

Emergency Plan of Action Final Report

Cote d'Ivoire: Floods

DREF operation	Operation n° MDRCI010
Date of Issue: 30 April 2019	Glide number: FL-2018-000077-CIV
Date of disaster: 18 June 2018	
Operation start date: 1 July 2018	Operation end date: 01 December 2018
Host National Society(ies): Cote d'Ivoire Red Cross (CRCI)	Operation budget: CHF 197,186
Number of people affected: 25,000 people (5,000 households)	People reached: 12,793 people (2,559 HH) <ul style="list-style-type: none"> • Direct beneficiaries: 2,000 people (400 HH) • Indirect beneficiaries: 10,793 people (2,159 HH)
N° of National Societies involved in the operation: Three (3) Côte d'Ivoire Red Cross Society, Netherlands Red Cross, Iran Red Crescent.	
N° of other Partner Organizations involved in the operation: IFRC, Ministry of health, Ministry of Defense, MSF, Decentralized Government Structures, UNICEF, PAM, and UNFPA.	

A. SITUATION ANALYSIS

Description of the disaster

Stormy rainfall of unprecedented intensity fell on the Côte d'Ivoire' capital, Abidjan and Tiassalé, Toulepleu, San Pedro on the night of 18 and 19 June 2018. Following this heavy downpour, several neighbourhoods in Abidjan and in-country towns including Tiassalé, Toulepleu, San Pedro registered significant material and human damage caused by floods and accompanying landslides in some high-risk areas. These landslides occurred in mainly illegal settlements and the government has taking steps to relocate residents. The six districts of Abidjan: Abobo, Adjamé, Attécoubé, Cocody, Kumasi, Yopougon were all flooded with different needs and priorities.

In response to this situation, the IFRC launched a [DREF operation](#) on 18 June 2018 for CHF 197,186, targeting two (out of six) high risk areas of Abidjan (Cocody and Attécoubé) and the area of Tiassalé, affected by the flooding. These locations were selected based on needs and priorities. Coordination was done with the ICRC, Iranian RC, WFP, Local NGOs, mobile phone companies and government. The operation provided support in the areas of health and water, sanitation and hygiene (WASH). In addition, it provided minimum means of subsistence to allow the affected families to access food and non-food items. As most of the affected population reside in urban areas, a socio-economic and market assessment was used to determine the minimum package to be supported for each selected household, so that cash is used to respond. Volunteers' capacity was strengthened through refresher trainings for relief cash distribution, prevention of waterborne diseases and orientation training for community engagement. In addition, continuous assessments of the needs of affected households were conducted to adjust actions undertaken through this operation. An [Operation Update](#) was published on 8 November 2018, granting a one month no-cost extension to allow completion of implementation of the cash component of the operation, bringing overall implementation timeframe to four months.

The major donors and partners of the DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, Canada, Denmark, Finland, Ireland, Italy, Japan, Luxembourg, Monaco, the Netherlands, Norway, Spain, Sweden and the USA, as well as DG ECHO, the UK Department for International Development (DFID), AECID, the

Medtronic and Zurich Foundations and other corporate and private donors. On behalf of Côte d'Ivoire Red Cross Society (CRCI), the IFRC extends gratitude to all partners for their generous contributions.

Summary of response

Overview of Host National Society

CRCI undertook a rapid assessment on 19 June 2018 and identified 155 households affected in Attécoubé, 220 households in Cocody and 125 households in Tiassalé. However, another continuous assessment provided the following updated figures: 550 households affected in Cocody, 155 households affected Attécoubé and 400 households affected in Tiassalé for a total of 5,525 people. It was later observed that there were more people affected by the flood than initially found in the assessments.

A total of 12,793 people (2,559 households) were reached through this DREF operation. Of these number of people, 2000 people (400 households) were reached with direct cash assistance. They included 246 households in Cocody, 25 in Attécoubé and 129 in Tiassalé. The remaining 10,793 people (2,159 HH) were reached mainly through hygiene awareness sessions. The operation targeted 2,850 people (570 households).

Côte d'Ivoire Red Cross (CRCI) had a dedicated staff, programme coordinator, for this operation who managed the cash distribution processes and all the key activities. CRCI through its network of volunteers provided search and rescue reaching 133 beneficiaries. First aid services and psychosocial support also reached 293 flood affected victims through the mobilisation of four mobile clinics in Cocody. The presence of the victims in the schools (Hoba Hèleine and EPP Assouaré) and the churches of St. Cocody Family received needed assistance in first aid care from the volunteers. Unfortunately, this action was insufficient in view of the high health needs at the reception sites and the vulnerability of the displaced populations, so it was necessary to deepen the health assistance in the aforementioned cities.

After the flooding, a radio show with thematic areas on hygiene and sanitation commenced in Cocody, Attécoubé and Tiassalé. A total of 223 sessions through mobile clinic were conducted, 156 people received health and psychosocial care. In addition, a total of nine drainage cleaning and strategic location de-watering campaigns were conducted. This included three flooded health centres and residential areas in Cocody (1) and five flooded locations in Tiassalé (2).

A total of 24 volunteers were trained on emergency first aid, psychosocial support, initial evaluation, distribution techniques and prevention of water-borne diseases. In addition, 20 volunteers received a series of training on cash transfer, 35 volunteers in community engagement and accountability and mobile cinema awareness technology were used to conduct awareness and beneficiary communication session with 15 volunteers trained. In addition, CRCI trained volunteers on cash transfer and rolling out the feedback and complaint mechanism.

Activity	Cocody			Attécoubé			Tiassalé			Total
	Male	Female	Children	Male	Female	Children	Male	Female	Children	
Search and rescue	32	24	54	3	3	7	6	2	2	133
Hygiene awareness sessions	2,580	10,213	1,788	680	367	4,188	183	77	1,040	12,793
Mobile clinics	58	86	12	0	0	0	0	0	0	156
Training of volunteers	10	5	0	7	4	0	5	3	0	34
Beneficiaries of cash distribution	168	78	0	18	7	0	73	56	0	400

Table 1: Statistics of beneficiaries reached during implementation

A cash distribution was provided to 400 individuals for the corresponding number of families, followed by a post-distribution monitoring and beneficiary satisfaction survey. The cash distribution was delayed due to the long procurement process and the transfer of funds. The bid was posted twice due to a low response rate. The tender was restricted to only three credible mobile service providers (MTN, Orange, and Moov Côte d'Ivoire). The tender analysis and awarding the contract took three more weeks. At this stage, IFRC Regional Office needed to validate the entire procurement process from CRCI

before validating the fund transfer. This was approved on the 15th October 2018. All tools for post-distribution monitoring, beneficiary satisfaction survey, feedback mechanisms, SoPs and checklist were created. The lessons learnt workshop took place on 20th November 2018, which was soon after the post-distribution monitoring (11-14th November 2018).

The selection of the 400 beneficiaries of the cash disbursement was completed and beneficiaries were communicated to about the transfer. The selection criteria used to identify key beneficiaries included; (i) households affected by the flood, large households with a high number of vulnerable people, (ii) households affected by the flood, (iii) headed by a woman with children under 5 years, and (iv) households dependent on community solidarity to meet their food needs.

A SIM card distribution and the opening of an account with the selected mobile operator, MTN, was done and the list of beneficiaries was transmitted to the MTN operator. Funds were transferred to the mobile operator MTN (FSP) for CTP on 19 October 2018. The cash distribution was completed in two sessions, the first cash distribution was held on 25th October 2018 and covered 396 beneficiaries and the remaining four (04) beneficiaries received their cash on the 8th November 2019. This is because there was a need to do a second cash distribution because four beneficiaries did not receive the amount for the first payment due to technical issues experienced by MTN.

Overview of Red Cross Red Crescent Movement in country

To facilitate the response to this disaster, the RCRC Movement components present in Côte d'Ivoire provided several types of support. IFRC provided technical support through the deployment of one Cash Transfer Programming (CTP) RDRT and one Staff on Loan (from Austria Red Cross) as part of the Surge team who were able to support the assessment. The Austrian Red Cross staff provided support for two weeks in the month of August 2018. The CTP RDRT ended his mission on the 25 September 2018 and supported the development of CTP tools and follow-up to get the contract with the mobile service provider. The team deployed the PMER regional office member to support the post-distribution monitoring and lessons learnt workshop.

CRCI pre-financed the initial assessment which was later reimbursed by the Netherlands Red Cross. The ICRC provided funds during the initial assessment to cover communication-related costs and provided logistical support in terms of vehicles and protective equipment for volunteers. The Iranian RC provided logistical support through donation of tape cartons for mobile clinics.

Overview of non-RCRC actors in country

UNICEF, UNFPA, WFP, UNESCO and UNHCR provided humanitarian assistance through cash and NFIs to the affected households that were not covered by this operation. Joint evaluations were also conducted with the United Nations system agencies but only the WFP responded to the needs of the affected by providing cash transfer to 600 households.

The World Food Programme (WFP), in partnership with CRCI implemented a cash transfer programme for an additional 500 vulnerable households. Each household received cash assistance of 90,000 CFA. Other NGOs and institutions provided support to beneficiaries via the CRCI, these included: NGO SERVIR (food and non-food items), NGO SHARING (non-food items and cash), QNET (cash) and SIB bank (cash).

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

Needs analysis and scenario planning

Hygiene and sanitation and sensitization, community mobilization, coordination was carried out by the CRCI and other actors to improve the situation of the affected population. Additional rainfall during the implementation period caused further damage. Several other locations besides those identified in the DREF operation were affected by the floods causing new households to be affected (see below). All the organizations listed above worked to provide additional support to complement on-going humanitarian assistance and meet the additional needs.

CRCI had wanted to expand the reach to cover additional households, however, they were not eligible to expand the operation to new locations based on the DREF guidelines because the floods had occurred a month before. The additional households affected were in the following locations:

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

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

As water receded, several affected households returned to their original homes. However, needs in livelihood, health, hygiene and sanitation, psychosocial support continued to be reported in locations outside the DREF operation.

B. OPERATIONAL STRATEGY

Proposed strategy

The overall aim of this operation was to contribute to improve the health and living conditions of 570 vulnerable households affected by the floods and landslides caused by the heavy rains during the night of 18 to 19 July 2018 in the cities of Abidjan and Tiassalé. The focus areas in Abidjan was Cocody, Attécoubé and Tiassalé.

The strategy remained the same as initially proposed in the EPoA, however, there were delays in implementation. The WASH activities were abruptly stopped by the government. These activities included the emergency latrines and distribution of hygiene kits. The kits have been pre-positioned by CRCI and will be used for future emergencies.

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

The provision of livelihoods and basic survival means (non-food, food, and water), through a Cash transfer programming, targeted 400 most vulnerable households (2,000 people) affected by the flood. A rapid market and risk assessment was carried out to ensure that all elements were well considered.

C. DETAILED OPERATIONAL PLAN

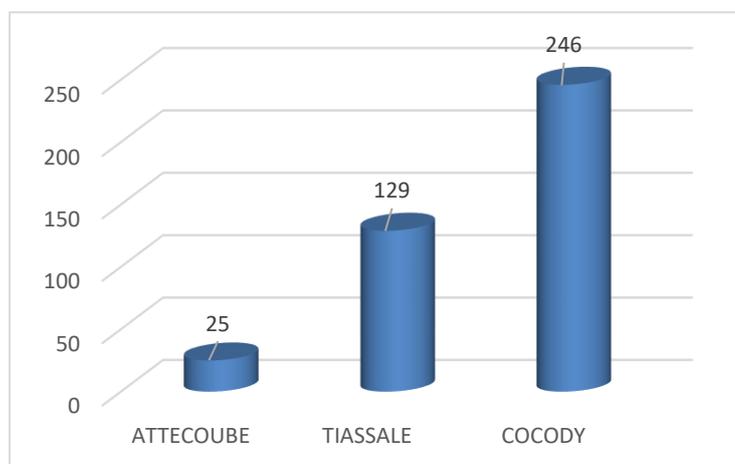
	<p>Livelihoods and basic needs</p> <p>People reached: 400 households (2,000 people)¹</p> <p>Male: 1,010</p> <p>Female: 990</p>		
Indicators:		Target	Actual
# of people reached with necessary cash grants for relief purposes		2,000	2,000
# of households supported with cash grant		400	400
# of volunteers trained in CTP		20	20

¹ Approximately 49.5% women versus 50.5% men in Côte d'Ivoire.

# of PDM conducted	1	1
# of data collection and CTP distribution tools designed	1	1

Narrative description of achievements

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



Graph 1: Beneficiary location for the unconditional cash grant



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

The rapid assessment conducted by CRCI confirmed the preferred modality to be mobile cash transfer using locally available financial service providers (FSP). A restricted tender process targeting the three most reliable FSP had been launched and the process concluded with the selection of MTN Côte d'Ivoire as the most preferred option. The technical validation of the tendering process to proceed with cash distribution by the FSP was concluded and the cash transfer commenced in mid-October. The verification of recipient was done in all the three location and the post distribution monitoring were held in 11 to 14 November 2018.

Initially, there was a delay in some of the activities. The reason for the delay is due to the long procurement process of the mobile service providers and the transfer of funds. The bid was posted twice due to a low response rate. The tender was restricted to only three credible mobile service providers. The tender analysis and awarding the contract took three or more weeks. At this stage, Regional Office needed to validate the entire procurement process from CRCI before validating the fund transfer. This was approved on the 15 October 2018.

The beneficiary selection criteria used to identify the 400 beneficiary households included that households; (i) must be affected by the flood and have a large household with a high number of vulnerable people, (ii) must be affected by the flood and headed by a woman with children under 5 years, and lastly (iii) households must be dependent on community solidarity to meet their food needs. This activity reached affected households as follows: 246 households in Cocody, 25 in Attécoubé and 129 in Tiassalé.

The communities were involved throughout the beneficiary selection process and validated the final list of beneficiaries. The selection of the 400 beneficiary households was completed and beneficiaries were communicated to about the transfer SIM card distribution and the need to open an account with the selected mobile operator -- MTN in Cocody, Tiassalé and Attécoubé and the list of beneficiaries were transmitted to the operator. This was the first experience having mobile company doing the cash transfer activities which is a milestone for future intervention.

A post distribution monitoring-PDM was conducted on the 11 to 14 November 2018. The main objective was to assess and measure the (potential) changes because of the cash transfer on beneficiaries in order to improve the methods used for possible assistance. The PDM was conducted in three locations; Attécoubé, Cocody and Tiassalé. The post-distribution was administered by seven volunteers (Attécoubé: 1 volunteer, Cocody: 4 Volunteers and Tiassalé: 2 volunteers) and collected over a two-day period. Analysis was done using the MAGPI application and SPSS software with the support from the monitoring and evaluation department. The questionnaire was administered to 68 respondents (see table below) from households which had received the cash grant. Based on the PDM findings, it was evident that the cash transfer enabled households to spend the amount given on food (22.1%), essential

household items (13.2%), medical expenses (10.3%), education (8.8%) and other expenses (5.9%). The PDM findings concluded that the beneficiaries were very satisfied with having received this assistance and according to some, this support was useful because part of the assistance helped them solve some of the problem caused by the flood.

Sample	Number of beneficiaries	Number of beneficiaries interviewed	Percentage (%)
Attécoubé	25	3	12.0
Cocody	246	43	17.5
Tiassalé	129	22	17.1
Total	400	68	17.0

Challenges

Some beneficiaries could not be reached after the first cash distribution because they had two phone numbers registered in the MTN system and needed to be clarified which number was to be used.

One of the beneficiaries had given the phone number of a relative. The funds were wired to the relative who refused to hand-over the funds to the beneficiary. This challenge was resolved through the support of CRCI personnel who was able to get in touch with the relative and ensure funds were handed over to the beneficiary.

Some of the beneficiaries had to purchase new MTN sim cards (as not all them had this mobile service provider). The challenge was to get beneficiaries to purchase sim cards as it took some time for them to register for MTN. In the next program, CRCI may need to consider using beneficiary normal phone numbers instead of forcing them to get a new number just for the project as all these MTN number are now disconnected.

Lack of emergency food and non-food item stocks meant CRCI was unable to respond promptly and on-time. In the future, CRCI should invest on emergency stocks so that when an emergency occurs, they can respond promptly.

Many NGOs working in the same sector also provided support that reached the same beneficiaries. This led to inequity to other community members that were affected by floods but not targeted.

Some beneficiaries expected different type of support than provided. This was due to poor coordination of all humanitarian actors involved as beneficiaries received different information from partners who worked in isolation. Volunteers had been trained on CEA and community engagement had commenced but the confusion resulted from poor coordination with all humanitarian actors. In the future, there will be a need to reinforce communication between beneficiaries and all the key stakeholders to bring clarity on CRCI support provided.

Beneficiaries were given 90,000 CFA for one month but expected more cash as they compared the grant to that given by the government and WFP. This differed significantly with government targeting individual with 150,000 CFA and WFP provided 90,000 CFA per household per month for a three-month period.

Some beneficiaries did not have ID cards which made it difficult to register them.

The beneficiary households were not informed about the PDM prior to the home visits, so they could prepare and adjust their program to receive the PDM surveyors. In the future, it would be good to Inform beneficiaries at least one week before the survey to enable them plan accordingly.

Lessons Learned

The use of social media to communicate to affected population reduced logistics and enabled to reach more people.

There wasn't a formal feedback mechanism that was setup within the communities. It would be important to have a formal complaint and feedback mechanism with clear processes set up to ensure complaints are recorded and actions and responses are undertaken for each complaint.

For future cash transfers, it would be important to look at how to use the mobile service provider that most of the beneficiaries use and based on that, select the financial service provider accordingly.

There is a need to have more community engagement and better coordination between humanitarian organizations. Especially, on sharing information on the beneficiary list to ensure there is no duplication and gaps in efforts.

The financial and administrative procedures slowed down the process of the cash distribution implementation. It is important to review the financial mechanisms within Côte d'Ivoire Red Cross to enable prompt cash response.

Coordination with government relevant ministries needs to be improved. For example, the beneficiary list was not shared between the government and CRCI and hence there was a duplication of beneficiaries.

	<p>Health People reached: 2,650 people (570 Households) Male:1,440 Female:1,210</p>	
Indicators:	Target	Actual
# of volunteers and staffs trained on communicable disease surveillance	70	34
# of people reached with rapid medical intervention	1,425	293
# of volunteers trained/retrained in first Aid	20	34
# of volunteers trained on PSP	20	34
# people reached with PSS (disaggregate data)	1,425	156
Narrative description of achievements		
<p>The NS trained a total of 102 volunteers on communicable disease surveillance (34), first aid (34), and psychosocial support (34). Both the PSP and first aid training reached more than the target due to operational reasons that required more volunteers to reach the increased number of beneficiaries.</p> <p>The number of people reached with rapid medical intervention and the people reached with PSS was lower than the target because the operation kick-off was slow, and some people had left the sites.</p> <p>The CRCI had four mobile clinics and psychosocial care especially in Cocody which was the most affected zone. The four mobile clinics were situated within Cocody in Allabra, EEP Hoba Hélène, Holy Family Church of Riviera 2, and at Angré. Approximately 293 people received medical attention while 156 people received PSS support</p>		
Challenges		
<p>The initial plan was to conduct small emergency health care on the project site only but the proliferation of other diseases outbreaks such as malaria and typhoid (amongst others) was a challenge. As result, it was necessary to establish a mobile clinic to have a greater outreach and minimize and control disease outbreak.</p> <p>In the area of Cocody, within the context of medical care and case management, certain categories of persons (children aged 0-5) required the intervention of specialists this posed a challenge and required to have paediatricians for general consultation and child psychiatry for the psychological care of children.</p>		
Lessons Learned		
<p>The composition of a health team consisting of skills such as first responders, specialist physicians, adult and child psychologist facilitates full management of disaster victims was critical for the successful implementation.</p> <p>Incorporate mobile clinics in future DREF EPoA especially if there is a likelihood of widespread disease outbreak.</p>		

<p>Water, sanitation and hygiene People reached: 12,793 people (2,559 households) Male: 6,466 Female: 6,327</p>		
<p>Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities</p>		
Indicators:	Target	Actual
# households provided with safe water services that meet agreed standards according to specific operational and programmatic context	570	0
<p>WASH Output 1.1: Continuous assessment of water, sanitation, and hygiene situation is carried out in targeted communities</p>		
Indicators:	Target	Actual
Number of assessments conducted	2	2
<p>WASH Output 1.3: Adequate sanitation which meets Sphere standards in terms of quantity and quality is provided to target population</p>		
Indicators:	Target	Actual
# households supported with sanitation activities	570	300
# of waste management kits procured	20	20
# of emergency latrines provided (sites)	3	0
# of anal cleansing/hygiene material provided	150	150
# of dewatering pumps procured	2	2
<p>WASH Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population</p>		
Indicators:	Target	Actual
# of people reached with HP activities	2,850	12,793
# of communication radio show sessions and mobile cinema conducted	6	5
# of volunteers trained on how to implement communication plan	20	20
# of IEC materials distributed	500	500
# of volunteers trained on prevention of water-related diseases	20	34
# of volunteers trained in CEA	20	35
<p>Narrative description of achievements</p>		
<p>The NS trained a total of 89 volunteers on implementation of the communication plan (20), prevention of water-related disease (34), and community engagement and accountability (35). Both the CEA and prevention of water-related diseases training reached more than the target for operational reasons that required more volunteers to reach the increased number of beneficiaries.</p> <p>A total of 12,793 benefited from the water sanitation and hygiene (WATSAN) activities by a combination of the following key activities: (i) Drainage and dewatering of health centres and household most affected and (ii) HP sessions including mobile cinema. CRCI was able to conduct sanitation activities in Attécoubé (Mossikro), Tiassalé (Tchamtchaka - Prof - PTT - Residential) and Cocody (community health centre and mother health centre Maria). The number of people reached (12,973) was far greater than the target 2,850 because mobile cinema to conduct hygiene awareness and beneficiary communication session drew a larger crowd and hence the increase in people reached.</p> <p>The number of households provided with safe water services that meet agreed standards according to specific operational and programmatic was met by the government and hence it was no longer relevant and needed for CRCI.</p> <p>The government issued suspension targeting some of the WASH activities to avoid creating conducive space for IDP resettlement at the relocation sites. The activities involved included rehabilitation and construction of emergency latrines. This justifies why no emergency latrines were built. As a result, the already purchased 150 hygiene kits have</p>		

been prepositioned by the NS for future emergencies. The number of households provided with safe water services was not done because the government did not want to keep people in camps. Hence the government did not accept to construct water points as it would encourage people to settle on those sites.

Challenges

Based on the needs assessment carried out on the project sites, it was obvious that there were sanitation and latrine rehabilitation needs. CRCI was able to conduct sanitation activities in Attécoubé (Mossikro), Tiassalé (Tchamtchaka - Prof - PTT - Residential) and Cocody (community health centre and mother health center Maria). However, the NS could not conduct rehabilitation and construction of latrines at host sites because the government of Côte d'Ivoire refused to create IDP camps on these sites. As a result, CRCI was unable to rehabilitate and construct latrines.

Other challenges encountered by CRCI included the lack of WASH equipment to intervene at the onset of the flooding as well as the finances to kick-start the implementation of the flood contingency plan that was previously developed.

Lessons Learned

Better flood preparedness from CRCI is required for future flood responses. The key preparedness activities include the revision of the contingency plan and the mobilization of financial and human resources for its implementation. This will enable adequate response to the needs of the populations located in the flood zones.

International Disaster Response

Outcome S2.1: Effective and coordinated international disaster response is ensured

Indicators:	Target	Actual
Ratio of people reached by the IFRC disaster response operations to the people affected by these emergencies	11.4% : 100%	51% : 100%

Output S2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained

Indicators:	Target	Actual
# of RDRT deployed	2	2

Output S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved through the integration of CEA approaches and activities

Indicators:	Target	Actual
80% of complaints and feedback received are responded to by the NS	80% (145 complaints received)	73.7% (107 complaints addressed)
80% of target population satisfied with level of consultation, information and involvement in the operation	2,280	2,078

Outcome SFI3.2: The programmatic reach of the National Societies and the IFRC is expanded

Indicators:	Target	Actual
Ratio of people reached by the IFRC disaster response operations to the people affected by these emergencies	11.4% : 100%	51% : 100%

Output S3.2.1: Resource generation and related accountability models are developed and improved

Indicators:	Target	Actual
95% of target population satisfied with support received	95% (2,707 people)	91.17% (2,468 people)
# of translation works produced	3	2
# of LL workshops conducted	1	1

Narrative description of achievements

IFRC provided technical support through the deployment of two RDRTs. One of the RDRT recruited was a Cash Transfer Programming (CTP) specialist while the other was staff on Loan from Austria Red Cross as part of the surge team who provided technical support for the assessment. The Austrian Red Cross staff provided support for two weeks

in the month of August 2018. The CTP RDRT ended his mission on the 25 September 2018 and supported the development of CTP tools and follow-up with MTN to get the contract with the mobile service provider.

A complaint and feedback mechanism was set up by the NS. Out of the 145 feedback and complaint received, 107 were addressed. These complaints were received through radio show, mobile cinema, focus group discussions, interviews and hotline. A post distribution monitoring was conducted at the end of the project. The PDM tool also looked at the level of beneficiary satisfaction after the distribution of cash and other relief items was collected. A percentage of 91 people were declared being very satisfied with the support provided to them.

The ratio of people reached was 12,973 people by the IFRC disaster response operations to the people affected was 25,000 people by these emergencies. The reason to explain this ration is that more people were finally affected by the flood. In addition, mobile clinics and radio communication reached a wider audience.

Challenges

There is limited NS skill in disaster management. Future trainings on DM would be beneficial.

There was inadequate coordination of the national emergency response task force because humanitarian NGOs had practically the same targets per location and some structures such as the WFP were supporting with cash amounting 90000 FCFA for a period of 3 months while CRCI supported only for 1 month.

There was a delayed response in disaster assistance. The cash disbursements came 4 months after the floods and assistance was deemed minimal by the beneficiaries. These was due to procurement and fund transfer delays. A review of the procurement and fund transfer process will be required to fast-track response.

This was the first experience of the National Society to implement cash transfer and hence experienced some challenges that were overcome.

Lessons Learned

Future flood response will require better coordination among humanitarian agencies (local NGO, United Nations system agency, CRCI etc) in the preparation and implementation of responses and also building more resilient vulnerable populations.

The capacity-building of the disaster management team (relief, cash focal point) is a strong point in the implementation of emergency-related activities.

D. THE BUDGET

The overall budget for this operation was CHF 197,186 of which CHF 184,610 (93.62%) was utilized. A balance of CHF 12,576 will be returned to the DREF.

An explanation of the variances (above or less than 10% of budgeted lines) are addressed in the table below:

Description	Budget (CHF)	Expenditure (CHF)	Explanation
Relief Items, Construction, Supplies			
Clothing & Textiles	5,660	0	This budget line remained unspent because the government and its partners supplied enough clothing and textiles. The funds were allocated to other budget lines of this operation.
Teaching Materials	15,377	18,034	This budget line was overspent by CHF 2,657 (17.27%) because the budget were insufficient funds. The funds from budget line item clothing and textiles were allocated to cover the gap.
Utensils & Tools	2,705	0	This budget line remained unspent because the government and other partners supplied enough <i>utensils and tools</i> . <i>Again, this budget line was used to cover other budget lines.</i>
Other Supplies & Services	5,094	0	This budget line remained unspent because this supply was no more relevant as CRCI receive other support to cover this sector
Cash Disbursement	67,925	60,831	This budget line was unspent by 7.094 because this budget line was to cover the deposit cost by the NS but the IFRC directly transferred the cash to the service provider thus reducing the cost.

Personnel			
National Society Staff	6,396	12,397	This budget line was overspent by CHF 6,001 (93.82%) because the budgeted on this line was underestimated at planning stage. The planning stage included all national society staff to include volunteers and staff within the same budget line.
Volunteers	10,566	3,993	This budget line was unspent by CHF 6,573 (62.2%) because the funds allocated for volunteers were captured in the budget line national society staff budget line.
Workshops & Training			
Workshops & Training	13,255	15,459	This budget line was overspent by CHF 2,204 (16.62%) because the trainings took more days and some participants had to pay transportation fees for some of them. For the Lessons Learnt Workshop, this was the first pilot experience of such activities in Cote d'Ivoire, and more government structure showed their interest (ministry of solidarity, civil protection body, Prefecture of Tiassalé and council of Attécoubé and the different department of CIRC involve in the implementation). All these structures attended the LLW and this resulted in the increased the number of participants. In addition, the LLW was conducted during the electoral period all hotel facilities to accommodate the workshop were full and this also increased the cost for accommodation and hall renting.
General Expenditure			
Travel	12,028	14,500	This budget line was overspent by CHF 2,472 (20.55%) because there were additional follow up missions to track some beneficiaries and respond to their complaints.
Information & Public Relations	1,887	5,763	This budget line was overspent by CHF 3,866 (205.96%) because this was combined with communication account line.
Office Costs	1,509	661	This budget line was unspent by CHF 848 (56.19%) because the anticipated office related costs were lower than budgeted for.
Communications	3,020	2,063	This budget line was unspent by CHF 957 (31.68%) because this line was only used to purchase airtime credit. A press conference that was planned did not finally hold due to delay until the DREF operation was closed.
Financial Charges	1,000	381	This budget line was unspent by CHF 619 (61.9%) because bank charges were lower than initially planned.
Other General Expenses	755	107	This budget line was unspent by CHF 647 (85.69) because the cash transfer strategy used finally reduced the costs.

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/07-2019/03	Operation	MDRCI010
Budget Timeframe	2018/07-2018/12	Budget	APPROVED

Prepared on 17/Apr/2019

All figures are in Swiss Francs (CHF)

MDRCI010 - Côte d'Ivoire - Floods

Operating Timeframe: 01 Jul 2018 to 01 Dec 2018

I. Summary

Opening Balance	0
Funds & Other Income	197,186
DREF Allocations	197,186
Expenditure	-184,610
Closing Balance	12,576

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter			0
AOF3 - Livelihoods and basic needs	72,340	64,780	7,560
AOF4 - Health	11,956	11,296	660
AOF5 - Water, sanitation and hygiene	39,807	35,084	4,723
AOF6 - Protection, Gender & Inclusion	554	178	376
AOF7 - Migration			0
Area of focus Total	124,657	111,339	13,319
SFI1 - Strengthen National Societies	402		402
SFI2 - Effective international disaster management	46,347	52,997	-6,649
SFI3 - Influence others as leading strategic partners	15,070	16,710	-1,641
SFI4 - Ensure a strong IFRC	10,710	3,564	7,145
Strategy for implementation Total	72,528	73,271	-743
Grand Total	197,186	184,610	12,576

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/07-2019/03	Operation	MDRCI010
Budget Timeframe	2018/07-2018/12	Budget	APPROVED

Prepared on 17/Apr/2019

All figures are in Swiss Francs (CHF)

MDRCI010 - Côte d'Ivoire - Floods

Operating Timeframe: 01 Jul 2018 to 01 Dec 2018

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	113,038	96,824	16,213
Clothing & Textiles	5,660		5,660
Water, Sanitation & Hygiene	13,132	14,389	-1,256
Medical & First Aid	3,774	3,571	203
Teaching Materials	15,377	18,034	-2,657
Utensils & Tools	2,075		2,075
Other Supplies & Services	5,094		5,094
Cash Disbursement	67,925	60,831	7,094
Logistics, Transport & Storage	11,321	10,327	994
Transport & Vehicles Costs	11,321	10,327	994
Personnel	27,339	27,267	72
International Staff	10,377	10,877	-500
National Society Staff	6,396	12,397	-6,001
Volunteers	10,566	3,993	6,573
Workshops & Training	13,255	15,459	-2,204
Workshops & Training	13,255	15,459	-2,204
General Expenditure	20,198	23,465	-3,266
Travel	12,028	14,500	-2,472
Information & Public Relations	1,887	5,753	-3,866
Office Costs	1,509	661	848
Communications	3,020	2,063	957
Financial Charges	1,000	381	619
Other General Expenses	755	107	647
Indirect Costs	12,035	11,267	768
Programme & Services Support Recover	12,035	11,267	768
Grand Total	197,186	184,610	12,576

Contact information

Reference documents



Click here for:

- [Operation Update](#)
- [Emergency Plan of Action \(EPoA\)](#)

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

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- IFRC Africa Regional Office for resource Mobilization and Pledge: Franciscah Cherotich Kilel, Senior officer, Partnership and Resource Development, Nairobi, email: franciscah.kilel@ifrc.org,

For In-Kind donations and Mobilization table support:

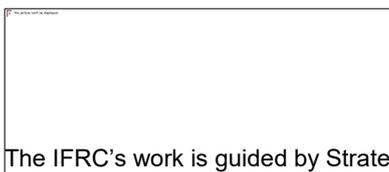
- IFRC Africa Regional Office for Logistics Unit : RISHI Ramrakha, Head of Africa Regional Logistics Unit, email: rishi.ramrakha@ifrc.org; phone: +254 733 888 022

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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 Humanitarian 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.



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