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Emergency Plan of Action Final Report

Côte d'Ivoire: Floods

 International Federation
of Red Cross and Red Crescent Societies

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| DREF operation | Operation n ° MDRCI011 |
| Date of issue: 16 November 2020 | Glide number: n ° FL-2019-000131-CIV |
| Date of disaster: 13 October 2019 | Operation end date: 22 February 2020 |
| Host National Society: Red Cross Society of Côte d'Ivoire (RCSCI) has 5,000 volunteers, 146 Staff and 81 local branches across the country | Operation budget: CHF 193,051 |
| Number of people affected: 12,900 or 2,150 households | Number of people assisted: 10,851 or 1,808 ¹ households |
| Red Cross Red Crescent Movement partners currently actively involved in the operation: International Federation of Red Cross and red Crescent Societies (IFRC), Swedish Red Cross and Netherlands Red Cross | |
| Other partner organizations actively involved in the operation: Ministry of Civil protection (Government of Côte d'Ivoire), Ministry of Solidarities, Ministry of health, Decentralized Government Structures, UNICEF, PAM, PNUD, and the Military Fire Brigade (GSPM). | |

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, Germany, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, Fortive Corporation and other corporate and private donors. The Netherlands Red Cross (NLRC) and the Canadian Government contributed to replenishing the DREF for this operation. On behalf of Red Cross Society of Côte d'Ivoire (RCSCI), the IFRC would like to extend gratitude to all for their generous contributions.

A. SITUATION ANALYSIS

Description of the disaster

Stormy rains of great intensity fell on Côte d'Ivoire from 11 to 13 October 2019, causing floods in Abidjan (Abobo), Aboisso, Alépé, Grand Bassam, Ayamé, Man, Bonoua, Agboville, Ono and Adiaké. This heavy rainfall caused significant material damage and considerable loss of life. In Ayamé, Alépé and Grand Bassam, the watercourses (river, lagoon), came out of their beds causing the flooding of the riverside communities.

In total, **14,002** people from **2,863** households were affected; **202** houses completely submerged, **105** houses destroyed, **32** people injured, and **12** deaths recorded. Most of those affected by the floods lost material assets, such as food and household items. More than **612** people were rendered homeless and relocated to host families or temporary sites. Several latrines and septic tanks were destroyed, and a health centre was also flooded. Water sources (wells and others) were flooded and contaminated in communities.

Table 1: Locations affected by the flood

| Communities | Number of households affected | Number of persons |
|-----------------------------|-------------------------------|-------------------|
| Grand Bassam | 1,771 | 6,834 |
| Bonoua (Yaou Village) | 78 | 229 |
| Bonoua (Adiaho Village) | 50 | 250 |
| Aboisso (Soumie Village) | 32 | 430 |
| Aboisso (Sanhouman Village) | 62 | 310 |
| Ayame | 303 | 3,467 |
| Adiake | 15 | 101 |

¹ An average of 6 people per household

| | | |
|--|--------------|---------------|
| Abobo (Bocabo and Anonkoi 3 Districts) | 72 | 411 |
| Alepe (Source Maire) | 350 | 1,400 |
| Man | 13 | 102 |
| Agboville | 117 | 468 |
| Total | 2,863 | 14,002 |

To support Côte d'Ivoire Red Cross (RCSCI) contribution in responding to the disaster, the IFRC released CHF 193,051 through a [DREF Operation](#) to carry out interventions in 3 localities including Abobo, Alépé and Grand Bassam by providing Shelter and Livelihoods support using cash and voucher assistance (CVA), Psychosocial Support (PSS), Water Hygiene Sanitation (WASH) with a mainstreamed Community Engagement and Accountability (CEA) approach to ensure community acceptance and participation in the operation.

During the implementation, there was no major revision of the action plan or request for extension; however, there were internal re-arrangements of some budget lines in agreement with IFRC according to the emerging context.

Summary of response

Overview of Host National Society

In the aftermath of the floods, Côte d'Ivoire Red Cross (RCSCI) deployed its volunteers to carry out a rapid assessment and to provide initial assistance to households affected by the floods. This enabled RCSCI to record the number of people affected by the floods and to record their loss / damage to property and loss of life.

In response to the plight of the affected families, the NS, through its volunteers, provided assistance to households, helping them to resettle in safer areas. In addition, volunteers provided first aid services to the injured and psychosocial support to the families of the deceased. However, these actions were insufficient to meet the needs of the communities affected by the floods. As such, RCSCI requested and obtained financial support from IFRC through the DREF to scale up Red Cross response. The operation mobilised the following human resources:

- **International staff:** 1 Surge member for Cash Transfer in response to shelter and livelihoods needs.
- **National Society Staff:** 1 DM; 2 Health Coordinators, 1 WASH Coordinator, 2 WASH Assistants, 1 Communication Manager, 1 IT, 1 Radio Operator, 1 Logistics Manager, 1 Warehouse Manager, 1 Accountant, 1 Social Assistant, 2 Psychologists, 1 PMER, 2 Interns Monitoring and Evaluation, 1 CEA, 1 Cash Focal Point, 2 Drivers
- **Volunteers:** 44 volunteers

After the rapid assessments, the RCSCI team carried out a multisectoral assessment in Abobo, Alépé and Bassam. This made it possible to obtain lists of the affected persons.

Table 2: Rapid disaster assessment data in targeted areas

| Location | Number of affected households registered on the lists obtained | Number of people in households |
|--------------|--|--------------------------------|
| Abobo | 158 | 1,062 |
| Alepe | 100 | 618 |
| Grand Bassam | 1,575 | 6,480 |
| Total | 1,833 | 8,160 |

Subsequently, during the beneficiary's identification phase, data was collected to obtain disaggregated data on the affected households. The number of affected households identified during the household survey was 957 households. Among these, 300 households were targeted to benefit from unconditional cash transfer to support them rebuild their livelihoods, while 100 households would receive cash to support them with their shelter household items and hygiene kit.

Table 3: Distribution of targeted households registered during identification

| Community | Number | Percentage |
|--------------|------------|------------|
| Abobo | 158 | 16.5 |
| Alepe | 100 | 10.4 |
| Bassam | 699 | 73.1 |
| Total | 957 | 100 |

The RCSCI has a flood contingency plan. This plan was activated, and an Operational Command Post (PCO) was set up with dedicated staff. The coordination was entrusted to the community health coordinator. He was supported by the NS PMER. As part of the follow-up, regular meetings were held (weekly); and situation reports (SITREP) produced.

Throughout the four months of implementation, the volunteers of the local branches with support from the technical staff of RCSCI and the IFRC, carried out activities for the benefit of the communities with points of success but also challenges.

The intervention package delivered to targeted communities was as follows:

- Awareness activity including home visits, mass awareness, cinema Room and radio shows.
- Identification of affected persons
- Implementation of cash transfer to support shelter and livelihoods,
- Training of volunteers on wastewater management
- Capacity building of volunteers to identify signs of psychological trauma (among beneficiaries by listening and observing) and possible referrals;
- Psychosocial care of affected persons
- Initial assessment of the water, sanitation and hygiene situation
- Monitoring of the water situation, hygiene and sanitation
- Sensitization of members of affected households on storage of drinking water and the use of water treatment products
- Capacity building of volunteers from Abobo, Alépé and Grand-Bassam on waterborne diseases, hygiene promotion and home water treatment techniques
- Training volunteers on data collection with tablets / phones
- Provision / distribution of Aquatabs
- Field visits with stakeholders
- Creation of image box and awareness video
- Development of key messages

Overview of Red Cross Red Crescent Movement in country

Following the floods in Côte d'Ivoire, an alert was issued on the IFRC's Go platform on 14 October 2019. The IFRC regional office for Africa and the West Coast Cluster provided technical support to the NS for the preparation of the DREF request. It was agreed that the Disaster Relief Emergency Fund (DREF) would be an appropriate modality to support the initial response to households affected by the floods. The implementation was conducted with due technical monitoring by West Coast CCST.

The Swedish RC and the Dutch RC provided financial support for rapid and detailed assessments at the beginning of the flood. These PNSs are present in Cote d'Ivoire and their delegates monitored the execution of some activities. It should be recalled that the Swedish RC is providing technical and financial support for the Urban Risk Reduction (RRU) project in the Abobo / Anonkoi 3 district in the commune of Abobo (Abidjan).

To facilitate the response to this disaster, the IFRC provided technical support through the deployment of one RDRT Cash Transfer (CTP). Finally, two (2) programme support and monitoring visits were made by the CEA Delegate, IFRC, Abuja office. She was present as part of a technical support for the implementation of the flood DREF and the lessons learned workshop.

Overview of other actors in country

Overall, the Ministry of the Interior and Civil Protection (ONPC, GSPM), the Ministry of Defence (Military), the Ministry of Solidarity, the Ministry of Health, decentralized structures (Town Halls and Prefectures), UNICEF and WFP carried out activities to rescue and assist floods affected persons. Indeed, in the early hours of the flood, the military firefighters (GSPM) intervened with RCSCI volunteers on the field to ensure the evacuation of the people invaded by the flooding. It is important to note that the Wider Coordination Committee (CCE), under the leadership of the Ministry of Solidarity and the humanitarian coordinator, organized a coordination meeting on 17 October 2019 to discuss the response to the floods. This was reflected in the provision of food and non-food items to flood-affected households, particularly in Grand Bassam which was most impacted by the disaster. Similarly, in Ono, the *Société de Culture Bananière (SCB)* distributed food and non-food items to the flooded populations.

The WFP decided to intervene with cash transfer in localities not covered by the DREF namely, Aboisso, Ayamé, Bonoua (Yahou, and Adiaho) to bring relief to the affected. In addition to food and non-food donations, the government offered financial support to some households, the town halls and sub-prefecture managed the accommodation site for

internally displaced persons (IDPs) with the support of NGOs and the Ministry of Health (National Institute of Public Hygiene (INHP)).

Table 4: Summary of interventions by other actors

| Community | Intervention Provided | Quantity |
|--------------------------|--|---|
| Grand Bassam | Several food and non-food donations from the Vice-President of the Republic, the Ministry of Solidarity, a Senator, state structures (ONPC, FDFP, INHP, Town Hall), NGOs and individuals. These donations consist of rice, oil, sardine, mattress, 2 blocks of 3 mobile toilet cabins. | 290 bags of rice of 25kg, 280 boxes of bleach of 1 L, 151 mats of 2 to 1 place, 100 boxes of oil, 54 boxes of pieces of soap, 180 buckets, 90 mattresses of 2 to 1 place, 1750 boxes of sardine |
| Bonoua (Yaou Village) | Cash transfer with WFP support | 14 |
| Bonoua (Adiaho Village) | Cash transfer with WFP support | 43 |
| Aboisso (Soumie Village) | Food and non-food (rice, pasta, soap, bleach, etc.) | 400,000 FCFA in cash from neighbouring villages, 10 bags of rice, 15 bottles of water, 2 boxes of bleach, 20 l of oil |
| Ayame | Food and non-food cash transfer with WFP support | 32 |
| Ono Salci | SCB food and non-food (rice, sugar, bleach, salt, soap) | 117 households assisted by Société de Culture Bananière (SCB) |

Needs analysis and scenario planning

Soon after the floods, RCSCI teams carried out rapid assessments that informed the development of a plan of action. Subsequently, continuous/multisectoral assessments were carried out and confirmed the initial findings. Indeed, the assessments carried out show that awareness-raising on good hygiene practices was necessary because most of the population were not washing their hands properly. The buckets used to fetch water from wells were most often placed on the ground and open defecation was practiced. Disinfection of wells and contaminated houses, as well as distribution of aqua tabs for drinking water treatment were necessary. There was also a need to identify the beneficiaries of a cash transfer.

Overall, needs assessments revealed the following major elements:

- 106 houses were destroyed
- 26 water sources were contaminated in certain localities
- 2,150 households had lost material goods including food and household items
- 602 households had relocated, resulting in hygiene and sanitation needs
- Awareness raising was needed to prevent any disease outbreak resulting from the hygiene conditions and PSS was needed to mitigate the emotional effects of the disaster on communities

With the overflow of some rivers in areas at high risk of cholera, there were concerns and fears of outbreaks of waterborne diseases (cholera, diarrhoea and malaria). It was therefore important to distribute aqua tabs and monitor water quality before consumption in order to reduce the risk of epidemics.

Further continuous assessments confirmed these same findings. Although figures varied from one organisation to another, at RCSCI level, the needs explained in the previous tables could be retained. Overall, some of the needs of the affected were addressed by the DREF operation and others covered as far as possible by RCSCI through NS own efforts.

There was no major revision of the initial action plan in terms of extending the operation. What should be noted is the delay in the distribution of the cash assistance due to the long process involved in the selection of the service provider. Cash assistance was to be done each month during week 4, week 8 and week 12 with an amount of 50,000 FCFA / beneficiary. Eventually, this had to be done at once during week 12 of the operation, that is, 150,000 FCFA / beneficiary. The other point that needs to be addressed is the acquisition and distribution of Aquatabs. The RCSCI team was not able to obtain stocks of Aquatabs in Côte d'Ivoire, so this had to be imported, which caused a delay in implementing the activity. It should be noted that Aquatabs are not readily available in country so, alternative means will be required for future response operations. In addition, the distribution was not done in all 3 zones as planned because many of the planned recipients had already found a way to getting safe drinking water and the Aquatabs were no longer necessary for them. Indeed, some beneficiaries who were connected to the current water network had already found the means to consume safe drinking water. This level of needs had been met in Alépé and Ono/Bassam.

During the post distribution monitoring results of the operation, the satisfaction of the majority of the assisted populations was noted, particularly with regard to cash transfer assistance. Some also expressed their satisfaction with the psychosocial care and awareness campaigns, however, complaints were registered, mainly from people who were not taken into account for the cash transfer assistance. The other weak point highlighted was the lack of coordination of humanitarian actions which was pointed out by the prefectural authorities, since several organisations intervened without collaborating with the authorities and other stakeholders.

Risk Analysis

During the implementation of the action plan, the staff of the RCSCI was requisitioned for the organisation of the 7th General Assembly of the National Society. This did not allow one of the head office officials to attend a meeting called by the Prefect of Grand Bassam. The local committee of Grand Bassam was represented, but activities on the DREF were slowed down in Grand Bassam during this period. Another unexpected event was the crossing of the Comoé river to reach the village of N'gokro in Alépé. The RCSCI team did not have life jackets and the crossing by pirogue was not safe. In addition, in this same village, there were recurring communication problems between the RCSCI team and the two chiefs of the village of N'gokro which the CEA assistant was able to resolve.

B. OPERATIONAL STRATEGY

The general objective of this operation was to support 3,000 people affected by the floods (500 households), through cash transfer to meet the immediate needs of subsistence, housing (household items), as well as providing WASH services in targeted localities. To do so, the operational time required for the completion of this activity was four (4) months. Thus, the activities were carried out in the various communities in Abidjan (Abobo), Alépé and Grand Bassam.

Overall, the operation reached 10,851 people (excluding volunteers trained) or 1,808 HHs as seen in below table. Cash distribution was made to 400 HHs through the household heads (100 for household items and 300 for food and basic needs). This was followed up in a post distribution survey. The cash distribution was delayed due to the long selection process of the financial service provider.

Table 5: Distribution of people reached per key activities

| Activities | Abobo | | | Alepe | | | Grand Bassam | | | Total |
|---|------------|------------|------------|------------|------------|------------|--------------|--------------|--------------|---------------|
| | M | F | Children | M | F | Children | M | F | Children | |
| First Aid | 14 | 14 | 6 | - | - | - | - | - | - | 34 |
| Awareness on WASH | 196 | 331 | 308 | 432 | 554 | 605 | 1,034 | 1,636 | 1,513 | 6,609 |
| CEA | 51 | 78 | 147 | 197 | 162 | 91 | 348 | 303 | 132 | 1,509 |
| Volunteer training | 3 | 3 | 0 | 2 | 2 | 0 | 4 | 3 | 0 | 17 |
| Unconditional Cash Transfer Beneficiaries | 29 | 55 | 0 | 15 | 9 | 0 | 60 | 132 | 0 | 1,800 |
| Cash Transfer Shelter beneficiaries | 0 | 0 | 0 | 0 | 0 | 0 | 68 | 32 | 0 | 600 |
| PSS | 3 | 25 | 0 | 31 | 30 | 0 | 80 | 130 | 0 | 299 |
| TOTAL | 296 | 506 | 461 | 677 | 757 | 696 | 1594 | 2,236 | 1,645 | 10,868 |

In implementation, the strategy remained the same as was originally proposed in the action plan, however, some delays as mentioned earlier were experienced in terms of livelihood support (cash distribution) and procurement and distribution of Aquatabs. A rapid market and risk assessment was carried out to ensure that all elements were taken into account. The operation also made it possible to provide psycho-social care for the affected communities. A post distribution monitoring (PDM) was conducted after distributions and a lessons learnt workshop held towards the end of the operation.

C. DETAILED OPERATIONAL PLAN



Shelter

People reached: 600 people (100 HH)

Male: 68 male-headed households

Female: 32 female-headed households

Shelter Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions

Shelter Output 1.1: Short-term shelter and settlement assistance is provided to affected households

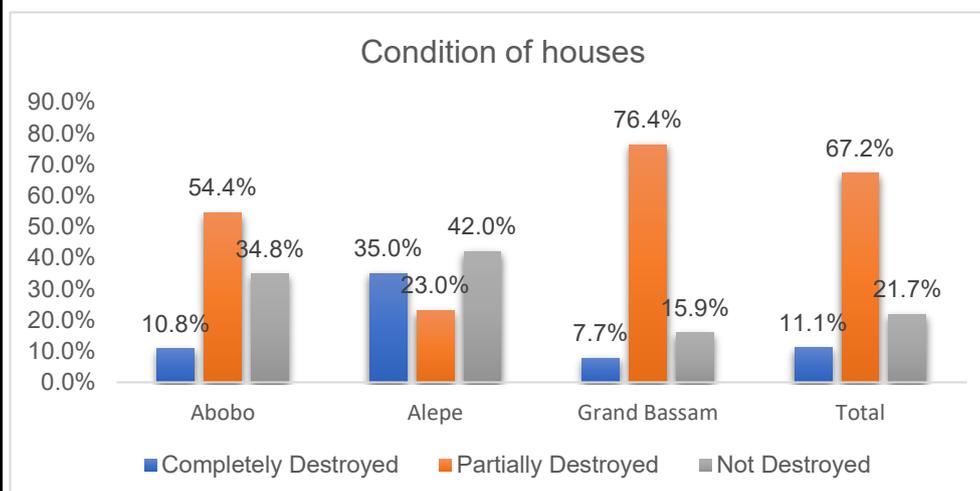
| Indicators: | Target | Actual |
|--|--------|--------|
| Number of households receiving Cash Transfer for household items (Shelter) (target 100 HH) | 100 | 100 |

Narrative description of achievement

The rapid assessment revealed that in terms of shelter, several houses were destroyed (106). The selection of 100 households according to established criteria was made. They were mainly selected in Ono / Bassam and Alépé, for those whose mud (earth) houses had been destroyed in some other places. NS therefore provided support to 100 households for the acquisition of household items.

Table 6 : Condition of houses

| Condition of houses | Abobo | Alepe | Grand Bassam | Total |
|----------------------|------------|------------|--------------|------------|
| Completely Destroyed | 17 | 35 | 54 | 106 |
| Partially Destroyed | 86 | 23 | 534 | 643 |
| Not Destroyed | 55 | 42 | 111 | 208 |
| Total | 158 | 100 | 699 | 957 |



| Challenges | | |
|--|--------|--------|
| The major challenge was the delay in assistance which was due to the rather cumbersome process for selecting the cash transfer provider. Indeed, RCSCI had selected the MTN operator according to its procedures, but the IFRC requested to revisit the process of selecting the cash transfer provider to ensure IFRC procurement procedures were adhered to. | | |
| Lessons Learned | | |
| Signing an agreement (a framework agreement) in the medium term (3 to 4 years) with the mobile money operator is an essential approach to avoid delays in Cash Transfer assistance. | | |
|  <p>Livelihoods and basic needs People reached: 1,800 people (300 HH) Male: 104 male-headed households Female: 196 female-headed households</p> | | |
| Livelihoods and basic needs Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods | | |
| Indicators: | Target | Actual |
| Number of households that received Cash Transfer assistance for food | 300 | 300 |
| Livelihoods and basic needs Output 1.5: Households are provided with unconditional / multipurpose cash grants to address their basic needs | | |
| Indicators: | Target | Actual |
| Number of volunteers involved in Cash Transfer for subsistence activities and basic needs (target: 22 volunteers) | 22 | 44 |
| % of feedback from the community that received a response / response (objective: at least 60%) | 60% | 100% |
| Number of PDM (Post Distribution Monitoring) carried out | 1 | 1 |
| Narrative description of achievements | | |
| <p>Identification of 957 affected households including 158 in Abobo, 100 in Alépé and 699 in Grand Bassam. Of these, 300 were selected for livelihoods (Cash transfer). A mission to confirm the list of beneficiaries followed with the communities. This list was then transferred to the mobile money operator (MTN) for contact verification and identification. The headquarters team made phone calls to communicate with the beneficiaries the method of withdrawal of funds. This was followed by payment (transfer of cash). All the feedbacks received from the community received a response (100% instead of the target 60%) because the responses were attended to by telephone and at community level during awareness meetings.</p> <p>The beneficiary selection criteria used to identify the 300 beneficiary households were:</p> <ul style="list-style-type: none"> • Household affected by floods • Household with a high number of vulnerable people, • Household headed by a woman with children under 5, • Households dependent on the community / solidarity to meet their food needs. • Household that has not already received assistance <p>Communities were involved throughout the beneficiary selection process. A cash transfer post-distribution monitoring mission was carried out. The main objective was to assess and measure possible changes due to the transfer of funds to the beneficiaries. The post distribution survey was carried out by volunteers from the 3 localities. On the basis of the results of the PDM, it could be concluded that on the whole, the beneficiaries were satisfied to have received this aid and, according to them, the support was useful because the aid helped them to solve part of the problem caused by flooding.</p> <p>The number of volunteers was increased to 44 to cover the activities successfully. There was a need to set up teams of volunteers in pairs for security reasons in the field.</p> | | |
| Challenges | | |
| The major challenge here also was the delay in assistance which was due to the rather cumbersome process for the selection of the cash transfer provider as earlier mentioned under the shelter component. | | |

In addition to this, implementation team noted the following challenges:

- Some beneficiaries did not have money to pay for transportation to attend community meetings
- Lack of ID for identification of beneficiaries' SIM cards
- Incorrect registration of some beneficiaries' numbers
- Agents had to do the identification of certain sim cards in their name because some of the beneficiaries did not have means of identity
- The need to pay at least 200 FCFA into the mobile money account in order to activate the account was not well explained to the beneficiaries
- The greed and discrimination by certain actors. Some people had wanted to take advantage of some beneficiaries (especially women) who did not know how the mobile system works.
- Some of the beneficiaries had to buy new MTN SIM cards
- Many NGOs working in the same sector had already provided some form of support to the same beneficiaries before our intervention (this might mean that Red Cross intervention was a bit late)
- The beneficiaries received 150,000 FCFA, in a single payment for 3 months, instead of 50,000 FCFA / Month. This is due to the delay in the provider selection process

Lessons Learned

- Organising several simulation exercises with all stakeholders could be a good approach to achieve better coordination of assistance in the event of a flood.
- Signing an agreement or a framework agreement for a long to medium term (3 to 4 years) with the mobile money operator is an essential approach to avoid delays in Cash Transfer assistance
- The establishment of beneficiary list verification mechanisms involving the RCSCI, the mobile money operator, the administrative authorities and community members is necessary for the success of cash transfer assistance.
- Discussions between the NS and the IFRC on the timing of the deployment of the RDRT is necessary for greater support and effectiveness
- Identifying the affected persons in the camps / reception site for displaced people during the evening / night is necessary to identify the most vulnerable.
- The exhaustive and specific criteria for the selection of beneficiaries of Cash Transfer allows targeting of the most vulnerable victims and mitigate complaints
- Providing beneficiaries with a brochure/manual on the use of SIM cards is necessary to assist them with activation of their SIM cards.



Health

People reached: 333

Male: 127

Female: 206

Health Output 1.5: Psychosocial support provided to the target population

| Indicators: | Target | Actual |
|--|---------|--------|
| Number of people reached with first aid assistance | Not set | 34 |
| Number of people reached by psychosocial support (target: 100) | 100 | 299 |

Narrative description of achievements

Some 34 people (14 male, 14 female and 6 children) were reached in Abobo with first aid care. As concerns PSS, the target was exceeded because of the good organisation of the psychologists and the strong adherence of the communities to the activities. Indeed, the psychosocial care on the operation concerned both beneficiaries, staff and volunteers. This care was based on the technique of emotional debriefing through the conduct of collective and / or individual psychological interviews and discussion groups.

The intervention of the psychosocial team began with the joint needs assessment mission. The needs for psychosocial assistance having been confirmed, planning of activities was made at this level. Thus, there was the strengthening of the capacities of the volunteers to identify signs of mental trauma (among beneficiaries by listening and observing) as well as possible referrals. Psychosocial activities took place with adults in the field (Individual interview / Group interview) in families and family concessions / Communal Courts.

The content of the interviews was:

- Presentation of psychologists and volunteers
- The presentation of DREF activities to locate the intervention framework and its importance;
- The presentation of the stages of the interview (evocation of personal experience and feelings, exploration of traumatic signs of expression not expressed, verification of the reduction of signs, normalization of symptoms);
- The opportunity offered to beneficiaries to ask questions in turn.

In terms of the traumatic clinic, there were cases of:

- Slight potential evolution towards a state of acute stress
- Sleep disturbance hypervigilance
- Cases of headache, feelings of permanent tiredness and some rare cases of revival
- Cases of strong potential evolution towards a state of acute stress taken care of in Grand-Bassam
- Psychopathological cases: 5 cases of strong depressive tendencies
- Case of avoidance which can be summed up by moves and abandonments of domicile

On the emotional side, there have been:

- Surprise at the scale and unexpected nature of the flood
- Fear of losing one's life or of losing a child while asleep due to the overnight rising waters
- Sadness related to the loss of material goods within a few hours, after acquiring them with many efforts (children's supplies, administrative documents, etc.)
- Anger over the limited number (400) of HHs who received cash assistance in the communities. The flood affected HHs that did not receive cash assistance were not content despite explaining to them the selection criteria
- Despair and the quest for meaning

Overall, the interviews made it possible to reassure the beneficiaries about the normal nature of the signs observed and the decrease in these over times. Indeed, the signs of starting the resilience process were noticeable by the resumption of their daily activities. The cash assistance has helped to increase resilience among those who received this aid.

Table 7: Distribution of people interviewed for PSS

| Locality | Group interview | | Individual interview | | Total |
|-----------------|-----------------|------------|----------------------|----------|------------|
| | Men | Women | Men | Women | |
| Abobo | 2 | 24 | 1 | 1 | 28 |
| Alepe | 29 | 30 | 2 | 0 | 61 |
| Grand-Bassam | 80 | 126 | 0 | 4 | 210 |
| Together | 111 | 180 | 3 | 5 | 299 |

A desired output in the action plan by the RCSCI team was the psychological care of volunteers and staff. Psychologically, the volunteers and staff are among those indirectly affected (which include those who were affected because either their relatives were directly affected, or because they had provided assistance to direct victims, such as volunteers or rescuers. People who have listened to terrifying stories and pain of direct victims, or those who have had access to images of desolations following the disaster that has occurred on the one hand from the first hours of the floods. On the other hand, they must deal with the anger, complaints and feelings of injustice expressed by the beneficiaries who were not selected for the cash transfer. After dedicating themselves to all the activities related to the different stages of the project, they have to deal with the feelings of frustration they feel that they have not been able to help all the victims. There is also the feeling that the populations give much more importance to cash than to the other activities of the project which can generate a tendency to discourage volunteers. Volunteers who are in constant contact with the populations and who live with them daily are the most exposed to hostile speech from the populations.

Challenges

- Late intervention of activities (1 month after the floods)
- Children were not taken care of
- Indirect victims were not taken care of (field workers and relatives of the victims) i.e. volunteers.

Lessons Learned

- Intervene in the early hours of the disaster for maximum coverage. The first interventions of the volunteers were in the area of first psychological help

- Provide appropriate care for children
- An integrated approach to the project with all sectors / areas of intervention (Cash transfer, WASH, Shelter, CEA, PSS) is necessary for more effective assistance operations on the Flood response operation.
- The composition of mixed intervention teams taking gender and diversity into account is necessary for the success of the assistance



Water, sanitation and hygiene

People reached: 6609

Male: 1,662

Female: 2,521

Children: 2,426

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

| Indicators: | Target | Actual |
|---|--------|--------|
| Number of people reached by hygiene promotion | 5,000 | 6,609 |

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

| Indicators: | Target | Actual |
|--|--------|--------|
| Number of hygiene promotion sessions | 12 | 42 |
| % of the target population who knows how to interact with the CRCR movement and its feedback mechanism | 60% | 65% |
| % of the target population who are aware of the RC intervention in their community | 60% | 80% |

WASH Output 1.2: Daily access to safe water which meets Sphere and WHO standards in terms of quantity and quality is provided to target population

| Indicators: | Target | Actual |
|--|--------|--------|
| Number of households that received water tablets | 500 | 580 |

Narrative description of achievements

DREF's WASH activities started in the 1st week of November 2019 and ended in the 2nd week of February 2020. They focused on:

- Initial assessment of the water, sanitation and hygiene situation
- Training of 20 volunteers on carrying out WASH assessment
- Continuous monitoring of the WASH situation
- Distribution of Aquatabs and water treatment at homes
- Monitoring water use through household surveys and quality testing
- Training the population of the target communities on storage of drinking water and the safe use of water treatment products

The targets were exceeded for all the WASH indicators because the volunteers were well organised, motivated and they made several outreaches. The communities also had good understanding of the RCSCI activities. Alépé and Grand Bassam are areas bordered by streams which, because of the heavy rains, had come out of their beds. Unlike the other zones, the sector of the Abobo which was flooded is a storm basin. In these areas, the populations benefit from a connection to the drinking water supply network and therefore have access to drinking water, however, some of the victims of the flood use water from wells. The septic tanks were flooded and the houses after the water receded were full of mud and excrement. In Alépé many people suffered from athlete's foot and cough and some streets of the village are covered with freshwater salad.

The results of the evaluations show that:

- Awareness of good hygiene practices was necessary because the vast majority of people do not wash their hands after being in contact with excrement, especially children.
- The buckets used to draw water from wells were most often placed on the ground.
- Open defecation was still practiced

Capacity building for volunteers from Abobo, Alépé and Grand-Bassam focused on water-borne diseases, hygiene promotion and home water treatment techniques. Particular emphasis was placed on hand washing, preventive measures to combat malaria, cleaning houses after the flood and the use of aqua tabs. Households

that received the chlorine tablets were trained on their use by volunteers. In addition, twice a week, a monitoring visit on the proper use was made by the volunteers

In terms of results:

- the majority of the members of the households visited showed their satisfaction with the taste of the water after disinfection with the chlorine tablets.
- cleaning days were organized in Alépe
- at Grand Bassam, people have dried up stagnant water in their course
- The sensitized populations know better the key moments of hand washing and how to wash their hands
- 28 volunteers (10 women and 18 men) were engaged in the WASH field
- 6,669 people were reached (exceeding the 5,000 planned)

Table 8: Number of people reached with WASH

| Locality | Man | Women | Child | Total |
|--------------|--------------|--------------|--------------|--------------|
| Grand Bassam | 588 | 677 | 673 | 1,938 |
| Alepe | 878 | 1,513 | 1,445 | 3,836 |
| Abobo | 196 | 331 | 308 | 835 |
| Total | 1,662 | 2,521 | 2,426 | 6,609 |

Table 9: Distribution of aquatabs and water treatment at home

| LOCALITY | NUMBER OF HOUSEHOLDS | NUMBER OF STRIPS DISTRIBUTED |
|--------------|----------------------|------------------------------|
| Alepe | 320 | 960 |
| Grand-Bassam | 260 | 780 |
| Total | 580 | 1,740 |

Challenges

- Delay in providing aqua tabs due to beneficiaries due to no supply of aqua tabs in-country and hence required to get aqua tabs procured outside of the country
- Lack of hygiene and sanitation equipment (bleach, wheelbarrow, boot, etc.)
- Lack of latrine at IDP sites
- During focus groups, the beneficiaries talked more on the benefits of the cash assistance at the expense of the benefits of awareness and distribution of WASH kits

Lessons Learned

- Pre-positioning of hygiene and sanitation equipment (latrine, mobile, bucket, motor pump) at headquarters and local communities is necessary
- Since aqua tabs are not readily available in the country, effective and quick alternative means of aqua tabs supply needs to be identified for future responses
- Involving opinion leaders in the identification of beneficiaries (shelter, wash kits, cash transfer) enables the operation to be effective
- Collaborating with doctors in intervention areas on the operation is useful in coordinating the response
- An integrated approach to the project with all sectors / areas of intervention (Cash transfer, WASH, Shelter, CEA, PSS) is necessary for more effective assistance operations on the Flood DREF

International Disaster Response

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

| Indicators: | Target | Actual |
|---|--------|--------|
| Percentage of people supported compared to those affected | 32% | 47.5% |

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

| Indicators: | Target | Actual |
|--|---------|--------|
| Number of RDRTs deployed for the correct assistance of Cash Transfer Money | 1 | 1 |
| Number of people reached through CEA sessions | Not set | 1,509 |
| Number of lessons learned workshop completed | 1 | 1 |

Narrative description of achievements

The IFRC provided technical support through the deployment of an RDRT (CVA) while the West Coast Cluster CEA delegate provided valuable support to the team through her two visits to the country during the operation.

The CEA approach included the involvement and participation of stakeholders in the implementation of activities (local / volunteer committees; administrative and local authorities, community members, etc.). Thus, several activities under the DREF operation made it possible for communities to be placed at the heart of the interventions (CEA guideline, dissemination of the cash criteria, validation of the lists with the communities, mobile cinema, radio broadcast, SIM distribution, explanation of the stages of DREF, etc.).

The CEA activities included:

- the establishment of CEA guidelines and the dissemination of beneficiary selection criteria through 6 community meetings.
- validation of the list of beneficiaries with the communities through 6 community meetings
- 6 mobile cinemas were organised for awareness through film screening and distribution activities by the Red Cross in the communities
- the production of 8 radio programmes including 3 in Abobo, 3 in Bassam and 2 in Alépé.

The themes addressed during these activities were:

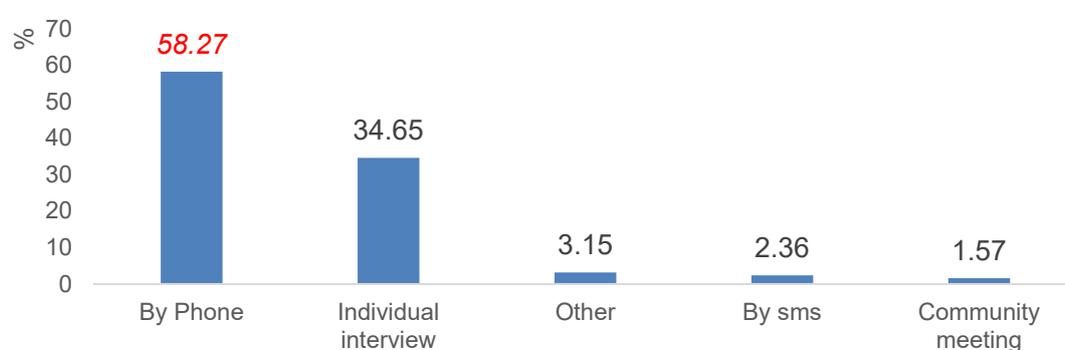
- Hand washing with clean water and soap
- Means of prevention against malaria
- Psychosocial support in disaster situations

All these communication activities reached 1509 people, including 596 men, 543 women and 370 children.

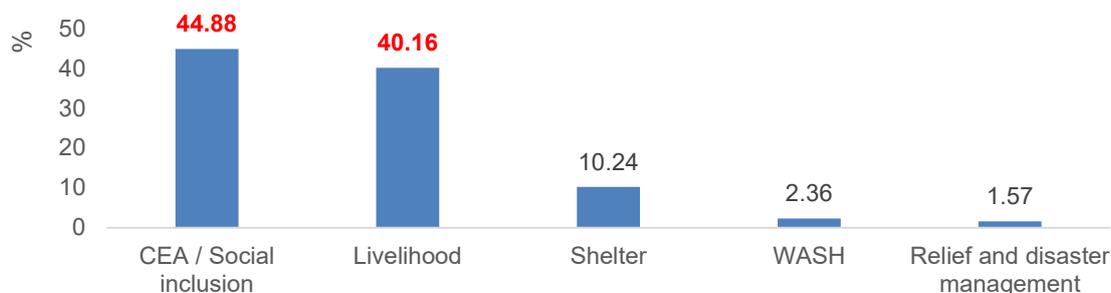
Regarding the complaints collection and management system, the following points should be noted:

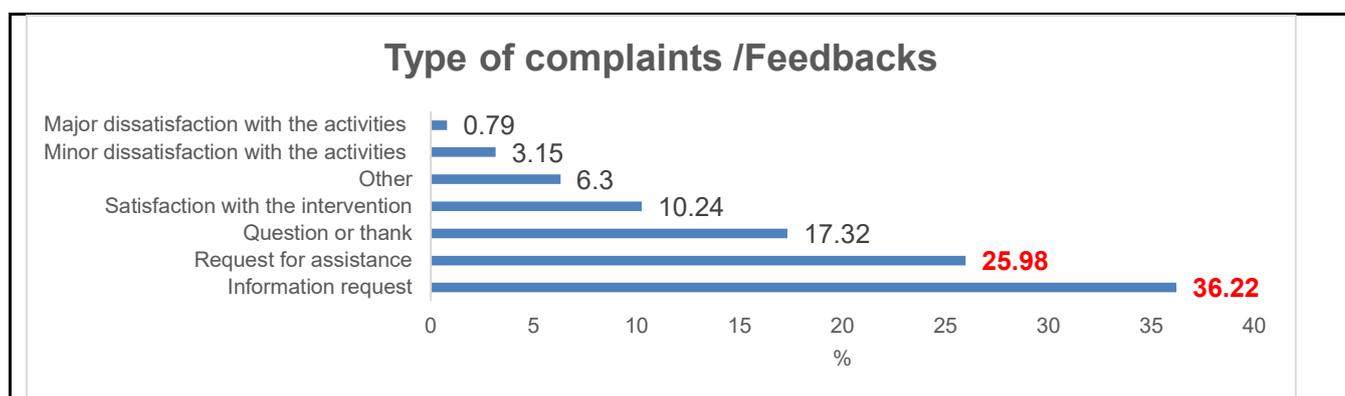
- Establishment of a call number opened from Monday to Friday from 8:30 am to 5:00 pm
- Identification of CEA focal points
- Provision of CEA focal points with feedback and complaint registration forms
- Use of the Kobo collect app to record feedbacks and complaints (1)

Circuit adopted for complaint/feedback (Mechanism)



Area of activity to which the complaint/feedback relates





Challenges

- Three persons wrongly found themselves on the beneficiary list of cash distribution due to an error in entering the phone number
- Complaint cards took a long time to reach the headquarters
- The meeting places often created confusion or reluctance (in front of the mosque)
- People did not always measure the extent of the problems (prejudices exist concerning the floods)
- Community volunteers from Alépé were not identifiable in the field (No Red Bib / vest)
- Information was not exhaustive (some authorities did not have all the information on the flooded areas)
- Internal communication was often lacking in the programming of activities
- Some problems of social cohesion noted
- The population was not literate

Lessons Learned

- The identification of the beneficiaries must be done with the members (responsible) of the community so that everyone is involved (avoid under notification or the insertion of false beneficiaries)
- The amounts could be split so that it reaches more beneficiaries
- It is important to create cohesion in the community to promote solidarity
- Reassure people who have reported a complaint through creating trust by contacting them even if the solution is not yet in place
- The population seeks RCSCI support to raise awareness and conduct sanitation operations
- Create a long-term partnership between the RCSCI and the local authorities for an adequate response (create a formal framework)
- Know the organisation and functioning of the community before interventions
- Plan activities on time and communicate quickly enough on the period / date of the activities so as not to surprise the communities
- MTN must call beneficiaries before transfer
- Create a leisure centre to keep children busy
- Good planning of activities based on the logic of time, context and community needs is necessary for their appropriation
- Signing an agreement or a framework agreement in the medium term (3 to 4 years) with the mobile money operator is an essential approach to avoid delays in Cash Transfer assistance
- The establishment of beneficiary list verification mechanisms involving the RCSCI, the mobile money operator, the administrative authorities and community members is necessary for the success of cash transfer cash assistance
- An integrated approach to the project with all sectors / areas of intervention (Cash transfer, WASH, Shelter, CEA, PSS) is necessary for more effective assistance operations on the Flood DREF.
- Discussions between the NS and the IFRC on the timing of the deployment of the RDRT is necessary for greater support effectiveness
- Communicating on the end of certain activities such as cash transfer is necessary so that community members do not wait for assistance
- The exhaustive and specific criteria for the selection of beneficiaries of Cash Transfer allows targeting the most vulnerable victims and mitigating complaints
- The provision of the beneficiaries with a brochure / manual for the use of SIM cards is necessary to assist selected beneficiaries with activation of SIM cards.
- The composition of mixed intervention teams taking gender and diversity into account is necessary for the success of the assistance
- The organisation of lessons learned workshops with stakeholders in humanitarian response is necessary for good coordination in the management of future disasters.

D. Financial Report

The sum of CHF 193,051 was allocated to this DREF. The total expenditure was CHF 166,594 (86.29%), leaving a balance of CHF 26,457 which will be returned to the DREF pot.

Expenditure and variance by budget category and group (CHF)

| Description | Budget | Expenditure | Variance | Explanation of variance |
|---|----------------|----------------|---------------|---|
| Relief items, Construction, Supplies | 102,033 | 97,508 | 4,525 | All the Aquatabs could not be bought as planned because they could not be procured locally. |
| Logistics, Transport & Storage | 14,357 | 10,319 | 4,038 | CHF 4,038 was saved on transport and vehicle costs through prudent management. |
| Personnel | 48,947 | 40,643 | 8,304 | CHF 8,304 was saved on volunteer cost. |
| Consultants & Professional Fees | 2,639 | 172 | 2,466 | The professional fees of CHF 2,466 were saved while only CHF 172 was spent on consultants |
| Workshops & Training | 4,175 | 4,125 | 50 | NA |
| General Expenditure | 9,118 | 3,658 | 5,460 | The bulk of the variance came from communications where the sum of CHF 5,460 was saved. |
| Grand Total | 193,051 | 166,594 | 26,457 | |

Contact information

Reference documents



Click here for:

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

For further information, specifically related to this operation please contact:**In Red Cross Society of Côte d'Ivoire**

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For IFRC Resource Mobilization and Pledges support:

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For In-Kind donations and Mobilization table support:

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For Performance and Accountability support (planning, monitoring, evaluation and reporting enquiries)

- **IFRC Africa Regional Office:** Philip Komo Kahuho, Regional PMER Manager; Africa Region; email: philip.kahuho@ifrc.org; phone: +254 732 203081

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.



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.

DREF Operation

FINAL FINANCIAL REPORT

| Selected Parameters | | | |
|---------------------|----------------|-----------|----------|
| Reporting Timeframe | 2019/10-2020/7 | Operation | MDRCI011 |
| Budget Timeframe | 2019/10-2020/2 | Budget | APPROVED |

Prepared on 19/Aug/2020

All figures are in Swiss Francs (CHF)

MDRCI011 - Côte d'Ivoire - Floods

Operating Timeframe: 22 Oct 2019 to 22 Feb 2020

I. Summary

| | |
|---------------------------------|-----------------|
| Opening Balance | 0 |
| Funds & Other Income | 193,051 |
| DREF Allocations | 193,051 |
| Expenditure | -166,594 |
| Closing Balance | 26,457 |

II. Expenditure by area of focus / strategies for implementation

| Description | Budget | Expenditure | Variance |
|---|----------------|----------------|---------------|
| AOF1 - Disaster risk reduction | | 354 | -354 |
| AOF2 - Shelter | 11,205 | 7,631 | 3,574 |
| AOF3 - Livelihoods and basic needs | 89,870 | 96,103 | -6,232 |
| AOF4 - Health | 2,597 | 4,528 | -1,931 |
| AOF5 - Water, sanitation and hygiene | 39,827 | 23,730 | 16,097 |
| AOF6 - Protection, Gender & Inclusion | | | 0 |
| AOF7 - Migration | | | 0 |
| Area of focus Total | 143,499 | 132,345 | 11,154 |
| SFI1 - Strengthen National Societies | 23,086 | 16,406 | 6,680 |
| SFI2 - Effective international disaster management | 26,467 | 17,843 | 8,624 |
| SFI3 - Influence others as leading strategic partners | | | 0 |
| SFI4 - Ensure a strong IFRC | | | 0 |
| Strategy for implementation Total | 49,552 | 34,249 | 15,303 |
| Grand Total | 193,051 | 166,594 | 26,457 |

DREF Operation

FINAL FINANCIAL REPORT

| Selected Parameters | | | |
|---------------------|----------------|-----------|----------|
| Reporting Timeframe | 2019/10-2020/7 | Operation | MDRCI011 |
| Budget Timeframe | 2019/10-2020/2 | Budget | APPROVED |

Prepared on 19/Aug/2020

All figures are in Swiss Francs (CHF)

MDRCI011 - Côte d'Ivoire - Floods

Operating Timeframe: 22 Oct 2019 to 22 Feb 2020

III. Expenditure by budget category & group

| Description | Budget | Expenditure | Variance |
|---|----------------|----------------|---------------|
| Relief items, Construction, Supplies | 102,033 | 97,508 | 4,525 |
| Water, Sanitation & Hygiene | 10,099 | 5,283 | 4,816 |
| Teaching Materials | 6,680 | 6,630 | 50 |
| Cash Disbursement | 85,253 | 85,595 | -341 |
| Logistics, Transport & Storage | 14,357 | 10,319 | 4,038 |
| Distribution & Monitoring | 3,836 | 1,855 | 1,981 |
| Transport & Vehicles Costs | 10,521 | 8,464 | 2,057 |
| Personnel | 48,947 | 40,643 | 8,304 |
| International Staff | 16,005 | 15,562 | 444 |
| National Staff | 2,004 | | 2,004 |
| Volunteers | 30,938 | 25,082 | 5,856 |
| Consultants & Professional Fees | 2,639 | 172 | 2,466 |
| Consultants | 969 | 172 | 796 |
| Professional Fees | 1,670 | | 1,670 |
| Workshops & Training | 4,175 | 4,125 | 50 |
| Workshops & Training | 4,175 | 4,125 | 50 |
| General Expenditure | 9,118 | 3,658 | 5,460 |
| Travel | 200 | 234 | -33 |
| Office Costs | 835 | 839 | -4 |
| Communications | 7,432 | 1,753 | 5,679 |
| Financial Charges | 651 | 832 | -181 |
| Indirect Costs | 11,782 | 10,168 | 1,615 |
| Programme & Services Support Recover | 11,782 | 10,168 | 1,615 |
| Grand Total | 193,051 | 166,594 | 26,457 |