was completed.
- 22 sanitary units were installed in the collective centres in Asuncion. Following their dismantling, these units were refurbished and stored in the national headquarters of the Paraguayan Red Cross.
- 105 dry ecological latrines were installed in San Pedro.
- 1,053 water filters (Ñeembucú: 916 and San Pedro: 287) were distributed.
- 2,000 replacement cartridges were distributed to families in Ñeembucú who had already received water filters in previous operations.
- 2,698 families in San Pedro, Ñeembucú and Asunción received 672,000 water purification tablets.
- 55 families (275 people) benefitted from the provision of drinking water with the repair of the drinking water system in the community of Poroto (Antequera municipality in San Pedro).
- 37 families (185 people) assisted by the expansion of the water distribution network (8,000 metres of new pipes) in the community of Picada, Antequera.
- A 15,000 cubic metre water extraction pump was purchased for Pilar municipality in Ñeembucú.

#### Food Security, Nutrition and Livelihoods

- 1,045 families of San Pedro (Chore, Villa del Rosario, Antequera and San Pedro del Ykuamandyú municipalities) were provided a cash transfer that focused on livelihoods recovery, rehabilitation and diversification, mainly in agriculture, small livestock, horticulture and fishery.
- 2,053 families (San Pedro: 1,045 families and Ñeembucú: 1,008) were reached with 32-kilogramme food kits.

#### Shelter

- 4,307 people in Asunción were reached in violence prevention awareness-raising activities.
- 9 community violence prevention committees were created.
- 3 festivals to promote inclusion were held.

#### Disaster Preparedness and Risk Reduction

- 50 community first aid kits were provided as part of the strengthening community response structures. These were delivered after this Emergency Appeal operation was completed.
- 49 communities conducted Vulnerability and Capacity Assessments (VCA), resulting in a report for each.
- 40 communities established a community emergency plan.

#### National Society Capacity Building

- A National Plan emphasising floods, epidemics, droughts and storm was created.
- The structure of the PRC national headquarters was strengthened through the acquisition of furniture, computer equipment and other goods to install an Information Management Centre for the period of non-emergencies and an Information and Reporting area for periods of emergencies. This area forms a part of the PRC Emergency Operations Centre (EOC) procedures and PRC Response Plan.
- The PRC branch in Ñeembucú was renovated to install the branch-level EOC and have a space for volunteer activities.

#### Quality programming/ Areas common to all sectors

- 2 press releases were issued.
- Continued communication was maintained with the IFRC communications unit.
- 3 videos were produced. These were produced after this Emergency Appeal operation was completed.
- Testimonies of families reached (beneficiaries) were posted on Facebook.
- 2 surveys (interim and final) were conducted.

#### Overview of Red Cross Red Crescent Movement in country

The International Red Cross and Red Crescent Movement coordination mechanisms in Paraguay are based on a tripartite agreement, which was signed by the IFRC, the International Committee of the Red Cross (ICRC) and the Paraguayan Red Cross on 30 May 2015.

From the start of the emergency phase of this operation, the Paraguayan Red Cross maintained contact and fluid communication with the IFRC through its regional disaster management coordinator for South America. He conducted missions to Paraguay to assist the National Society to plan its response actions in December 2015, monitored actions in April 2016 and supported the revision of the plan of action in July 2016.

The head of the country cluster support team office for the Southern Cone, based in Buenos Aires, conducted two missions to Paraguay in August and October 2016.

In Paraguay, the ICRC, with support from the PRC, assists people affected by other situations of violence, works with State authorities for the integration, implementation and dissemination of international humanitarian law and international standards on the use of force, and visits persons deprived of liberty while concurrently providing

structural support to the prison system; additionally, the ICRC provides structural support to several departments of the PRC, including capacity-building actions so that the National Society is prepared for emergencies in contexts of violence. The ICRC works with the PRC to reinforce its capacities in restoring family links (RFL), as well as supporting State authorities with the management of human remains in emergencies. The ICRC supported a RFL needs assessment that the PRC conducted in coordination with Argentine Red Cross; this assessment had a special focus on the families of Alberdi, displaced to Formosa (Argentina) and other locations.

This operation in country was supported by the Swiss Red Cross and ICRC with additional support from several National Societies and their governments.

### **Overview of non-RCRC actors in country**

The municipalities in the affected areas provided humanitarian aid and conducted general logistics support actions, especially in the provision of guidance and maintenance of communication with respective departmental EOCs to monitor operational aspects and receive feedback from the affected population. Since early December 2015, the National Society cooperated and coordinated with national and departmental-level State institutions and other organizations

The Asunción Municipal Risk Management Secretariat (COMUEDA) was engaged in the response efforts. An organized structure for the coordination, administration, management and operations existed since the start of the flooding, but the lack of financial resources challenged more concrete responses. The National Society cooperated with COMUEDA to reinforce processes and structures, further strengthening its activities.

The PRC supported the Water Roundtable in Asunción, which is led by SEN, with information management and data collection. Water, sanitation and hygiene promotion needs in the collective centres were assessed.

The Ministry of Health, through its general directorate for health surveillance (DGVS), issued a sanitary alert for Asunción. The National Service for the Elimination of Malaria engaged in the collective identification and elimination of vector-breeding grounds. The Health Region XVII (the decentralized component of the health structure of the Ministry of Public Health and Social Welfare) provided comprehensive health care, vaccination and medication to affected people in Asunción. The Health Region II, which includes San Pedro, carried out several health care interventions that were complemented by epidemic prevention actions to promote safe water management, access to sanitation and hygiene, and eliminate the proliferation of vectors. Through medical consultations, family planning and other issues of interest to the community also were addressed.

The Paraguayan Red Cross coordinated its response actions (DANAs, information management, VCAs, response plans, among others) in San Pedro and Ñeembucú with the departmental and district EOC in conjunction with the SEN.

The United Nations Children's Fund (UNICEF) and Plan International worked on temporary shelter solutions through children's centres (established in tents), psychosocial support and recreation activities for children and adolescents in Asunción. The Social Pastoral and some media outlets carried out campaigns to collect non-perishable food for the population affected by the emergency. At the same time, through the UNICEF-OXFAM-ADRA consortium, they supported Operation Return, with actions in Water, Sanitation and Hygiene and Protection in schools.

This operations supported the head of the National Emergency System to travel to Argentina in November 2016 for a meeting organized by Red Cross National Society presidents in South America.

### **Needs analysis and scenario planning**

During the first stage of the response and based on assessments, the PRC provided humanitarian assistance to the families in the collective centres. With the state-led Operation Return, the Paraguayan Red Cross re-analysed the response and carried out another needs assessment in order to provide assistance to families returning to their homes and promote recovery and reconstruction activities. Families were aided to return in a dignified and safe manner to their communities. The PRC developed a plan to provide a suitable response to the needs of returning households. This variation, based on the second assessment, modified the logic of the intervention and the response, as well as the quantity and type of target population.

### **Risk Analysis**

#### **Water and Sanitation**

Asunción: The need to strengthen knowledge and safe water management practices in emergency situations was identified as water points were not close to shelters and water storage facilities were insufficient. Awareness-raising and hygiene promotion, provision of water storage materials and treatment systems (jerrycans, water treatment tablets) were needed. For sanitation needs, sanitary units were installed and maintained in the collective centres. These actions were accompanied by campaigns to raise awareness and promote healthy hygiene habits. Within the actions of the Operation Return, cleaning kits were also required.

San Pedro: Household treatment systems (filters, disinfection tablets and chemicals for flocculation and sedimentation) were required for families that consumed river water. In the second stage, the expansion of some distribution networks to guarantee families access to clean water and the restoration of the water system in a community whose system had collapsed. In this department, some families lacked a system for the safe disposal of excreta waste; the CRP installed ecological latrines.

Ñeembucú: Household treatment systems (filters, disinfection tablets and chemicals for flocculation and sedimentation) were required for families that consumed river water. Additionally, a suction pump was needed to remove the water from some of the communities and neighbourhoods in areas that had been flooded.

### Health

Asunción, San Pedro and Ñeembucú: The PRC identified the need to provide pre-hospital care and medical supplies and medicine, as well as the promotion of healthy hygiene habits. The Ministry of Public Health and Social Welfare reported gastrointestinal conditions and vector-borne diseases (dengue, Zika and chikungunya) and skin infections. Additionally, the affected population required hygiene kits and cleaning kits. Given the emotional impact of this disaster combined with the cases of violence in collective centres and all forms of violence, psychosocial support and stress management were identified as urgent needs, particularly in Asunción.

### Shelter

Asunción, San Pedro and Ñeembucú: There was a clear absence of planning regarding emergency shelters, which included the requirement of adequate spaces and shelter for people with special needs.

### Livelihoods and food security

Asunción, San Pedro and Ñeembucú: Livelihoods were severely affected in the three intervention areas, limiting the income-generation capacity of many families, thus jeopardizing their food security, health needs and other basic requirements. The need to provide families with food kits was identified as well as to promote recovery through a cash transfer programme to assist the affected population in a more timely and dignified manner.

## B. Operational strategy and plan

In response to the changing scenario, in part generated by the state-led Operation Return, a Revised Emergency Appeal, issued on 22 September 2016, extended the timeframe from 10 to 12 months.

### Overall Objective

To support 4,912 families (24,560 people) in the departments of San Pedro, Asunción and Ñeembucú to strengthen access to basic services, prepare for future flood risks and strengthen resilience in the following sectors: health; water, sanitation and hygiene; livelihoods, nutrition and food security; disaster risk reduction; National Society capacity building; building a culture of non-violence and peace (protection); and quality programming.

This operation was implemented in three stages:

1. January to March 2016: Relief actions with focus on food security, WASH, shelter, psychosocial support and health in emergencies.
2. April to June 2016: psychosocial support and implementation of Participatory Hygiene and Sanitation Transformation (PHAST) in communities and reinforcement in health in emergencies.
3. July to December 2016: WASH, livelihoods (including a cash transfer programme), psychosocial support with a protection approach and disaster preparedness with a focus on floods.

Thanks to coordinated work and strategic partnerships with other humanitarian actors and the affected population, the overall objective was met and, in some cases, surpassed. Since not all of the actions could be completed by the end of this Emergency Appeal operation, the Paraguayan Red Cross assumed the cost and distribution of items and provision of services after the 31 December 2016 end date.

### Proposed strategy

This operation aimed to reduce the negative impact that the loss of livelihoods, food security, health, shelter and water and sanitation had on the affected population and provide disaster risk reduction expertise to support communities in their medium to long-term recovery process. The response strategy was needs based and complemented the local response. The activities were conducted with a multi-sectorial mission in which the actions in different sectors came together for the interventions (health; water and sanitation; livelihoods; food security; and risk management).

Actions and measures for mitigation or reduction of risks were adopted, supporting actions of early recovery and recovery in the sectors of:

Water and sanitation:

- Acquisition of water pump for water extraction in flood-prone communities in Ñeembucú
- Extension of the drinking water distribution system and recovery of water treatment system in San Pedro

Livelihoods

- Reactivation of production for self-consumption and sale (cash transfer programme)
- Provision of equipment and tools for the reactivation of family-level production

Community Risk Reduction and Preparedness

- Training in community vulnerability and capacity assessments
- Distribution of community first aid kits

Active participation in the technical working groups on Water and sanitation and Livelihoods involved sharing of successful experiences and lessons learned, as well as tools (manuals, training and dissemination materials) and standards for distributed hygiene kits, cleaning kits and seeds.

The response strategy was based on several sources: the damage assessments and needs analyses carried out by PRC response teams, initially conducted at the beginning of the operation in December 2015 and again following Operation Return in May 2016; feedback from PRC volunteers in the field; and other communication mechanisms established by the National Society.

A knowledge, aptitudes and practices (KAP) on community water, sanitation and hygiene practices and on all forms of violence was carried out in coordination with other local partners (UNICEF, OXFAM and ADRA). The information served as the basis for developing the intervention plan in protection issues and hygiene promotion.

Satisfaction surveys were conducted with community members reached by this operation and participating personnel involved (volunteers, contractors, university volunteers, international staff, etc.)

A two-pronged community intervention plan focusing on communication and operational issues was implemented. The communication component fostered an open channel for communication and publicized actions via constant contact with community leaders, key figures and general population to plan, disseminate and project activities.

The PRC employed social networks (Facebook, Twitter and the institutional webpage) and other internet communication (an email for accountability issues). Actions also capitalized on those implemented in the Zika Emergency Appeal, which was recently completed in November 2016. A software application was installed on mobile phones or tablets that enabled:

- Communication between PRC national headquarters, branches and sub-branches, facilitating the exchange of information and experiences.
- An information channel for volunteers, the general public and community members in PRC actions and activities.
- A link with other PRC social media (Facebook, Instagram and institutional webpage).
- Access to PRC web radio programmes (CRP\_Radio)

The operational component, managed by those responsible for the operation in each region, was based on the regular scheduling of community meetings for the planning and follow-up of the Emergency Appeal's operational plan. This was conducted by a network of community agents with whom the actions were harmonised and coordinated, verifying the implementation of the planned schedule and when variations occurred, necessary steps were taken to ensure the communication flow. The PRC maintained a close relationship with local authorities, such as the Disaster Risk Management Secretariat of the San Pedro governorship, the municipal intendants of the districts of San Pedro del Ykuamandyyú, Antequera, Chore and Villa del Rosario. Technicians from the Department of Agrarian Extension (DEAG) also accompanied PRC volunteers and technical staff in the field to jointly improve actions.

Community meetings, phone calls and other spaces for communication and interaction were used to maintain direct contact with the target communities.

State actors at all levels— national (secretariats, ministries and decentralized entities), departmental (governorships) and district (municipalities)—and community members were involved through their leaders and representatives and grassroots organisations. This operation worked with populations in situations of vulnerability, such as the elderly, people with disabilities and special needs, and differentiated its aid based on age (children and adolescents, adults and the elderly) and on gender.

## Operational support services

### Human resources (HR)

In addition to the branch-level volunteers who implemented this operation, the Paraguayan Red Cross had a staff of professionals for specific periods during the emergency and recovery phases, as detailed below:

#### **Emergency phase**

Finance- administrator  
Field technician  
Psychosocial support technician  
Health coordinator- Asunción

#### **Recovery phase**

Finance- administrator  
Coordinator  
Field coordinator  
Health coordinator  
Livelihoods coordinator  
PMER officer  
Operations support officer  
Driver  
Communications consultant

The coordinator for this operation was the head of the PRC disaster risk management unit, who coordinated with state authorities involved in the response actions. The hiring decisions were based on lessons learned in previous emergency operations such as hiring a person responsible for finance-administration and logistics in the field. This staff person maintained permanent communication with affected areas and local authorities.

The PRC directorate for volunteering established a mechanism to register all the active volunteers in this operation. Each of the volunteers who participated in the operation received formal recognition for their volunteer labours, which indicated the quantity of hours dedicated to this operation. All of the people involved in the operation had IFRC insurance. Personal protective and visibility gear was provided to PRC volunteers including rubber boots, rain ponchos, vests, shirts and small waist bags.

The IFRC deployed two members from the Regional Intervention Team (RIT): a specialist in water and sanitation and a specialist in livelihoods. Each was in Paraguay for one month to support the operation.

#### **Logistics and supply chain**

All procurements and procedures were conducted at the national level in accordance with the National Society's procedures. Efforts were made to comply with IFRC standard policies and procedures.

A vehicle was rented in the area of San Pedro to transport project personnel to the field and to coordinate the local arrangements for river travel, contributing to the fuel costs incurred by these actions.

As part of this operation, the PRC acquired a 4-wheel drive vehicle due to the limited number of National Society vehicles and the need for a sturdy vehicle due to the rugged conditions of the roads. The Global Logistics Unit worked with the PRC on the Appeal procurement processes, which includes support for the acquisition of water filters, water purification tablets, ecological latrines, the cash transfer programme and the 4-wheel drive vehicle.

#### **Communications**

Since the start of the operation, the Paraguayan Red Cross communication area informed the population about the adverse events, as well as assessments undertaken. The San Pedro departmental EOC's press section also supported communication actions. The PRC created a communication plan to respond to the emergency.

During the initial emergency, in conjunction with IFRC communications coordinator, the PRC issued a press release on the DREF operation, which was published on the institutional social networks and by the IFRC. Additionally, the PRC issued a report on good practices in the cash transfer programme, which focused on communication with the people reached (beneficiaries). This included the use of a satisfaction survey among other communication tools.

Three videos were made that highlighted the cash transfer programme, protection against different types of violence and a general analysis of the operation. These were made and distributed after the operation ended. Furthermore, photos were taken during different actions during this operation, which were used in the report on communication with the people reached and published in the PRC social networks.

#### **Security**

In this operation, the Paraguayan Red Cross Society employed its policy documents on safety and procedures in the National Society and in field interventions. Paraguayan Red Cross security standards aimed to reduce risks when performing institutional tasks in the field through the application of actions and practices that provide timely, quick, effective and safe responses for the most vulnerable people.

There were no significant security problems in the targeted area.

The deployments for this operation were based on the requirements and criteria indicated by the Directorate for Volunteering. This directorate ensured compliance with all volunteers being adults (volunteers under the age of 18 could only participate with their parents or tutors' permission); general knowledge of all institutional areas; and good health, fitness, maturity, self-control, ability to assess a situation under duress, determination and proven experience.

### Planning, monitoring, evaluation, & reporting (PMER)

PRC, with IFRC support, was responsible for the planning, monitoring and evaluation, and reporting for this operation. During the final months of this operation, the National Society hired a PMER officer, who was supported by the PMER team from the secretariat. Technical PMER support was provided from the IFRC Disaster Risk Management and Reduction unit and the country cluster support team (CCST) in Lima- Peru. During the emergency phase, the IFRC Disaster Risk Management and Reduction unit oriented the National Society regarding activity monitoring and the CCST in Lima took on this role as the operation came to a close.

Local PRC branches carried out day-to-day monitoring of the operation in the field, while the headquarters, especially the disaster management department, supervised and monitored the activities of the local branches in line with the Emergency Plan of Action (EPoA). The IFRC regional disaster management coordinator for South America conducted one mission to the field.

The project included the following PMER mechanisms: operations updates; beneficiary satisfaction survey; final narrative report; and a final evaluation of the operation. Two staff people from the IFRC Americas Regional Office, with travel costs supported by the Canadian Red Cross, conducted the internal final evaluation in a one-week period in early March 2017.

An external audit is also planned after the operation's completion.

## C. DETAILED OPERATIONAL PLAN

The Paraguayan Red Cross, with IFRC support, has achieved the majority of the operational plan originally established for this Emergency Appeal operation. However, not all of the actions were conducted during the time period of this Emergency Appeal; thus, some expenditures were not eligible for one specific donor. This situation occurred mainly due to internal challenges in the Paraguayan Red Cross that were linked to a leadership and integrity crisis.

The National Society implemented actions, using its own funds, after the established end date of this Emergency Appeal operation. The following section provides details on the actions undertaken and indicates the challenges and lessons learned for each sector.

### Health and Care

**Needs analysis:** The immediate health needs were for first aid due to injuries and electric shocks due to the self-construction of temporary shelter units. Attention in psychosocial support was activated due to the conditions observed in the affected population. Adults and children alike were emotionally afflicted due to the loss of their homes, daily routines, including sources of livelihoods combined with the uncertainty of their futures.

The identification of other needs was based on the reports from the Ministry of Public Health and Well-being as well as the assessments conducted by the PRC teams in the affected areas. These identified vector-borne diseases, challenges for healthy hygiene habits, gastro-intestinal problems related to the use of contaminated water and the need for psychosocial support as areas for humanitarian attention.

**Population to be assisted:** The PRC established that all of the target population (4,912 families) for this operation would be reached with health actions, particularly health promotion activities.

Activities	Outputs	% achieved	
	Yes	No	of progress
Outcome 1: The immediate risks to the health of 4,912 affected families are reduced in San Pedro, Asunción and Ñeembucú	<b>Output 1.1:</b> Community-based disease prevention and health promotion is provided to 4,912 affected families who have information and materials in San Pedro, Asunción and Ñeembucú		100%
	<b>Output 1.2:</b> 4,912 affected families in San Pedro Asunción and Ñeembucú have access to psychosocial support.		100%
	<b>Output 1.3:</b> 4,912 affected families in Asunción provided with first aid care		15%

Design and printing of materials	X		100%
Community health promotion sessions	X		100%
Dissemination of key messages for social media	X		100%
Design and printing of materials	X		100%
Psychosocial support campaign	X		100%
Referral system for people requiring psychological care	X		100%
Purchase of first aid supplies	X		100%
First aid treatment received	X		15%

## Progress towards results

### Output 1.1

*Design and printing of materials:* Graphic materials (banners, brochures, calendars and t-shirts) containing information on vector-borne and respiratory diseases and diseases linked to water, sanitation and hygiene were designed. There is complementarity of actions between this appeal and the appeal launched for Zika as some of these materials were shared and financed by the Zika appeal operation.

*Community health promotion sessions:* Community first aid materials were designed and distributed to the community, in complement to the training sessions provided to the emergency brigades.

By the end of the operation, 7,947 people had received health promotion information aimed at preventing influenza, Zika, dengue and chikungunya and community first aid:

Men	Women	Elderly men	Elderly women	Boys	Girls	Total
975	2,147	897	1,297	575	2,056*	<b>7,947</b>

\* This is a correction from Operations Update number 2 that reported 2,346.

*Dissemination of key messages for social media:* Digital information materials (flyers) containing key messages on water, sanitation and hygiene promotion, emergency health and other components that refer to the health component were designed and published in the PRC institutional accounts on social networks.

### Output 1.2

*Design and printing of materials:* Community intervention work sheets in psychosocial support were developed and printed. They addressed the following topics: 1. Project presentation and induction on the fundamental principles of the Red Cross; 2. Presentation of psychology-related approaches; 3. Promotion of rights and the importance of non-violent parenting; and 4. Brief review of community first aid. These were delivered via social media. This content was reinforced by the redesign and printing of psychological first aid brochures that covered the definition of mental health, identification of affected people, providing support to people living in emergency situations and recommendations for affected populations.

*Psychosocial support campaign:* Psychosocial support actions reached 7,345 people in 49 communities (21 in San Pedro, 22 in Asunción and 6 in Ñeembucú)

Men	Women	Elderly males	Elderly females	Boys	Girls	Total
881	1,289	214	897	495	3,569	<b>7,345</b>

*Referral system for people requiring psychological care:* The PRC referred 14 cases (7 males and 7 females) to professional psychological care for cases of gender-based violence (2), child abuse (10) and post-traumatic stress (2).

### Output 1.3

*Purchase of first aid supplies:* Fifty first aid kits were purchased after this EA ended. These were distributed to the communities in early 2017. For the early response, the PRC provided first aid treatment from other stock.

*First aid treatment received:* The majority of patients who came to the tents seeking pre-hospital care during the reporting period were children (ages 12 and under), who were mainly suffering from colds and respiratory problems; this activity concluded with a total of 782 people from 11 communities receiving treatment. Conditions were difficult due to crowding in the temporary collective centres, where the pre-hospital was delivered.

Location	People reached	Transfers
Zone 21 Pya and surrounding areas in Bañado Sur	100	5 emergency trips with transport
Cateura and surrounding areas of the UCA	40	
Plaza San Isidro Labrador	60	
Club Pablo Rojas	42	
Falcón and Puerto Elsa	60	1 emergency trip with transport to Falcon health centre
	12	
Club Humaita and surrounding areas	42	1 emergency trip with transport to the Trinidad health centre
Gas Corona	42	
San Miguel - Tablada Nueva	54	
San Miguel Guerrero	45	
Laguna Pyta	138	
San Miguel Arcangel	147	
<b>Total</b>	<b>782</b>	

Further first aid treatment was not provided since state agencies began to provide these services and the population in collective centres was reduced with Operation Return.

#### Achievements

- The involvement of beneficiaries in all training sessions and the implementation process: The population participated and understood the combination of different actions as a single PRC intervention.
- The population became more aware of psychosocial care and its importance in emergencies.

#### Challenges

- The main challenge was getting men to be involved in the activities. The PRC noted that men's involvement in health activities, particularly in Asunción, has increased since 2014.

#### Lessons learned

- Volunteers, as well as the affected population, require psychosocial support (containment spaces).

### Water, Sanitation and Hygiene Promotion

**Needs analysis:** Water management and storage were affected by flooding. This combined with the improper handling of the containers were among the primary needs identified. In San Pedro, the population whose homes were damaged (over 50 per cent flooded) also lost their belongings, including hygiene items and water containers. The people isolated due to flooding also required these items. While clean water was provided in Asunción by the water company (ESSAP), the population was not properly storing or using water in suitable containers. In Ñeembucú, the water system, as well as access to clean water through wells or rivers. The flooding led to the contamination of the latter.

**Population to be assisted:** 4,912 affected families in San Pedro, Asunción and Ñeembucú receive assistance based on their promotion needs and through hygiene kits, water filters, jerry kits and water distribution.

Outcome 2: The immediate reduction and longer term of water related diseases in 4,912 affected families the target population in San Pedro, Asunción and Ñeembucú, through of the prioritizing response actions, rehabilitation and preparation.	Outputs	% achieved
	<b>Output 2.1:</b> Hygiene promotion activities, which meet Sphere standards, are provided to the entire 4,912 affected families in San Pedro, Asunción and Ñeembucú	100%
	<b>Output 2.2:</b> Daily access to safe water which meets Sphere and World Health Organization (WHO) standards in terms of quantity and quality is provided to 2,814 households in San Pedro, Asunción and Ñeembucú	100%
	<b>Output 2.3:</b> 1,953 affected families in Ñeembucú benefit from safe water through the Red Cross's distribution system and purification (bladders and water filters) and 2,214 affected families in Asunción are provided with chlorine tablets.	100%
Activities	Implementation on time?	% of progress

	Yes	No	
Hygiene promotion activities, including workshops, in the affected communities	X		100%
Survey on hygiene conditions in the affected communities to define the intervention strategy	X		100%
Implementation of a Participatory Hygiene and Sanitation Transformation (PHAST) workshop for volunteers in San Pedro and Ñeembucú	X		100%
Tender process for acquisition of hygiene kits	X		100%
Selection of supplier	X		100%
Distribution and delivery of 600 hygiene kits to communities in San Pedro and 2,214 hygiene kits to collective centres in Asunción.	X		100%*
Maintenance and repair of 15 sanitary units already installed in the collective centres and the installation of 23 additional sanitary units in Asunción.	X		100%
Acquisition of one pump to extract water, along with accessories for Ñeembucú	X		100%
Conduct hygiene assessments, using knowledge, aptitude, practice (KAP) methodology in the affected communities, in order to define the intervention strategy	X		100%
Conduct a community intervention plan with the beneficiaries as an accountability strategy and to disseminate information on the progress of the intervention	X		100%
Installation of latrines, technical guidance and support for their construction and maintenance in the affected communities in San Pedro.	X		100%
Tender process for acquisition of 20-litre jerrycans (1,200 in San Pedro, 4,428 in Asunción and 2,016 in Ñeembucú)	X		100%
Selection of supplier	X		0%
Distribution of two 20-litre jerrycans	X		100%
Repair of a community water treatment plant in the Poroto community in San Pedro	X		100%
Improvement of the water distribution system in Picada and Narajahai communities in San Pedro	X		100%
Acquisition and distribution of water filters for affected families in Ñeembucú	X		100%
Acquisition and distribution of chlorine tablets in Asunción.	X		100%
Community workshops on community water treatment	X		100%
Acquisition and distribution of water treatment materials for the affected households in Asunción and San Pedro	X		100%

\*Purchased after this EA ended.

## Progress towards results

### Output 2.1

*Hygiene promotion activities, including workshops, in the affected communities:* By the end of operation, PRC reached 8,167 people with hygiene promotion activities in 49 communities (9 communities in Asunción, 21 communities in San Pedro and 19 communities in Ñeembucú) as detailed in the following table:

Men	Women	Elderly men	Elderly women	Boys	Girls	Total
659	2579	1289	573	2591	476	<b>8,167</b>

*Survey on hygiene conditions in the affected communities to define the intervention strategy:* This activity was conducted in San Pedro and Ñeembucú within the context of second-phase actions, which informed the process for drafting of a plan of action to be able to apply for funds from ECHO and the revised appeal. In the case of San Pedro this has meant added value to make this a more comprehensive intervention, while in Ñeembucú it has afforded significant insight into the situation and enabled redirecting some activities to complement all the actions to be conducted.

*Implementation of a PHAST workshop to volunteers in San Pedro and Ñeembucú:* From 16 to 20 May, PRC held a workshop in San Pedro for a group of 30 participants (8 men and 22 women).

*Tender process for acquisition of hygiene kits:* During the emergency phase, the call to tender was conducted in Asunción since local suppliers lacked the capacity to provide these in due time and under the established conditions. However, two tender processes were conducted due to the insufficient number of required price quotes.

An additional 4,912 hygiene kits were acquired to respond to the needs in the return process. As these were distributed after this EA ended, the Paraguayan Red Cross was responsible for their purchase and distribution costs.

*Distribution and delivery of 600 hygiene kits to communities in San Pedro and 2,214 hygiene kits to collective centres in Asunción:*

During the emergency phase, 600 hygiene kits were distributed in San Pedro (Chore, Villa del Rosario, Antequera and San Pedro del Ykuamandyú). Each kit consisted of coconut laundry soap (5 200-gram bars), toilet paper (12 rolls), bath soap (8 bars), toothpaste (5 tubes), toothbrushes (5 units), shampoo (1 bottle), conditioner (1 bottle), disposable double-edged razors (5 units), sanitary napkins (5 8-unit packages), hand towels (2 units) and plastic combs (5 units).

Following Operation Return, the PRC distributed other hygiene kits to 3,756 families, as detailed in the table below. These kits were composed of 4 bars of soap (90 grams), 1 towel (60 x 40 cm), 5 toothbrushes and 5 tubes of toothpaste.

Department	District	Community	Hygiene kits distributed (2nd phase)
Caazapa	Caazapa	Guahory	111
Central	Asuncion	Gas Corona	263
		San Miguel Arcangel	249
		Dublin	148
		Indias	136
		Laguna Pyta	153
		Cancha Humaita	54
		San Miguel Guerrero	53
		Cadete Insfran	65
		Faenamamiento	25
		Ñeembucu	Cerrito
Costa'i	94		
Paso Tajy	66		
Cerro Ñu	48		
San Salvador	23		
Potrero	24		
Yryvucua	25		
Villa'i	20		
General Diaz	Campamento kue		48
	Campamento kue este		5
	Campamento kue puerto ita		17
Humaita	Paso Puku		68
Isla Umbu	Takuru pyta		45
	KambaKua		36
Mayor Martinez	Esteros punta		82
	Ita Kora		79
	Ka"aguy Cupe		64
	Potrero Bordon		44
	Fuerte kue		39
	Potrero Tajii		13
	Isla Ysypo		21
	Loma'i		49
	Kurusu kuatia		45
	Cabrera kue		34
Pilar	Valle Apu'a Este		84
	KambaKua		64
	Valle Apu'a Oeste		32
Cerrito	Blanco Ñu		42

San Pedro	Villalbin	San Miguel	66
		Nu Pa'u	46
		san Francisco	32
	Antequera	Monte Alto	20
		Barranquerita	32
		Barranca León	10
		Poroto	64
		Picada Antequera	37
		Buena Vista	24
		Chore	La Niña Puerto
	La Niña Oleros		50
	Naranjahai		41
	San Pedro del Ykuamandyu	Angelita	39
		Tape Ka aguy	47
		Peguaho	3
		Extahon and Sto. Loma	42
		Aguaraymi	146
		Pto. Ybapovo	151
		Puerto Santa Rosa	54
		Costa Puku	6
Puerto San Roque		78	
Villa del Rosario		Mbopikua	14
	Pto. Amistad	102	
	Kerambú	9	
	San Jose	96	
<b>Total</b>		<b>3,756</b>	

The remaining 1,156 hygiene kits were prepositioned in the National Society for future emergencies. As mentioned above, the Paraguayan Red Cross purchased, distributed and prepositioned these hygiene kits.

Faced with the inadequate hygiene conditions left behind by decreasing water levels in Asunción, PRC provided 1,123 families with cleaning kits for the families in Bañado Sur who returned to their homes via Operation Return. These cleaning kits contained bleach (5 litres), detergent (5 litres), Creolina disinfectant (350 ml), metal brushes (two units), trash bags (4 packs of 10-litre reinforced units); industrial grade rubber gloves (two pairs), 1 20-litre bucket; 1 thick bristle broom and 2 coconut 130-gram bars of soap (5 units).

The following table details the communities reached:

Community in Asunción	Families reached
Gas Corona	263
San Miguel Arcangel	249
Dublin	126
Indias	136
Laguna Pyta	153
Cancha Humaita	54
San Miguel Guerrero	53
Cadete Insfran	65
Faenamiento	24
<b>Total</b>	<b>1,123</b>

Following Operation Return, faced with difficult living conditions, many families moved again. As a result, of the 1,728 cleaning kits acquired, only 1,123 could be distributed. The remaining 605 were pre-positioned in the PRC warehouse for future emergencies.

*Maintenance and repair of 15 sanitation units already installed in the collective centres and the installation of 23 additional sanitary units in Asunción:* PRC repaired a total of 22 sanitation units (composed of a toilet and shower). Many of these facilities were repaired with complementary financial contribution from communities. This provided added value to the activity because originally only 15 units had been considered for repairs. As for the installation of 20 additional units in Asunción, Operation Return made this plan unnecessary. The following table details the installation of this sanitation units:

Collective centre	Units	Toilets	Showers	Families reached	Location
Expopar	1 double unit	1	1	29	Corner of Coronel Abdón Palacios and Gaspar Centurion
Dublin	1 double unit	1	1	79	Corner Dublin and Suiza
Capitán Insfran and Capitán Grau.	2 5-unit modules	5	5	103	Corner of Albino Grau and Julio Insfran
India	1 2-unit module	2	2	40	Corner India and Edimburgo
Gas Corona	10 sanitation units	10	10	197	Av. Gervasio Artigas, between San Juan and Pastor Ibáñez
Cancha Humaitá	1 double unit	1	1	192	Corner of Dublín and Inglaterra
	1 2-unit module	2	2		Corner of Dublín and Suiza
	<b>Total</b>	<b>22</b>	<b>22</b>	<b>640</b>	

*Acquisition of one pump to extract water, along with accessories for Ñeembucú:* Two pumps were acquired and will be used in flood-prone neighbourhoods in future moments of heavy precipitation. The vendor has provided a 1-year warranty for pumps. The first of these, with its respective accessories, was presented to the branch in Ñeembucú on 1 August 2016. Based on a cooperation agreement between the municipality of Pilar and the PRC, the services of the second were ceded to the municipality of Pilar in December. This municipality used the services of this pump in the San José neighbourhood.

*Conduct hygiene assessments, using knowledge, aptitude, practice (KAP) methodology in the affected communities, in order to define the intervention strategy:* In coordination with UNICEF Paraguay, a KAP on healthy hygiene habits was conducted with the students and families of schools in Asunción where the PRC had conducted previous actions. The identified levels of knowledge were used in the hygiene promotion interventions implemented within the framework of the return operation. Another KAP on protection issues was conducted in coordination with UNICEF in the targeted communities. Both of these actions are complementary and have ensured that the approach used in the areas of Bañado Norte (Asunción) were appropriate. At the end of this operation, a high percentage of the population has potable water service and has sufficient knowledge to practice safe water and sanitation management.

*Conduct a community intervention plan with the beneficiaries as an accountability strategy and to disseminate information on the progress of the intervention:* As mentioned in the introduction, a community intervention plan was created with the population's input. With a communication and operational focus, this plan was used to provide up-to-date and accessible information on vector-borne diseases (especially Zika).

*Installation of latrines, technical guidance and support for their construction and maintenance in the affected communities in San Pedro:* Following the IFRC acquisition procedures, the PRC contracted a supplier who provided a model 1.95-metre-high latrine made from polyester resin reinforced with fiberglass. This single model pre-assembled and ventilate latrine has two sealed underground reservoir tanks and is equipped with a sanitary seat, urinal and wastebasket. The supplier provided a community-level workshop on latrine maintenance for the community, PRC volunteers from the San Pedro branch and Disaster Risk Management Secretariat of the San Pedro governorship.

The PRC initially planned to provide 150 latrines, but the Disaster Risk Secretariat had already provided latrines, so the number was reduced to 105 to reach 6 communities, of which 2 (Mbopikua and Barranquerita) are only accessible by water. The following table provides details of the location of the latrines provided through this operation:

Community	Quantity of latrines
Costa Puku	5
Peguaho	1
Pto. Santa Rosa*	34
Barranquerita*	30
Monte Alto*	21
Mbopikua*	14
<b>Total</b>	<b>105</b>

\*Includes installation of one unit in one school per community.

## Output 2.2

*Tender process, selection and distribution of 6,764 20-litre jerrycans:* The PRC launched a tender process in San Pedro during the first three months of this operation, which due to a donation the purchase did not come to fruition. The American Red Cross contributed to this operation with 14,088 10-litre jerrycans. A total of 4,202 (two per household) were distributed. The remaining 9,886 were stored in the National Society headquarters as pre-positioned goods for future emergencies. The following table provides details on these distributions:

Department	District	Community	Quantity of jerrycans
Caazapa	Caazapa	Guahory	200
Central	Asuncion	Cadete Insfran	152
		Cancha Humaita	108
		Dublin	250
		Faenamiento	48
		Gas Corona	420
		Indias	280
		Laguna Pyta	284
		San Miguel Arcangel	338
		San Miguel Guerrero	106
Ñeembucu	Cerrito	Kurusu Ava	100
		Costa'i	208
		Paso Tajy	124
		Cerro Ñu	90
		San Salvador	52
		Potrerito	52
		Yryvucua	48
		Villa'i	36
	Mayor Martinez	Esteros punta	180
		Ita Kora	164
		Ka'aguy Cupe	142
		Potrero Bordon	74
		Fuerte kue	74
	Pilar	Valle Apu'a Este	168
		KambaKua	128
		Valle Apu'a Oeste	64
		Blanco Ñu	88
	Villalbin	San Miguel	132
		Ñu Pa'u	92
	<b>Total</b>		

The National Society distributed 600 buckets at the same time that the emergency phase distribution of hygiene kits took place. The following table provides details on the distributions:

Department	Community	Number of families reached	Number of people reached
San Pedro del Ykuamandyú	Puerto San Roque	78	390
	Angelita	39	195
	Tape Ka aguy	45	225

	Costa Puku	5	25
	Pto. Santa Rosa	53	265
	Peguaho	3	15
Antequera	Barranca León	10	50
	Barranquerita	32	160
	Poroto	64	320
	Monte Alto	20	100
	Picada Antequera	29	145
Villa del Rosario	Mbopikua	14	70
	Pto. Amistad	99	495
	Kerambú	9	45
Chore	La Niña Puerto	24	120
	La Niña Oleros	35	175
	Naranjahai	41	205
<b>Total</b>		<b>600</b>	<b>3,000</b>

*Repair of a community water treatment plant in the Poroto community in San Pedro:* This repair and laying of 8,000 metres of water pipes has benefitted 55 families (275 people) or 82 per cent of the Poroto community. The remaining 18 per cent remains pending coverage since another 1,500 to 1,700 metres of tubes were needed. Only one bidder participated in the tender process, but was unable to conduct the *in situ* verification of the water system. The company hired was able to reuse most of the materials that the plant possessed prior to repair. The municipality of Antequera committed to building infrastructure to protect the water treatment equipment, particularly the installed pipes, as well as the machines and materials.

This activity started in July with community meetings to plan the community contribution to the repair. The municipality provided the backhoe. The community sanitation board solicited further support from community members, particularly for the domestic connections. The community members themselves provided the manual labour in the areas where the heavy machinery could not enter.

*Improvement of the water distribution system in Picada and Naranjahai communities in San Pedro:* Water distribution could not be extended in Naranjahai since the main water source did not have the capacity to supply the targeted area. The pipeline originally intended for Picada Antequera had to be re-directed. However, the PRC provided water filters and purification tablets to these households.

### Output 2.3

*Acquisition and distribution of water filters for affected families in Ñeembucú:* The PRC distributed 1,053 water filters: Ñeembucú: 916 in 4 districts; San Pedro del Ykuamandyyú: 137 in 3 districts. The following table provides details on these distributions:

Department	District	Community	Distribution date	Quantity	Department subtotal
Ñeembucú	Cerrito	Costa'i	05-Jul	104	916
		Paso Tajy	04-Jul	62	
		Cerro Ñu	04-Jul	45	
		San Salvador	04-Jul	26	
		Potrerito	05-Jul	26	
		Yryvucua	04-Jul	24	
		Villa'i	04-Jul	18	
		Kurusu Ava	04-Jul	13	
	Mayor Martinez	Esteros punta	01-Jul	90	
		Ita Kora	02-Jul	82	
		Ka"aguy Cupe	01-Jul	71	
		Loma'i	11-Jul	49	
		Potrero Bordon	01-Jul	37	
Fuerte kue	02-Jul	37			

		Isla Ysypo	11-Jul	21	
		Puerto Mandarina	11-Jul	6	
	Pilar	Valle Apu'a Este	30-Jun	41	
		KambaKua	30-Jun	16	
		Valle Apu'a Oeste	30-Jun	2	
		Blanco Ñu	04-Jul	43	
	Villalbin	San Miguel	01-Jul	66	
		Ñu Pa'u	01-Jul	37	
San Pedro	Antequera	Barranquerita	16-ago	32	137
		Monte Alto	16-ago	20	
	San Pedro del Ykuamandyú	Puerto Santa Rosa	23-Sep	54	
		Puerto San Roque	16-ago	10	
		Costa Puku	16-ago	6	
	Villa del Rosario	Mbopikua	16-ago	15	
<b>Total</b>					<b>1,053</b>

The PRC distributed 2,000 cartridges for water filters in Ñeembucú. Households that had received filters in a previous operation in 2014 were prioritized. The following table provides details on the people reached:

District	Community	Distribution Date	Quantity	District subtotal
Cerrito	Kurusu Ava	04-Jul	76	121
	Cerro Ñu	04-Jul	45	
General Diaz	Campamento kue	12-Jul	240	350
		12-Jul	85	
		12-Jul	25	
Humaita	Paso Puku	11-Jul	326	326
Isla Umbu	Takuru pyta	11-Jul	215	395
	KambaKua	17-Jul	180	
Mayor Martinez	Kurusu kuatia	11-Jul	225	396
	Cabrera kue	12-Jul	170	
	Puerto Mandarina	11-Jul	1	
Pilar	Valle Apu'a Este	30-Jun	86	234
	KambaKua	30-Jun	86	
	Valle Apu'a Oeste	30-Jun	60	
	Blanco Ñu	04-Jul	2	
Villalbin	San Francisco	12-Jul	160	178
	Ñu Pa'u	01-Jul	18	
<b>Total</b>			<b>2000</b>	<b>2000</b>

*Acquisition and distribution of chlorine tablets in Asunción:* The PRC distributed 672,000 water purification tablets to 2,766 families. Each tablet purifies 10 litres of water. Acquired through the logistics unit in Panama, these 10-tablet strips were distributed in the following locations:

Department	10-tablets strips	Total tablets	Families reached
Ñeembucú	39,672	396,720	1,653
San Pedro	25,080	250,800	1,045
Asunción	2,448	24,480	68
<b>Total</b>	<b>67,200</b>	<b>672,000</b>	<b>2,766</b>

*Community workshops on water treatment:* These were organized to focus on the use of water purification tablets

and were held during the distributions of water tablets, hygiene kits and materials in the cash transfer programme.

*Acquisition and distribution of household water treatment materials for affected households in Asunción and San Pedro:* The purchase of the 672,000 purification tablets, detailed above, covered the needs in Asunción. With regards to San Pedro, the National Society decided to locally acquire 150 ceramic filters with a plastic base for distribution in three districts in San Pedro as described in the following table:

District	Community	Filters distributed
Chore	Naranjahai	40
San Pedro del Ykuamandyú	Puerto San Roque	10
Villa del Rosario	Pto. Amistad	100
<b>Total</b>		<b>150</b>

### Achievements

- The signing of a cooperation agreement for the use of the water pump in Ñeembucú.
- The support of the Antequera municipality in the activities for the installation of the pipelines and repair/construction of the Poroto water plant installations
- The population's participation in each of the activities.
- The support of the sanitation boards in the Picada Antequera and Poroto communities.
- Community focal points consistently supported PRC volunteers.
- New technology employed for the construction and installation of dry ecological latrines.
- The population was interested in learning the importance of water filters and purification tablets, as well as participating in water, sanitation and hygiene promotion trainings.

### Challenges

- The transport of dry ecological latrines to the riverside communities that are not accessible by land was a challenge.
- Community members were not initially receptive to the dry ecological latrines.
- In Asuncion, the migration of families to other locations required changes to the initial plan of action.

### Lessons learned

- Reassess the design of the dry ecological latrines to facilitate their transport to communities.

## Food Security, Nutrition and Livelihoods

**Needs analysis:** The emergency affected local production, such as agriculture, livestock, fisheries and day labour, which had a negative impact on household finances, access to products and food security. Basic needs were put in jeopardy with the continued precipitation and increase in water levels. The detailed assessment conducted indicated the need to support the population's food security (availability and access).

The plan entailed the distribution of food kits since local jobs were significantly damaged. Since the immediate recovery of livelihoods was not possible, the population required support for their daily livelihoods. The food kits (one per family) contained: 3 kg of sugar, 5 kg of flour, 5 kg of beans, 5 kg of mate herb (used for beverage), 5 kg of noodles, 2 kg of rice, 5 litres of oil and 1 kg of salt.

People who lost their crops, animals and agricultural tools obtained financial resources through the implementation of a cash transfer program (CTP) to revive their livelihoods. A voucher system was used in which the targeted population placed their orders (including seeds, veterinary products, tools and small animals) and the supplier then provided these products to the recipients of the area.

**Population to be assisted:** A total of 2,053 affected families in San Pedro and Ñeembucú were provided with one food kit per family, in line with Sphere standards. The CTP reached 1,045 families, in particular households of agricultural workers, day labourers and fisherpeople. To improve household resilience, they received support for the implementation of livelihood protection activities, such as improving infrastructure to protect livestock, seed bank, safe areas for cattle and poultry.

The National Society had trained staff experienced in the implementation of CTP as one was implemented in a 2015 operation.

Outcome 3: 2,053 affected families in San	Outputs	% achieved
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<b>Pedro and Ñeembucú receive a monthly food kit for two months to support food security.</b>	<b>Output 3.1:</b> 2,053 families receive food kits			100%
Activities	Implementation on time?		% of progress	
	Yes	No		
3.1.1. Beneficiary identification and selection	X		100%	
3.1.2. Tender process to select suppliers	X		100 %	
3.1.3. Distribution of food kits	X		100%	
3.1.4. Distribution and monitoring through the Mega V system.	X		100%	
4: 1,045 families have reactivated their livelihoods and agricultural production in San Pedro	Outputs		% achieved	
	Output 4.1: 1,045 families receive funding through the cash transfer programme to reactivate their livelihoods		100%	
	Output 4.2: 1,045 families improve their capacities to protect their livelihoods		100%	
Activities	Implementation on time?		% of progress	
	Yes	No		
Conduct a market study/identification and selection of programme suppliers	X		100%	
Training for families on how to use the CTP	X		100%	
Implementation of the CTP programme for 1,045 families in San Pedro.	X		100%	
Conduct a market study/identification and selection of suppliers for tools and materials to be delivered to beneficiaries.	X		100%	
Training for families on livelihoods protection actions	X		100%	
Accompaniment for families in livelihoods protection activities to be implemented	X		100%	

## Progress towards results

### Output 3.1

*Beneficiary identification and selection:* Beneficiaries in Ñeembucú were identified by the PRC volunteers from the Ñeembucú branch and in San Pedro, this identification was done by volunteers from San Estanislao and Asunción branches. This process also entailed the selection of products for the 32-kilogramme food kit: 3 kg. sugar, 3 kg. beans, 5 kg. flour, 5 kg. mate herb, 5 kg. of noodles, 5 kg. of rice, 5 litres of cooking oil and 1 kg of salt.

*Tender process to select suppliers:* The tender process was conducted in San Pedro in March and in Ñeembucú in May. In each case, at least five companies were considered. Local suppliers did not have the capacity to fulfil the needs so a company from Asunción was selected. In San Pedro, the company has delivered goods in four strategic points and these distributions were coordinated by local authorities.

*Distribution of food kits:* Food kits (65,696 kilos in total) were distributed to 2,053 families (10,265 people). The following table details the deliveries:

Department	District	Community	Families reached
Ñeembucu	Cerrito	Kurusu Ava	50
		Costa'i	104
		Paso Tajy	62
		Cerro Ñu	45
		San Salvador	26
		Potrerito	26
		Yryvucua	24
		Villa'i	18
	Mayor Martinez	Estero punta	90
		Ita Kora	82

		Ka"aguy Cupe	71	
		Potrero Bordon	37	
		Fuerte kue	37	
	Pilar	Valle Apu'a Este	84	
		KambaKua	64	
		Valle Apu'a Oeste	32	
		Blanco Ñu	44	
	Villalbin	San Miguel	66	
		Ñu Pa'u	46	
	San Pedro	Antequera	Monte Alto	20
			Barranquerita	32
			Barranca León	10
			Poroto	64
			Picada Antequera	37
Buena Vista			24	
Chore		La Niña Puerto	24	
		La Niña Oleros	50	
		Naranjahai	16	
San Pedro del Ykuamandyyú		Angelita	39	
		Tape Ka aguy	47	
		Peguaho	3	
		Extahon y Sto. Loma	42	
		Aguaraymi	146	
		Pto. Ybapovo	132	
		Puerto Santa Rosa	54	
		Costa Puku	6	
		Puerto San Roque	78	
Villa del Rosario		Mbopikua	14	
		Pto. Amistad	102	
		Kerambú	9	
		San Jose	96	
<b>Total</b>		<b>2053</b>		

*Distribution and monitoring through the Mega V system:* The Mega V system was used for all distributions. The PRC Risk Reduction and Disaster Management Unit registered the verification sources of the local distributions.

#### **Output 4.1**

A livelihoods specialist was hired as a consultant to develop and implement the PTE in San Pedro. This person was responsible for:

1. Conducting a market/identification study and selecting providers for the programme and an exit strategy.
2. Creating the selection criteria for communities and families for PTE beneficiaries
3. Organizing community meetings to identify and select beneficiaries using ODK.
4. Training families on the use of the PTE.
5. Ensuring training and deliveries within the PTE programme for 1,045 families and coordinate these with DEAG's technical team.

The selection criteria were created by taking into account these points, beneficiaries were identified and selected using a beneficiary's database that the community validated.

*Conduct a market study/identification and selection of programme suppliers:* A market/identification study of possible providers was carried for the four locations of Chore, San Estanislao, San Pedro del Ykuamandyyú and Concepción. The PRC determined that vouchers (900 Paraguay guarani, approximately 180 US dollars) be provided per family. The market identified and solicited tenders from 16 possible suppliers in the intervention zones; only six presented proposals and three informed that they were not available to do so. A supplier was selected for each district to

facilitate the speed of the administrative and logistic process, thus enabling faster distribution of supplies after the orders were placed.

*Training for families on how to use the CTP:* The targeted families received orientation on the CTP process, which was divided into three parts: 1. Delivery of vouchers and reception of orders; 2. Delivery of supplies ordered; and 3. Verification of orders and purchases.

The list of agricultural and veterinarian supplies, smaller animals and hardware supplies, with the respective prices, brands, technical specifications, presentation and origin, were presented to the targeted families. With technical guidance and support from volunteers, the families could place their order based on the assigned value. The distributors collected the orders, of which copies were given to the beneficiary and the PRC.

The distributor and the PRC maintained a seven-day delivery schedule. The reference points in each community coordinated with the beneficiaries regarding the delivery points in their respective communities. The supplier's invoice was given to the beneficiary and the PRC. Representatives of the Paraguayan Red Cross were present for the deliveries in all of the communities and a person will be designated from each of these for relevant authorizations.

Once the PRC administration received the invoices for each distributor, purchases and authorized supplies (and established costs) were verified.

*Implementation of the cash transfer programme for 1,045 families in San Pedro:* This activity was fully implemented as detailed in the table below:

Community	Number of families reached
Monte Alto	20
Banco Antequera	25
Aguaraymi	126
Tape Ka'aguy	63
Sgto Loma	42
Costa Puku	7
Peguaho	2
Puerto San Roque	76
Angelita	34
Poroto	55
Picada Antequera	36
Barranquerita	28
Kerambu	9
Puerto Amistad	96
San Jose del Rosario	84
La Niña Puerto	23
La Niña Oleros	53
Naranjahai	50
Puerto Santa Rosa	51
Puerto Ybapovo	151
Mbopikua	14
<b>Total</b>	<b>1045</b>

#### **Output 4.2.**

*Conduct a market study/identification and selection of suppliers for tools and materials to be delivered to beneficiaries:* The PRC's administration directorate carried out the selection and hiring process, following IFRC procedures and prior validation from the secretariat's Logistics Unit. The PRC invited all the distributors in each district to participate in the tender, specifying the conditions, requirements and administrative processes and quantity and quality of the products. Criteria was established to ensure timely delivery, a 20-day price freeze and suitable logistics for the order and delivery.

*Training for families on livelihoods protection actions:* A training of trainers was organized for 22 people (13 women and 9 men). Participants were composed of technical staff from the local DEAG, municipalities, San Pedro Secretariat for Disaster Risk Reduction and Disaster Management, community leaders and PRC communities. They then facilitated training to target beneficiaries that provided a basic introduction to livelihoods and the adaptation of agricultural products to climate variability. At least one representative from each beneficiary family participated in these training sessions.

*Accompaniment for families in livelihoods protection activities to be implemented:* Within the framework of the creation of the San Pedro COE, the actions implemented by the Secretariat of Disaster Risk Reduction and Disaster Management and the support of the San Pedro DEAG technical staff, workshop facilitators provided technical guidance on voucher use. This PTE consultant also provided technical support and oversaw the process.

### Achievements

- Involvement of local institutions in the EOCs.
- Participation by DEAG technical staff in the implementation.

### Challenges

- Participation by communities and their leaders.
- Shared work with local businesses.
- Strict logistics schedules and deadlines.

### Lessons learned

- The PRC needs to establish logistics in emergency processes.

### Building a culture of non-violence and peace

**Needs Analysis:** Domestic violence, common crime, drug problems, and child and adult prostitution were reported in the target areas. Adolescents of both sexes lived in a context of violence, illicit drug use, lack of employment opportunities and access to sexual and reproductive health information that generated a high rate of teenage pregnancy. Children faced violence on a daily basis and were in situations of vulnerability in the collective centres. The facilities in collective centre were inadequate for people with disabilities and elderly people. Institutional support for all of these population groups was extremely scarce and beyond the purview of State social protection programmes.

Population to be assisted: The population in collective centres and returning population received community-based support to decrease the multiple forms of violence and strengthened to create healthy environments and behaviours.

Outcome 5: Increased community-based protection measures, particularly the response to domestic violence, have contributed to decreasing expressions of violence in collective shelters and among the population who have returned to their homes in Asunción.	Outputs		% achieved
		<b>Output 5.1:</b> The population affected by floods that is located in temporary collective centres in Asunción has access to information and is organized to maintain their safety and integrity.	
Activities	Implementation on time?		% of progress
	Yes	No	
Community-level vulnerability assessment in protection	X		100%
Creation and strengthening of community-based protection committees	X		100%
Dissemination of key messages for social media	X		100%

*Community-level vulnerability assessment in protection:* Two knowledge, aptitude and practice (KAP) sessions were conducted at the start and end of the prevention actions. In the final KAP, 39 people (37 women and 2 men) participated, stating training activities and festivals reinforced learning about the rights to protection from all forms of violence and based on understanding of the concepts, knowledge of protection circuits and access to emergency numbers.

*Creation and strengthening of community-based protection committees:* Nine community-based protection committees (composed of 99% women) were created in Bañado Norte (Asunción). PRC volunteers reached 2,017 people: 415 men (138 children, 106 adolescents, 169 adults and 2 seniors) and 1602 women (187 girls, 507 adolescents, 871 adults and 37 older adults) with educational training sessions on the right to protection against all forms of violence and protection against violence against women, children, people with disabilities and the elderly. The community members themselves prioritized the topics to be addressed.

To complement the actions by the protection committees, 2,000 notebooks containing concepts, protection resources and emergency numbers were printed for distribution at the community level. Stickers were printed with the contact numbers of institutions who attend to issues of violence with children, women and other people in situations of vulnerability.

*Dissemination of key messages for social media:* Three inclusion festivals were held in October and December. Each had different themes: 1. inclusion of people with disability, the elderly and children; 2. women's right to live free from violence; and 3. Human rights and a culture of peace. The PRC estimates that 2,000 people participated in these events: 400 males (189 boys, 52 adolescents, 67 men and 92 seniors) and 1,600 females (360 girls, 104 adolescents, 952 women and 184 seniors). These festivals included music (folk and modern), interactive theatre, mural making, Paraguayan traditional games, balloons with key messages. Each festival included the distribution of snacks to participants.

Educational materials on these topics, mentioned above, were distributed to 2,000 families of Bañado Norte that participated in the action. Additionally, campaigns were conducted to promote key messages through the three thematic festivals mentioned above, including audio-visual dissemination campaigns achieved with support from media outlets (radio, press and television). Banners were produced with key messages in this area. The last inclusion festival, held on 17 December 2016 in the San Miguel Arcángel community, was aired on television.

The qualitative analysis of the intervention's impact shows that more knowledge and resources were available regarding violence in its multiple manifestations.

#### Achievements

- Involvement of men in this process.
- Attention provided to the elderly and people with disabilities.
- Creation of community support teams.
- Openness to dialogue regarding contentious issues and involvement and awareness raised among young people and children.

#### Challenges

- Participation of children and young people in the activities.

#### Lessons learned

- Use of recreational sessions or games-based activities with children and young people and/or community theatre productions.

### Disaster preparedness and risk reduction

**Needs analysis:** The population growth and effects of climate change affected the vulnerable populations that live along the banks of the main rivers of Paraguay. This recurring situation led to the irregular rise of river waters in 2014 and 2015. This recurring event primarily affects low-income families who are the most exposed in urban zones and the rural families dedicated to subsistence agriculture and cattle breeding.

As part of previous flood response, local coordination mechanisms were strengthened and supported through training, providing basic equipment for operations, as well as planning for preparations and risk reduction.

**Population to be assisted:** As an auxiliary to the government in humanitarian issues, the PRC supported and guided the strengthening process at the local level and the strengthening of the National Society's capacity to engage in preparations. At least 4,912 families in San Pedro, Asunción and Ñeembucú were supported in the preparation for future floods through family networks, community organizations and coordination with the local authorities and emergency response institutions.

Outcome 6: The communities of San Pedro, Asunción and Ñeembucú are prepared and resilient enough to respond to flooding through proper coordination with local authorities.	Outputs	% achieved
	<b>Output 6.1:</b> Families, communities and municipalities at risk of flooding have the required level of preparedness to respond to the emergency and reduce their risks.	100%

Activities	Implementation on time?		% of progress
	Yes	No	
VCA training workshops for local staff	X		100%
Conduct VCAs in the targeted communities	X		100%
workshop for local staff on disaster preparedness including family level preparedness.	X		100%
Preparation of family response plans	X		100%
Training for community brigades	X		100%
Equipping of community brigades	X		100%

### Progress towards results

*VCA training workshops for local staff:* The first workshop was implemented in San Pedro del Ykuamandyyú from 22 to 26 August 2016. Participants were active PRC volunteers who had participated in this operation in Asunción, Ñeembucú and San Pedro; active PRC volunteers from the floods operation in Capiatá and Itapúa; and community members from Ñeembucú, San Pedro and Asunción.

The workshop aimed to provide community workers with a methodology to establish community actions for risk reduction and its components through techniques that include rapid assessments involving community participation, particularly capacities to lead groups, systematize information, facilitate activities of community development projects related to disasters, health and local development. The workshop covered the following topics: risk analysis; historic flooding calendar and profile; seasonal calendar; social and institutional contextual analysis; identification of the spatial, threats and vulnerabilities, capacities and resources and cross-cutting topics in the area; transformation of vulnerabilities into capacities; creation of family response plans; and creation of community brigades.

The 39 participants (15 men and 24 women) came from the three target departments, two operational units (youth and relief) from Asunción, community reference points, as well as a representative from the Secretariat of Disaster Risk Reduction and Disaster Management.

The second workshop (a replication workshop with the same content) was held in Concepción with the participation of 21 volunteers (11 men and 10 women) from the youth and relief departments.

*Conduct VCAs in the targeted communities:* Community leaders in the collective centres in Asunción were convened to conduct community mapping and identify beneficiaries (and the people who had already received aid from other institutions). A door-to-door census to verify the data provided was conducted. The community leaders are considered PRC community volunteers and supported the relief distribution processes during the emergency phase.

*Workshop for local staff on disaster preparedness, including family level preparedness:* This activity was not done due to the lack of funds.

*Preparation of family response plans:* The PRC guided 40 families to create their own evacuation plans, within the actions to establish community emergency plans. These were delivered to each of the families and local authorities.

*Training for community brigades:* Community brigades were trained in community-based first aid, received support for their educational talks on each of its protocols and/or procedures related to damage and needs assessment, early warning system, among others.

*Equipping of community brigades:* A total of 50 first aid kits were distributed to the community leaders. These will be made available to the community and used to support the work of the community brigades. These were purchased and distributed after the end of this Emergency Appeal operation.

### Achievements

- Community participation in training processes.
- Involvement of community leaders to become central components in these processes.
- Joint work with other organizations on disaster risk reduction actions.
- Support from San Pedro government's Secretariat of Disaster Risk Reduction and Disaster Management.

### Challenges

- These processes were made more complex since they were concurrent with the implementation of the cash transfer programme.

### Lessons learned

- The National Society should create a local disaster risk reduction plan that is adapted to the local context.

### National Society capacity building

**Needs analysis:** The response to the floods challenged PRC's capacity and required a scale-up of actions in terms of staff numbers and other organizational components. Substantial resources to strengthen the institutional preparation capacity of the National Society's local branches that participated in the emergency response were required.

**Population to be assisted:** Given that volunteers are the backbone of the Red Cross' capacity to provide services, support was provided to local branches that participate in the response in order to improve their management capacity and recruitment of volunteers. Support was provided to repair and renovate damaged branch infrastructure (buildings and/or facilities). These branches also received support to improve their capacity to provide health assistance during emergency situations. Finally, PRC received guidance for the improvement of its institutional capacity to respond to disasters with the training the emergency response teams (National Intervention Team) and the pre-positioning of supplies.

Outcome 7: The Paraguayan Red Cross' capacity to deliver on programmes and services in future disasters is strengthened	Outputs		% achieved
	Output 7.1: National and local PRC response teams are prepared to respond to floods and emergencies		100%
	Output 7.2: PRC branches in the flood-affected local and regions have improved facilities		100%
Activities	Implementation on time?		% of progress
	Yes	No	
Design and preparation of the response plan	X		100%
Strengthening of headquarters and branch EOCs	X		100%
EOC course for National Society staff and volunteers	X		100%
Renovate damaged office building(s)	X		100%
Provide essential office equipment to branches	X		100%

### Progress towards results

*Design and preparation of the response plan:* A consultant was hired with the objective of creating a draft of the National Society's response plan, which was submitted to the Executive Committee for printing and subsequent circulation. The plan was implemented through regional workshops. The plan was based on four common scenarios at the regional level: floods; droughts; epidemics; and storms. The plan was completed and socialized after the Emergency Appeal operation ended; thus, the PRC assumed responsibility for its cost and dissemination.

*Strengthening of headquarters and branch EOCs:* PRC prioritized the strengthening of the National Emergency Operations Centre (NEOC). A space was adapted to become an Information Management Centre for non-emergency situations, which can be converted into the Information and Reports Area during emergencies. This renovated space has been furnished with the necessary desks, meeting rooms, computers and audio-visual equipment.

*EOC course for National Society staff and volunteers:* PRC did not have funds for this activity, so it incorporated it into the strengthening of the NEOC actions previously mentioned.

*Renovate damaged office building(s):* The renovation of damaged office building was completed in the Ñeembucú local branch, which was used as an EOC in emergency situations, and during non-emergency situations it will be available for the meetings and/or activities of volunteers. Two projectors were purchased to support this branch's actions at the community level and in its EOC.

*Provide essential office equipment to branches:* The Ñeembucú local branch received computer equipment and office supplies for improved activity implementation.

As part of the National Society strengthening, the work strategy included volunteer recruitment and training. The consolidation of inter-branch/sub-branch support networks was promoted through the recruitment and training of volunteers, above all through the involvement of university volunteers and/or volunteers with specific skills.

In San Pedro, three teams were trained. In San Pedro del Ykuamandyú, a volunteer group was trained in psychosocial support and community-based health and first aid (CBHFA), which was complemented with a Participatory Transformation for Hygiene and Sanitation workshop. In San Estanislao, volunteers were trained in

psychosocial support and CBHFA. The third team in the Concepción branch worked in two communities (Puerto Ybapovo and Puerto Santa Rosa) and was trained in all three.

The PRC branch in Ñeembucú has a team of local volunteers supported by the psychosocial support team from the Itapúa branch. In Asunción, the intervention area was divided into three geographic areas; these have been supported by the sub-branches of Mariana Roque Alonso and Capiatá and the PRC youth and relief departments from the national headquarters. A total of 141 volunteers (79 women and 62 men) were mobilized for this operation as detailed in the following table:

Origin of PRC volunteers	Women	Men
Relief and Youth	7	10
Itapúa	7	1
Ñeembucú	3	6
Mariano R. Alonso	9	10
San Pedro	22	7
Concepción	3	4
Capiatá	28	24
<i>Subtotal</i>	<i>79</i>	<i>62</i>
<b>Total</b>	<b>141</b>	

Local branches received training on volunteer management. This process had the support of the Volunteer Directorate, which from the beginning of the operation established oversight mechanisms. At the closure of the first stage, volunteers were recognized for their contributions to the operation.

A National Intervention Team training programme with an emphasis on water, sanitation and hygiene was held between 9 and 13 April in San Pedro del Ykuamandyyú (San Pedro). A total of 20 people (12 females and 8 males) participated and successfully completed the programme. Volunteers from the branches in Concepción (2), San Pedro (1), Itapúa (2), Ñeembucú (1), Capiatá (1), Mariano Roque Alonso (4), Relief (2), National Headquarters (4), Argentinian Red Cross (2) and the Government of San Pedro (1) were trained.

#### Achievements

- Involvement of NIT and EOC volunteers in supporting the creation of the Response Plan.
- Management's motivation in relation to the importance of having an Information Management Centre.
- Strengthening the Ñeembucú local branch to achieve greater positioning at a local level.

#### Challenges

- Participation of all of sectors from National Headquarters in creating the response plan.
- Interest and motivation in holding the EOC conversations.

#### Lessons learned

- Sector-based working groups should be organized to establish and ensure protocols and procedures.

### Quality Programming / Areas Common to all Sectors

Outcome 8: Continuous and detailed assessment and analysis are used to inform the design and implementation of the operation.	Outputs	% achieved	
	<b>Output 8.1:</b> Initial needs assessment are updated following consultation with beneficiaries		100 %
<b>Output 8.2:</b> The management of the operation is informed by a comprehensive monitoring and evaluation system		100%	
<b>Output 8.3:</b> Mechanisms are in place to facilitate two-way communication with and ensure transparency and accountability to disaster-affected people		100%	
Activities	Implementation on time?		% of progress
	Yes	No	
Emergency rapid assessment by branches, national headquarters and the	X		100 %

IFRC			
Prepare a multi-sectorial plan of action	X		100 %
Perform a detailed assessment of damage for affected communities	X		100 %
Hiring of National Society personnel (general coordinator, health, PSS, livelihoods and communications)	X		100 %
Mobilization of RITs (water and sanitation and livelihoods)	X		100 %
Monitoring of the operation by the IFRC	X		100 %
Beneficiary satisfaction survey	X		100 %
Lessons learned workshop	X		100 %
Final evaluation of the operation	X		100%
Prepare and disseminate press releases and beneficiary stories	X		100%
Video and photo coverage of the operation / Beneficiary stories	X		100%

### Progress towards results

*Emergency rapid assessment by branches, national headquarters and the IFRC:* The PRC in San Pedro assessed the operation during the first weeks. There were some obstacles in terms of weather conditions that were not very favourable, combined with difficulties in accessing most communities which were sometimes inaccessible due to flooding. In Asunción, the assessment was carried out without problems.

Further assessments were conducted following Operation Return and used to inform the implementation of the intervention plan at the operational level.

*Prepare a multi-sectorial plan of action:* The multisectorial plan was designed by PRC's Directorate of Operations and Programme Management through its Disaster Risk Reduction and Disaster Management Unit. This unit organized and established the actions to follow.

*Perform a detailed assessment of damage for affected communities:* In the departments of San Pedro and Ñeembucú, a detailed assessment was carried out in June to identify the effects on communities in the areas of water, sanitation and hygiene.

*Hiring of National Society personnel (general coordinator, health, PSS, livelihoods and communications):* With regards to human resources, during the first phase (mid-January to mid-April) and within the framework of the actions financed through the disaster relief emergency fund, the PRC field team in San Pedro was composed of a departmental coordinator, an administrator, a field technician, a psychosocial support technician and volunteers from the San Pedro (San Estanislao) and Concepción (Concepción) local branches. This team also included a sectoral health coordinator, based in Asunción, who coordinated actions with volunteers from the Mariano Roque Alonso sub-branch. Technical support was provided by the PRC's National Social Inclusion focal point and the National Disaster Risk Reduction and Disaster Management focal point.

During the second phase of the intervention (mid-April to end of July), the team consisted of a general coordinator; two field coordinators (San Pedro and Ñeembucú); an administrator; and two sectorial coordinators (health and livelihoods), in coordination with volunteers from the Concepción (Concepción), San Pedro (San Estanislao and San Pedro del Ykuamandyú), Itapúa (Encarnación) and Ñeembucú (Pilar) local branches. In Asunción, the sub-branches of Capiatá and Mariano Roque Alonso and the PRC's departments of relief and youth were involved in the action while their volunteers have ensured the coverage of the collective centres in different geographic zones, achieving positive outcomes at the operational, management and administrative levels. Additionally, a reporting and monitoring officer, an operations assistant, a driver and a communications consultant were incorporated into the staff team.

*Mobilization of regional intervention team members (water and sanitation and livelihoods):* Two regional intervention team members were mobilized: one in Water, Sanitation and Hygiene in March, and the other for livelihoods in June.

*Monitoring of the operation by the IFRC:* From the start of the emergency actions, the disaster management coordinator for South America provided support. The entire operation was also technically monitored by the Directorate for Operations and Programme Management through the Disaster Risk Reduction and Disaster Management, Health and Social Inclusion Units.

*Beneficiary satisfaction survey:* This survey was conducted as part of the end of activities of the first phase of the action in San Pedro. The preliminary data yielded very positive results in terms of the implementation of all of the activities. Another survey was conducted at the end of the operation, which also produced favourable results.

*Lessons learned workshop:* While a workshop was not held during the period of this Emergency Appeal operation, a document was drafted that brings together best practices and lessons learnt within the framework of the operation. The methodology used to identify best practices and lessons learnt involved interviews with all of the staff involved. The document was socialized for its assessment and validation. The National Society conducted an activity to gather additional information on lessons learned after this Emergency Appeal ended.

*Final evaluation of the operation:* The final evaluation of the operation was conducted by the IFRC, with Canadian Red Cross funds, in March. This report, presented to the National Society and the IFRC, was used to address problems that arose during the operation. This evaluation was not conducted with Emergency Appeal funds.

*Prepare and disseminate press releases and beneficiary stories:* An Emergency Communication Plan was created, taking into account the experience of other operations and interventions. At a local level, local radio stations in San Pedro del Ykuamandyyú and Ñeembucu supported by transmitting information. The process of sharing the database with the Communications Unit was published in the Red Cross Newsletter through social networks.

*Videos and photos of the operation/ beneficiary stories:* PRC produced three videos: 1. PTE; 2. best communications practices; and 3. protection approach. Several interviews have been conducted with beneficiaries. A case study document was drafted on best communication practices. These were done after the EA ended; they were done with PRC funds.

### **Achievements**

- Preparation of a Communication Plan aligned with current technologies.
- Innovation in communication actions.
- Involvement of community focal points as fundamental links for PRC actions.

### **Challenges**

- Having good photos to demonstrate progress.
- Accessing real time information about the activity implementation.

### **Lessons Learned**

- Need for a team of volunteers specialized in communications in order to optimize the actions.
- A more direct communication channel with beneficiaries is required.

## Reference documents

Click here for [DREF Operation Report](#);

[Emergency Plan of Action \(EPoA\)](#)

[Operations Update no. 1](#)

[Operations Update n. 2](#)

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1. Preliminary final financial report [below](#)
2. Click [here](#) to return to the title page

## How we work

All IFRC assistance seeks to adhere to the Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the Humanitarian Charter and Minimum Standards in Disaster Response (Sphere) in delivering assistance to the most vulnerable.

The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

[www.ifrc.org](http://www.ifrc.org)  
Saving lives, changing minds.



The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.

## Disaster Response Financial Report

### MDRPY018 - Paraguay - Floods

Timeframe: 24 Dec 15 to 31 Dec 16

Appeal Launch Date: 27 Jan 16

Interim Final Report

#### Selected Parameters

Reporting Timeframe	2015/12-2018/10	Programme	MDRPY018
Budget Timeframe	2015/12-2016/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>A. Budget</b>			<b>1,144,516</b>			<b>1,144,516</b>	
<b>B. Opening Balance</b>							
<b>Income</b>							
<b>Cash contributions</b>							
American Red Cross			216,981			216,981	
European Commission - DG ECHO			-67,021			-67,021	
Japanese Red Cross Society			43,830			43,830	
Other			166,707			166,707	
Red Cross of Monaco			16,481			16,481	
Swedish Red Cross			124,787			124,787	
Swiss Red Cross (from Swiss Government*)			80,000			80,000	
The Canadian Red Cross Society (from Canadian Government*)			60,275			60,275	
VERF/WHO Voluntary Emergency Relief			800			800	
<b>C1. Cash contributions</b>			<b>642,839</b>			<b>642,839</b>	
<b>Inkind Goods &amp; Transport</b>							
American Red Cross			22,723			22,723	
<b>C2. Inkind Goods &amp; Transport</b>			<b>22,723</b>			<b>22,723</b>	
<b>Other Income</b>							
DREF Allocations			205,097			205,097	
<b>C4. Other Income</b>			<b>205,097</b>			<b>205,097</b>	
<b>C. Total Income = SUM(C1..C4)</b>			<b>870,660</b>			<b>870,660</b>	
<b>D. Total Funding = B + C</b>			<b>870,660</b>			<b>870,660</b>	

\* Funding source data based on information provided by the donor

## II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>B. Opening Balance</b>							
<b>C. Income</b>			870,660			<b>870,660</b>	
<b>E. Expenditure</b>			-966,399			<b>-966,399</b>	
<b>F. Closing Balance = (B + C + E)</b>			<b>-95,739</b>			<b>-95,739</b>	

## Disaster Response Financial Report

## MDRPY018 - Paraguay - Floods

Timeframe: 24 Dec 15 to 31 Dec 16

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Interim Final Report

## Selected Parameters

Reporting Timeframe	2015/12-2018/10	Programme	MDRPY018
Budget Timeframe	2015/12-2016/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
<b>BUDGET (C)</b>				<b>1,144,516</b>		<b>1,144,516</b>		
<b>Relief items, Construction, Supplies</b>								
Food	64,289			64,400		64,400	-111	
Water, Sanitation & Hygiene	313,855			207,477		207,477	106,378	
Medical & First Aid	6,987			5,461		5,461	1,527	
Teaching Materials	77,621			50,727		50,727	26,893	
Utensils & Tools	27,352			22,284		22,284	5,068	
Other Supplies & Services	44,036						44,036	
Cash Disbursement	184,072			195,470		195,470	-11,398	
<b>Total Relief items, Construction, Sup</b>	<b>718,213</b>			<b>545,819</b>		<b>545,819</b>	<b>172,394</b>	
<b>Land, vehicles &amp; equipment</b>								
Vehicles	28,477			21,327		21,327	7,150	
Office & Household Equipment	6,850						6,850	
<b>Total Land, vehicles &amp; equipment</b>	<b>35,327</b>			<b>21,327</b>		<b>21,327</b>	<b>14,000</b>	
<b>Logistics, Transport &amp; Storage</b>								
Storage	2,936			4,064		4,064	-1,128	
Distribution & Monitoring	20,453			9,693		9,693	10,760	
Transport & Vehicles Costs	25,933			31,231		31,231	-5,299	
Logistics Services	3,719			5,853		5,853	-2,135	
<b>Total Logistics, Transport &amp; Storage</b>	<b>53,039</b>			<b>50,842</b>		<b>50,842</b>	<b>2,198</b>	
<b>Personnel</b>								
International Staff	10,764			8,111		8,111	2,654	
National Staff	10,044			10,033		10,033	11	
National Society Staff	95,577			96,923		96,923	-1,347	
Volunteers	23,215			15,769		15,769	7,446	
Other Staff Benefits	1,761			350		350	1,411	
<b>Total Personnel</b>	<b>141,362</b>			<b>131,186</b>		<b>131,186</b>	<b>10,176</b>	
<b>Consultants &amp; Professional Fees</b>								
Consultants	15,070			1,986		1,986	13,084	
Professional Fees	4,110			28,270		28,270	-24,159	
<b>Total Consultants &amp; Professional Fees</b>	<b>19,180</b>			<b>30,256</b>		<b>30,256</b>	<b>-11,076</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	31,804			12,518		12,518	19,286	
<b>Total Workshops &amp; Training</b>	<b>31,804</b>			<b>12,518</b>		<b>12,518</b>	<b>19,286</b>	
<b>General Expenditure</b>								
Travel	17,419			20,381		20,381	-2,962	
Information & Public Relations	27,939			11,907		11,907	16,032	
Office Costs	16,245			24,387		24,387	-8,142	
Communications	8,612			3,856		3,856	4,756	
Financial Charges	1,468			-19,644		-19,644	21,112	
Other General Expenses				15		15	-15	
Shared Office and Services Costs	4,055			2,108		2,108	1,948	
<b>Total General Expenditure</b>	<b>75,737</b>			<b>43,008</b>		<b>43,008</b>	<b>32,729</b>	
<b>Operational Provisions</b>								
Operational Provisions				68,192		68,192	-68,192	
<b>Total Operational Provisions</b>				<b>68,192</b>		<b>68,192</b>	<b>-68,192</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recover	69,853			58,528		58,528	11,325	

## Disaster Response Financial Report

### MDRPY018 - Paraguay - Floods

Timeframe: 24 Dec 15 to 31 Dec 16

Appeal Launch Date: 27 Jan 16

Interim Final Report

#### Selected Parameters

Reporting Timeframe	2015/12-2018/10	Programme	MDRPY018
Budget Timeframe	2015/12-2016/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
<b>BUDGET (C)</b>				<b>1,144,516</b>			<b>1,144,516</b>	
<b>Total Indirect Costs</b>	69,853			58,528			<b>58,528</b>	<b>11,325</b>
<b>Pledge Specific Costs</b>								
Pledge Earmarking Fee				3,122			<b>3,122</b>	<b>-3,122</b>
Pledge Reporting Fees				1,600			<b>1,600</b>	<b>-1,600</b>
<b>Total Pledge Specific Costs</b>				<b>4,722</b>			<b>4,722</b>	<b>-4,722</b>
<b>TOTAL EXPENDITURE (D)</b>	<b>1,144,516</b>			<b>966,399</b>			<b>966,399</b>	<b>178,117</b>
<b>VARIANCE (C - D)</b>				<b>178,117</b>			<b>178,117</b>	

**Disaster Response Financial Report****MDRPY018 - Paraguay - Floods**

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**Selected Parameters**

Reporting Timeframe	2015/12-2018/10	Programme	MDRPY018
Budget Timeframe	2015/12-2016/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

**IV. Breakdown by subsector**

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
<b>BL3 - Strengthen RC/RC contribution to development</b>							
Disaster risk reduction	1,144,516		870,660	870,660	966,399	-95,739	
Subtotal BL3	1,144,516		870,660	870,660	966,399	-95,739	
<b>GRAND TOTAL</b>	<b>1,144,516</b>		<b>870,660</b>	<b>870,660</b>	<b>966,399</b>	<b>-95,739</b>	