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DREF Operation Update

Bolivia: Forest Fires

 International Federation
of Red Cross and Red Crescent Societies

DREF N ° MDRBO013	Operations Update no. 1
Date of issue: 20 November 2019	Date of disaster: August 2019
Operation start date: 10 September 2019	Operation end date: 9 January 2020 (one-month extension)
N° of people affected: 7,850 people	N° of people assisted: 3,350 people
Operation budget: 254,562 Swiss francs	
Host National Society: Bolivian Red Cross (BRC) has nine departmental branches and 1,200 volunteers.	
National Societies involved: Swiss Red Cross is present in the country and provides technical support to Bolivian Red Cross in departmental situation rooms and the International Federation of Red Cross and Red Crescent Societies (IFRC)	
Non-Movement partner organizations: Vice-ministry for Civil Defence (VIDECI), provincial and municipal governments, Armed Forces, Police, Fire Department and Ministry of Health.	
In addition to the provision of information on the first two months of this operation, this operations update formalizes the approval of a one-month no-cost extension. Given the civil unrest in Bolivia, this operation will end on 9 January 2020, thus providing the Bolivian Red Cross, with IFRC support, to complete the planned actions.	

A. Situation analysis

Description of the disaster

In early August, a rapidly spreading forest fire started in the department of Santa Cruz in Bolivia. According to the Country Humanitarian Team reports, a total of 12, 000 families in 18 municipalities and 4 million hectares of forests in the department of Santa Cruz were affected as of 10 October 2019. On 17 August, the Santa Cruz departmental government issued a decree to mobilize human, technical and logistic resources to fight the forest fire.

Because the Government of Bolivia requested assistance to fight fires as a State priority, a national disaster declaration was not issued. Forest fires developed slowly and have caused progressive negative impacts on the population and affected areas. Given the acceleration of negative impacts to the population, Bolivian Red Cross (BRC), with IFRC's support, conducted a rapid assessment focused on the fires' impact at the community level, which was followed by the implementation of the current DREF operation. As part of this operation, two members of the Regional Intervention Team (RIT), the Disaster Management Coordinator for the Americas and the Cash-Based Intervention Coordinator were deployed to Bolivia.



Bolivian Red Cross volunteers registered the affected population in Concepción. Source: BRC.

Hot spots in 18 municipalities are currently under control thanks to arduous efforts by fire-fighting teams, volunteer fire-fighters and foreign assistance. In addition, the rains that fell in fire-affected areas helped to control several of the former hot spots.

Following the declaration of the results of the 20 October 2019 presidential elections, the country is experiencing social unrest. This situation has made it difficult to implement actions within the expected time period. All operational activities were suspended to protect the BRC response team and the target population, as well as due to the difficulty to travel between locations in the country.

Overview of Host National Society

The Bolivian Red Cross has its national headquarters in La Paz, with branches in each of the country's nine departments which in turn have their own municipal offices. BRC has 1,200 volunteers of which 981 are active. As part of the Country Humanitarian Team, BRC has coordinated response actions and established specific tasks for each sector.

In coordination with State authorities, the National Society conducted ongoing monitoring through its branches and headquarters. Since the onset of the fires, local branches functioned as donation collection centres (mainly water and non-perishable food items) and have organized the handling and delivery of items arriving from across the country. BRC channelled the humanitarian aid received and transported this to affected areas as priority response.

Donated item	Weight (in kilograms)
Bottled water	22,000
Non-perishable food	10,100

The Chinese Embassy in Bolivia donated 100,000 US dollars to the Bolivian Red Cross for its humanitarian response. This donation is destined to the tropical savanna, named Chiquita Nia, which is mainly located in the Santa Cruz department. A specific emergency plan of action, with similar actions to those of this DREF operation, will be rolled out for the populations that have not been reached by the current operation.

BRC national headquarters deployed personnel to Santa Cruz to support and coordinate actions and operations at the departmental and municipal branch level. BRC volunteers include a group of individuals with various technical and operational capabilities. These volunteers conducted continuous training activities and provided first aid prior to the launch of this DREF operation. BRC provided basic medical and first aid care to 1,507 people.

At the local level, the municipal branches in Concepción, Roboré and San Ignacio performed an important role in decision-making processes within their respective municipal Emergency Operations Centres (EOCs). The Santa Cruz branch attended departmental EOC meetings until they were put on hold.

Overview of Red Cross Red Crescent Movement in country

Bolivian Red Cross maintains coordination with IFRC's Disaster Manager for South America, who is overseeing and providing support to this operation. The country cluster support team (CCST) office for the Andean countries and the Americas Regional Office (ARO) also are assisting the National Society during this emergency.

Soon after the start of the fires, the ARO's Disaster and Crisis department deployed a general RIT member to Bolivia to assist the National Society with field assessment and preparing the emergency plan of action. Two additional RIT members were later deployed. A RIT specialized in cash transfer programmes (CTP) was deployed for 1.5 months to work with the BRC to roll out this method with the affected communities. This CTP will be delayed due to the current unrest. The other RIT member has the responsibility to work with the National Society in the implementation of this operation. In the current situation, this RIT member now is based in La Paz and continues to support the BRC.

Since the beginning of this operation, BRC headquarters supported all activities, including with the designation of a national coordinator who deployed to the affected areas.

Overview of non-RCRC actors in country

Prior to the current unrest, the Government of Bolivia deployed 4,200 people from State ministries, armed forces, police, fire-fighters, volunteers and other organizations. This included the hiring of a 75,000-litre capacity super

tanker aircraft to dump water in affected areas. Bolivia also received support from Russian aircraft and forest fire fighters from Argentina. Hospitals provided services around the clock, and municipalities used tanker trucks to provide water to the population. On 21 August, the government created an Environmental Emergency Cabinet that encourages multi-ministerial coordination, focusing on health, water, the environment, agriculture and livelihoods. The Vice-Ministry for Civil Defence (VIDECI) led the operational response.

The Humanitarian Country Team (EHP), activated on 27 August, was coordinating with humanitarian organizations and working with authorities to complement the Bolivian government's response strategy.

The SDC Rapid Support Group and an OCHA information management specialist also supported response operations. The Andean Development Corporation - Development Bank of Latin America (CAF) awarded a 300,000 US dollar grant and provided a soft loan for recovery. ECHO offered support to the Bolivian government and deployed liaison personnel for emergency coordination and support.

Needs analysis and scenario planning

Needs analysis

The Government of Bolivia identified health, water, environment, agriculture and livelihoods needs. To complement state actions, BRC conducted initial assessments at the local level that focused particularly on community health needs; water, sanitation and hygiene promotion; livelihoods and basic needs; and recovery phases.

Forest fires affected diverse populations, including several indigenous groups, as well as settlers from other parts of the country, in an area that maintains different land use frameworks. A differentiated approach is maintained during the DREF operation to better serve communities.

While a single response method could not be used, the operation aimed to be as comprehensive as possible in the response provided. A more flexible intervention that centres on the Cash Transfer Programme is underway, enabling the target group to identify their principal needs and to acquire the necessary assets based on these. This was done to permit a response that considered different construction materials, environments, livelihoods and others. The unconditional grant through the CTP will be provided to the target household so they can acquire the products they need or deem essential for shelter, food and basic needs or livelihoods.

Unexpected risks due to the civil unrest have emerged that require a modification of the implementation timeframe.

Shelter: In some communities, residents have lost their homes and/or livelihoods to the fires.

Health: The air pollution caused by the fires led to respiratory illnesses, burns and eye irritation. Contaminated water and food led to diarrheal and respiratory illnesses, as well as vector-borne diseases caused by vectors that have migrated from their habitual jungle environments to urban areas.

First aid and community first aid actions proposed by this operation cover most of the communities' needs. As mentioned, BRC branches already began to gradually address these soon after the start of the fires. Community first aid training was provided to volunteers in several BRC municipal branches for subsequent community-level training.

In terms of psychosocial support (PSS), trainings began with volunteers for later implementation in communities, providing talks and support to those affected and focusing on vulnerable groups and first responders, in line with the objectives of this operation.

Water, sanitation and hygiene: Several institutions, including BRC and the State, provided materials and supplies to meet the demand for water for both personal consumption and household use. This operation proposed the use of powdered flocculant water disinfection agents (PUR) since many wells and springs were contaminated by ash from the fires. Arrangements with the Argentine Red Cross are being made to help meet the demand for safe water for consumption.

Supplies to promote safe water management are needed, as well as hygiene promotion actions to reduce contamination of water sources, ensure that water for consumption is kept safe and clean, and to encourage healthier hygiene practices at the community level. Safe water promotion is therefore considered important for achieving this, working directly with communities through municipal branches.

Food Security: As a quick response measure, dry and non-perishable food products were donated to communities and prepared in common kitchens. This continued as donations from other departments arrived. Donation collection campaigns were organized by other BRC branches, which then sent these to the branch in Santa Cruz for distribution to the affected areas. According to assessments, there is less access to staple food products. In addition, farmland has been affected and small livestock have perished, all of which may contribute to a lack of adequate food sources for the affected population.

Livelihoods: Residents of affected communities mainly work in agriculture and small livestock production, and some engage in legal logging activities. Crops have been lost to the fires; furthermore, arable land has been affected by ash sedimentation that makes soil lose its permeability and harmful for agricultural use. The crops most commonly grown in affected areas include manioc, maize, plantain, almonds, *cusi* fruit (*Attalea speciosa*), beans and coffee. Assessed families indicated that they have no seed to replant or reforest, which prevents them from recovering their livelihoods.

People in these communities also breed pigs, cows and small poultry (chickens, ducks and hens). Almost a third of production is destined for household consumption and the rest is either sold or bartered. The spreading fires have killed livestock, which could lead to situations of malnutrition due to the impact to farmland, pastures, and poor access to water since it is being used to both fight the fires and for human consumption.

The fires have also destroyed communities' tree plantations in which residents engaged in legally-sanctioned controlled logging, and the trees that did survive the blaze do not meet quality standards for sale and are usually used to build homes.

Scenario planning

The forecasts made while deployments to the field were underway predicted that the rainy season was expected to begin in November. However, the rains came early and helped to control most of the fires. According to forecasts for the coming months, the rains will continue as is usual for that time of year. Nonetheless, hot spots, which are controlled, continue to appear in Santa Cruz and may affect the area's population, livelihoods and biodiversity.

Operation Risk Assessment

Now that fires are under control, the main risk is fading. The main risk is now the status of roads, i.e. the level of damage suffered and the resulting increase in travel times for teams and volunteers in the field.

With the current social unrest, travel to and from Santa Cruz is a challenge. The protection of BRC volunteers and staff, as well as the communities with whom they work is the first priority.

B. OPERATIONAL STRATEGY

Proposed Strategy

Overall Objective: Contribute to safeguarding the lives of 3,350 people affected by forest fires in the municipalities of Concepción, San Ignacio and Roboré in Santa Cruz department, through implementation of health, water, sanitation and hygiene promotion, and livelihoods and basic needs actions (through cash-based interventions).

Intervention Strategy

The following strategic lines will be implemented to provide care to 3,350 people (670 families):

Health

- Provision of basic medical care and first aid
- Provision of basic medical care and first aid training to volunteers
- Provision of basic first aid medical care training to communities
- Provision of psychosocial support (PSS) to affected population and first responders.

Water, sanitation and hygiene promotion

- Distribution of powdered flocculant water disinfection agents for 670 households (60 units for two months)
Distribution of water filters to 670 households and subsequent pH monitoring
- Distribution of 1,340 ten-litre buckets for water storage (two per family)
- Installation of four community water tanks
- Delivery of hygiene promotion sessions

Livelihoods and basic needs

- Provide cash and voucher assistance for 670 households.

Beneficiary selection criteria:

- Communities that have not been assisted by the state or another organization.
- Presence and direct impact from fires in the area.
- Households with older adults
- Households with members with disabilities.
- Total or high percentage of crop loss due to fires.
- Households with pregnant women
- Households with members with pre-existing chronic conditions.

Municipalities	Communities	Families	People
Concepción	6	230	1150
San Ignacio	7	180	900
Roboré	10	260	1300
Total	23	670	3350

Table 1 – Number of families targeted by the project

Human resources

Bolivian Red Cross has a four-person team hired by the project who are responsible for the development of operational, administrative and logistics activities.

As part of assistance and technical support provided by IFRC, a member of the Regional Intervention Team was deployed for three months to coordinate project activities, as well as a RIT member who provided assistance with cash-based interventions for 45 days.

IFRC continues to provide the necessary technical guidance for the duration of this operation. The Disaster Management Coordinator for South America will conduct a monitoring mission to Bolivia, and the head of the CCST for the Andean countries, based in Peru, will guide operation implementation at the political and institutional level. Bolivian Red Cross will also receive remote technical support from IFRC on matters pertaining to communications, finance, and planning, monitoring, evaluation and reporting (PMER).

Logistics and supply chain

All acquisitions related to this operation have been made in accordance with IFRC procurement procedures. The acquisition of goods and services meets necessary conditions based on the needs of the affected population and/or areas of operation so as to ensure the appropriate level of supplies and optimal performance. BRC national headquarters and Santa Cruz branch have experience in humanitarian aid provision.

The Argentine Red Cross donated the powdered flocculant water disinfection agents. The BRC currently is coordinating its importation.

Information Technology (IT)

The National Society's technological capabilities have been strengthened through the acquisition of ten mobile telephones with stylus to optimize the registration of the target population and distribution tasks, thus building an emergency ODK kit.

Communications and Information

Bolivian Red Cross uses its internal and external communication channels to inform the general public about the operation's objectives and the actions implemented to date. The Communications Unit is designing support materials for WASH, first aid and PSS training, which will help to reinforce what has been taught to the target population in affected communities in Chiquitania.

Security

Branches adhere to operational safety regulations for volunteers and staff members, including BRC requirements. Furthermore, volunteers respect local practices, traditions and beliefs.

Institutional vehicles have basic safety features as well as three BRC emblems in different places. An operational security plan was created.

The levels of security have been raised as road conditions and the long distances necessitate more stringent measures to ensure safety. In the current social unrest, Santa Cruz is one of the most affected regions in the country.

Planning, monitoring, evaluation and reporting (PMER)

The National Society maintains constant monitoring and evaluation of activities during development and implementation of this EPoA.

The following monitoring activities are planned:

- Visits by National Headquarters staff to oversee humanitarian assistance delivery.
- Regular monitoring meetings.
- Monthly activity and coordination reports prepared as part of the DREF.
- Indicators are reviewed regularly to measure progress.
- A final report will be prepared at the end of the operation.

Administration and Finance

In compliance with the Agreement between the International Federation of Red Cross and Red Crescent Societies and Bolivian Red Cross for the financing of this operation, 75,554.50 Swiss francs were transferred to a bank account opened for the project. Two bank transfers have been made to the current account for the operation in Santa Cruz, of which 50 per cent was executed as of 22 October 2019.



C. DETAILED OPERATIONAL PLAN



Livelihoods and basic needs

People targeted: 3,350

Male: 1,675

Female: 1,675

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

Output 1.2: Fire-affected households are provided with unconditional/multipurpose cash grants to address their basic needs.

Indicators:	Target	Achieved
# of volunteers trained in Cash and Voucher Assistance (CVA)	25	25
Feasibility study and market analysis	1	1
# of families selected and registered in ODK	670	285
# of cash disbursements through prepaid Visa cards	670	285
# of post-distribution monitoring including market monitoring–satisfaction survey	3	1
Development and implementation of Community Engagement and Accountability (CEA) strategy for CVA	1	1

Narrative description of achievement

According to assessments in communities, affected households would be helped by cash and voucher assistance. With an unconditional cash transfer, they will be able to choose the items based on their specific requirements, including to meet health or food needs and restore their livelihoods.

Training in CVA for volunteers

A total of 25 volunteers from the BRC Santa Cruz branch were trained in cash-based interventions with a focus on implementation in fire-affected communities. This training also covered topics of ODK registration and distribution forms.

Feasibility study and market analysis

The feasibility study analysed the context and the current situation of the communities while identifying the most appropriate mechanism for cash delivery in the municipalities of Concepción, San Ignacio de Velasco and Roboré in Santa Cruz department.

The feasibility criteria:

- Access to markets
- Access to cash
- Feasibility of the modality
- Additional costs related to the implementation

Registry and selection of target population using ODK

This activity started with activities to promote livelihood awareness, which initiated in the BRC Santa Cruz branch.

Families from the aforementioned communities began to be registered once the feasibility study was completed. The families chosen to receive Visa cards based on the criteria of those who have lost their jobs (mainly in forestry or agriculture) or lost small or large animals and have scarce access to water for personal consumption or use by their animals with additional factors of vulnerability such as members in the household who are older adults, people with disabilities, children, people with chronic diseases, pregnant women or women nursing infants.

BRC is currently monitoring the first tranche of cards delivered through its local project coordinator. A total of 285 cards were distributed during this first delivery, of which 282 are active and available for use. A total of 385 cards have yet to be distributed, but travel to affected municipalities has become complicated due to the current context.

Municipalities	Number of families reached
Concepción	77
San Ignacio	106
Roboré	102

Table 2 – Consolidated table of families reached

Cash disbursements through visa cards

As mentioned, the feasibility study and needs analysis indicated the need for unconditional cash transfer. This manner enables the target population to purchase items according to their requirements. In the second visit to the target communities, the cards were read for delivery and were provided to 285 households.

Post-distribution follow-up, including market follow-up: satisfaction survey

The Bolivian Red Cross is currently monitoring the first tranche of cards delivered through its local project coordinator. This corresponds to the first delivery of 285 of which 282 are active and available for use. With a total of 385 cards still to be distributed, and considering the context in which the country is living, mobilization towards the affected municipalities is complicated. With the one-month extension, the planned distribution of the remaining Visa card will be completed.

Challenges

Some communities are located far from urban areas, which requires considerable efforts by BRC staff and the families themselves. Using the cards requires using an automated teller machine, although having to travel to urban areas to do so allows families access to markets offering a wider range of products.

Current unrest in the country has forced BRC to suspend activities due to the high risks to staff safety.

Lessons Learned

The coordination with the municipal branches facilitated the movement of volunteers and all equipment to remote communities, which has improved the efficiency in this operation.

The BRC encouraged the target population to travel to the automated teller machines in group and assist the members of the community who might be less familiar with the ATMs. A phone number was provided to for assistance.

Faced with the current situation, these actions have been put on hold until security conditions enable the team to safely continue the planned actions.



Health

People targeted: 3,350

Male: 1,675

Female: 1,675

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

Health Output 1.1: Target population is provided with rapid medical management of injuries and diseases

Indicators:	Target	Achieved
# of volunteers trained in first aid and CBHFA	25	25
# of branches provided with first aid equipment	4	4
# of people who receive health promotion information and basic medical care for 450 people.	450	1570
# of first aid care sessions delivered to affected communities	20	To be detailed in the final report
# of first aid and self-care training workshops delivered to communities	17	0
# of families who receive self-protection kits (5 kits per family)	670	0

Health Output 1.2: Psychosocial support is provided to the target population

Indicators:	Target	Achieved
# of volunteers trained in PSS	25	25
# of PSS sessions delivered to affected communities	30	To be detailed in the final report
# of PSS sessions delivered to volunteer first responders	10	To be detailed in the final report

Narrative description of achievement

Volunteers trained in health promotion and first aid

Theoretical and practical induction was provided to 25 volunteers from the Santa Cruz branches, reinforcing the following topics: first aid; infection control; haemorrhage and wound (haemorrhage control and wound control); fever and seizures (fever control and seizure control); burns (burn control); first aid kit (required items); epidemics prevention and response.

Health supplies and equipment for first aid and basic medical attention posts

Four fully equipped first aid kits were acquired to strengthen response capacity in the Santa Cruz departmental branch and in the Concepción, San Ignacio and Roboré municipal branches.

Health promotion and basic health care for 450 people

From the first interventions in the fire-affected area, the BRC provided first aid, alongside the Ministry of Health and many other groups. The BRC provided first aid to 1,507 people for issues such as dehydration, conjunctivitis, burns, allergic reactions, insect bites, intoxications from smoke and wounds.

Basic training in medical care, self-care and eye protection

The trainings are scheduled and will be completed in upcoming weeks. Protection equipment will be distributed during this sessions.

Distribution of health self-protection kits

The BRC purchased 3,350 protective goggles and 3,350 bottles of saline solution eye drops for ocular protection, as well as 3,330 triangular bandages for respiratory protection s . These elements will make up the 670 self-protection kits, which will be distributed in the coming weeks.

Psychosocial support for volunteers

The psychosocial support workshop for volunteers provided basic concepts on how to handle interventions with affected people and provide support at the personal, family and community level that seeks to restore people's emotional integrity and their environment. Two tools part of the Youth as Agents of Behavioural Change (YABC) methodology were used in this workshop: one called "Tell me about it", which aims to provide an experience of true active listening and explore some key communication techniques, both verbal and non-verbal, to create an active listening environment and atmosphere. The purpose of the other tool, "Obstacle course", is to experience the influence of emotions in decision-making and the ability to listen to oneself, especially in situations involving peer pressure. In addition, this tool focuses on personal resilience, which is a person's ability to cope with adversity (difficulties) and catastrophes as well as the ability to overcome adversity by adapting positively to it and transforming it into growth.



BRC volunteers were trained in psychosocial support. Source:

Psychosocial support for community members

Community interventions have been scheduled. Those affected will be provided care by trained volunteers, who will be accompanied and supervised by project health professionals.

Design, printing and distribution of PSS materials

The PSS material has been designed that provides tools for psychosocial support interventions by volunteers and community members. The material is planned for distribution to target communities and BRC branches.

Challenges

The current situation in the country has led to the temporary suspension of activities due to the high risk to staff safety. Roadblocks and protests hinder travel within the department.

Lessons Learned

In view of the difficulties involved in having volunteers travel from municipal branches, coordination with different branches was conducted to plan travel days for activities, including the follow-up to trainings provided. The security of the BRC volunteers and staff, as well as population with whom they work is of the highest priority.



Water, sanitation and hygiene

People targeted: 3,350

Male: 1,675

Female: 1,675

WASH Outcome1: Immediate reduction in risk of waterborne and water related diseases in targeted communities

WASH Output 1.1: Daily access to safe water which meets Sphere and WHO standards in terms of quantity and quality is provided to target population

Indicators:	Target	Achieved
# of families that receive jerry cans for safe water storage (2 10-lt units per family)	670	To be detailed in the final report
# of families that receive PUR powders for water treatment (60 units for 670 families)	670	To be detailed in the final report
# of volunteers trained in water, sanitation and hygiene promotion	25	To be detailed in the final report
# of communities trained in adequate water use	17	To be detailed in the final report
# of communities that have community water storage tanks	4	To be detailed in the final report
# of water quality assessments and monitoring	3	To be detailed in the final report

Narrative description of achievement

Distribution of jerry cans

The BRC Santa Cruz branch acquired 1,340 10-litre jerry cans for distribution to target families; these items are currently in storage. Four 3,500-litre water storage tanks were also purchased.

Distribution of PUR powder

Argentine Red Cross donated 40,200 water purification powders, which are being imported into the country.

Training in the use of PUR, safe water management and hygiene promotion

This training is planned for the BRC Santa Cruz branch, but has been experienced a delay due to the civil unrest. It will be conducted once the safety conditions permit.

Train the affected population in the use of PUR, safe water management and hygiene promotion

Following the training of volunteers, these will be responsible for reproducing their knowledge through community-based training sessions.

Installation of water storage tanks

The BRC Santa Cruz branch purchased four 3,500-litre water storage tanks, which will be distributed to the target communities.

Water quality assessments and monitoring

Similar to the community-level training in water management and hygiene promotion, BRC volunteers will be responsible for transmitting this knowledge to community members, and thus supporting the assessments and monitoring of water quality.

Challenges

The current situation in the country has led to the suspension of some economic activities, thus making it difficult to purchase items from local suppliers. Contact has been made with the supplier of the water tanks, which will be acquired once the operation restarts activities.

As mentioned, due to the safety risks, operational activities are temporarily suspended.

Lessons Learned

The BRC's national headquarters and Santa Cruz branch have strengthened their logistics capacities in practice, by contacting suppliers, soliciting quotes and purchasing items.

National Society Capacity Building

S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform.

Output S1.1.6: National Societies have the necessary institutional infrastructure and systems in place.

Indicators:	Target	Achieved
Hiring of a project coordinator, finance officer, field coordinator, logistician	4	4
Volunteer mobilization	10	To be detailed in the final report
Travel costs for staff and volunteers	3	To be detailed in the final report
BRC monitoring missions	3	2
Lessons Learned Workshop	1	To be detailed in the final report

Narrative description of achievement

Hiring of a project coordinator, finance officer, field coordinator, logistician

This operation hired four people for the operational/ administrative team: one is providing support from BRC national headquarters and the other three are in the Santa Cruz branch.

Volunteer mobilization

Coordination is done with the Santa Cruz branch to mobilize volunteers in this response operation. Volunteer issues always are coordinated with the national headquarters.

Travel costs for staff and volunteers

Three missions to communities in La Chiquitanía were conducted to select and register the target population. These actions have been assisted by one volunteer from the Santa Cruz branch and other volunteers from the Concepción, San Ignacio, and Roboré branches, when available.

Due to the low availability of volunteers, field missions have had to be covered by the operations team. The branch is training 15 new volunteers to support the operation.

BRC monitoring missions

The national coordinator for this operation has conducted to missions. The head of communications from the national headquarters also travelled to the affected area to gather information for the production of media products.

Lessons learned workshop

This is planned for the last week of this DREF operation.
Challenges
The low availability of volunteers in branches, because of personal reasons or the remoteness of intervention sites, makes it difficult to have more volunteer time. It is difficult to move within the city due to roadblocks and the social unrest in the country.
Lessons Learned
BRC branch leaders are aware of the need to train active personnel and attract new volunteers to reinforce Bolivian Red Cross capabilities in the area.

International Disaster Response		
Outcome 2: An effective and coordinated international disaster response is ensured.		
Output 2.1: An effective emergency response capacity mechanism is maintained and adhered to		
Indicators:	Target	Achieved
Direct operational support activities conducted by IFRC staff (communication and office supplies)		
IFRC monitoring mission	3	2
Deployment of General RIT	1	1
Deployment of RIT specialized in CVA (cash and voucher assistance)	1	1
Narrative description of achievement		
<p>Direct operational support activities conducted by IFRC staff The Americas Regional Office and the CCST office for Andean countries provide the necessary support in operational, administrative and logistic matters.</p> <p>IFRC Monitoring Mission The regional programme coordination for Cash and Voucher Assistance conducted a mission to support the needs assessment at the start of the operation. The IFRC disaster management coordinator for South America conducted a mission after the second month to work with the National Society to plan a one-month extension of this operation that will enable the completion of planned actions when the safety conditions are suitable.</p> <p>Deployment of Regional Intervention Team members At the start of the operation, a RIT member from Argentine Red Cross was mobilized to support the needs assessment. The operation deployed a RIT from Chilean Red Cross, specialized in cash transfer programming, for 1.5 months. A third RIT member currently is supporting the National Society with general operative guidance for the implementation of this operation.</p>		
Challenges		
The current situation in the country has required putting interventions in communities on hold. Although the planning and dissemination of actions continue.		
Lessons Learned		
Support to the National Society contributes to strengthening local capacity as well as the institution's positioning and credibility in communities.		

IFRC is effective, credible and accountable		
Outcome 3: The IFRC enhances its effectiveness, credibility and accountability.		
Output 3.1 Staff security is prioritised in all IFRC activities		
Indicators:	Target	Achieved

# of volunteers participating in emergency response that are insured	100	303
# of volunteers that have protection and visibility materials	50	50
Narrative description of achievement		
<p>Volunteer insurance As part of and in compliance with safety regulations, the BRC Santa Cruz branch and municipal branches created a list of volunteers that would be participating in DREF operations; this permitted the insurance policy to be activated for 303 volunteers.</p> <p>Protection and visibility materials Visibility material was acquired for the entire team that would be assisting in DREF activities. In light of the current situation, special attention was given to the colours chosen to avoid any association with political parties.</p>		
Challenges		
<p>It has been difficult to maintain up-to-date lists of volunteers since these do their voluntary service in rotations. This has made it difficult to keep updated lists for dissemination.</p> <p>The current situation in the country has led to the temporary suspension of operational activities.</p>		
Lessons Learned		
<p>BRC national headquarters should update its volunteer database to ease the process to insure them in future interventions, as well as serve other essential purposes for National Society actions.</p> <p>The colour of protection and visibility equipment is an especially important issue. The colour chosen for these items in the previous operation is now associated with one of the political parties involved in the current conflict, which makes their use impossible in this context.</p>		

D. Budget

The final report will contain the final financial report.

Contact information

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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.

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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