



DREF Operation	Operation no. MDRCR013 GLIDE: FL-2015-000079-CRI
Date of issue: 17 March 2015	
Date of disaster: 27 June 2015	
Operation start date: 27 June 2015	Expected timeframe: 3 months
Host National Societies: Costa Rica Red Cross (CRRC)	Overall Operation budget: 277,071 Swiss francs (CHF)
Number of people affected: 9,700 people	Number of people assisted: 5,000 people (1,000 families).
Number of National Societies participating in the operation: International Federation of Red Cross and Red Crescent Societies (IFRC)	

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

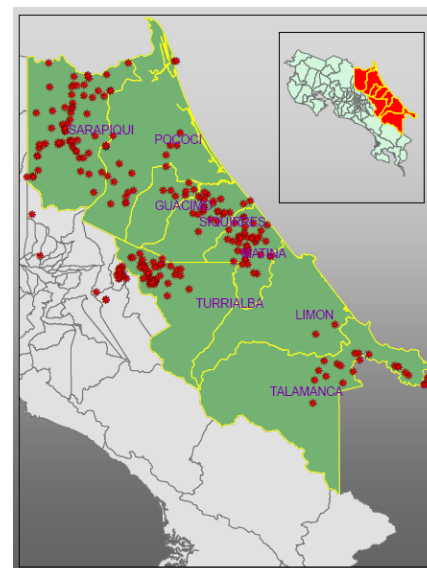
A. Situation Analysis

Description of the disaster

On 20 June 2015, a tropical wave entered Costa Rica, which brought heavy rains in mainly the Atlantic watersheds and the area of Sarapiquí in the province of Heredia; the heavy rains were followed by three more consecutive storm fronts, which brought uninterrupted rains for three more weeks. This ended up affecting even northern areas of the country and the area of Turrialba in Cartago.

In its latest status report, the Costa Rican government's National Emergency Commission (CNE) reported the following damages and impact:

- 322 affected communities
- 3,308 flooded dwellings
- 45 stretches of road affected
- 59 damaged bridges
- 33 flooded education centres
- 8,809 people cut off
- 46 damaged aqueducts
- 9,666 people affected (preliminarily)



Map of flooding. Source: CNE

The government of Costa Rica declared a Red Alert for the Costa Rican Caribbean area and activated its emergency operations centre (EOC), deploying personnel to affected areas to coordinate relief actions in support of affected families.

Summary of measures taken

Overview of host National Society

In addition to its role as an auxiliary to government authorities, the Costa Rican Red Cross is a member of the National Risk Management System's Emergency Operations Centre. As the institution responsible for pre-hospital care service in the country, the CRRC alerted local branches in the areas that were likely to be affected as well as surrounding areas as soon as the emergency began by forwarding weather reports warning of possible events in order to keep all structures informed.

Cooperation from branches not affected was requested during the active phase personnel and vehicles were mobilized to support the rescue and evacuation of affected families and their relocation to collective centres.

From the very beginning, the Relief and Operations Directorate activated its Operations Coordinating Centre (CCO) at the national level and promoted opening regional CCOs according to the various administrative regions of which the institution is composed. There was a Coordinating Centre for each of the three regions involved.

In addition, a national-level operations officer was deployed to Sarapiquí, the area reported to have suffered the most damage. Trucks carrying food from the CNE warehouse were sent to support rescue and evacuation actions in areas with limited access in order to start delivering aid to the affected population.

The National Society mobilized the following resources for emergency response:

- 31 emergency vehicles
- 92 Costa Rican Red Cross volunteers deployed to affected areas
- 15 people from the Relief Unit working at the San José Headquarters
- Distribution of 300 kitchen kits to the cantons of Sarapiquí, Siquirres, Matina and Bataan
- Mobilization of radio communications equipment to strengthen the network and communications in the areas of operation

The following are the Auxiliary Committees which worked during the emergency and contributed resources and personnel:

1. Region of Limón:
 - a. Valle de La Estrella
 - b. Talamanca
 - c. Siquirres
 - d. El Carmen
 - e. Guácimo
 - f. Guápiles
 - g. Cariari
 - h. Bataan
2. Region of Heredia
 - a. Puerto Viejo
 - b. La Virgen
3. Region of Cartago
 - a. Turrialba
4. Northern Zone Region
 - a. Pital
 - b. Rio Cuarto de Grecia

Overview of the IFRC Movement in the Country

The International Federation of Red Cross and Red Crescent Societies maintained constant coordination and communication with both the country representative (emails and face-to-face meetings) and the PADRU regional coordinator (during monitoring visits).

Overview of non-RCRC actors in country

The CNE provided humanitarian aid through 8,885 food kits, 4,232 mats, 4,316 blankets and 1,550 jerrycans, which were distributed to affected areas in coordination with the Costa Rican Red Cross and with support from Panama's National Civil Protection System (SINAPROC for its acronym in Spanish) helicopters. The total contribution by the State, through CNE, was 404,465,379 colones (US\$759,053.62).

As for the operational area, the CNE kept the EOC open, from which all actions by various national system actors were coordinated, while Municipal Emergency Committees in affected areas were activated in order to maintain coordinated actions.

Needs assessment and scenario planning

1. Water and Sanitation:

Landslides and floods damaged drinking water systems in several communities (mostly pipeline breaks in distribution lines), especially community-managed ones. The government allocated US\$30,000 to the repair efforts, and the damaged systems have since been rehabilitated.

According to Ministry of Health reports, approximately 1,800 wells were affected by the floods; however, the national system handed over the wells' rehabilitation to the Ministry of Health. The National Society offered its vast experience in the cleaning of wells as this is the area in which most wells have been cleaned up; however, despite the fact that cost estimates and an outline of an action plan were drawn up, the Ministry of Health has yet to indicate whether this activity will ultimately be conducted or not, even though the National Society has maintained an active advisory role and supported operations.

2. Food security, nutrition and livelihoods:

The main source of income in the areas affected by floods and landslides comes from agricultural activities, mainly banana and pineapple plantations. Although the main economic activity involves crops, many families do not have their own but rather work for international banana companies. These companies have maintained this source of employment despite the losses that they suffered, which ensures business continuity and the livelihoods of area families.

A cash transfer programme (CTP) was considered in addition to the initial food distributions planned to meet food security and nutrition needs; nonetheless, given that the initial goal of meeting the needs of 1,000 families for two months was met, implementing a CTP was no longer considered a priority.

3. Health:

In terms of the health sector, some primary care centres (EBAIS) were affected, but these were quickly rehabilitated, which limited the impact on the health sector as while some medical appointments were delayed, the system was not otherwise compromised.

4. Shelter:

In total, 3,308 dwellings were reported flooded, but people began returning to their homes as waters started to recede. A total of 18 collective centres were set up during the emergency to house a total of 1,639 people, who have all since returned to their own homes. These collective centres were located in the cantons of Sarapiquí, Siquirres, Turrialba, Matina, Batán, and Pococí.

Preliminary CRRC assessments determined that some households lost their kitchen utensils, prompting the distribution of 300 kitchen kits to affected families, which were later replenished through this DREF operation.

Beneficiary selection

Community selection criteria:

1. Communities who were cut off for more than one week
2. Communities who have lost their livelihood activities
3. Communities with damage to roads that hinders their economic activities
4. Communities that will not be assisted with access to food and water and sanitation.

Family selection criteria:

1. Families with damage to their dwellings
2. Single mothers with children
3. Older adults
4. Families with children under 5 years of age
5. Families who do not have a source of income because their livelihoods have been affected
6. Migrants without access to assistance
7. Persons with disabilities

The selection criteria did not change. Families and communities are currently engaged in an active recovery process and markets have been restored.

The families who lost their crops have had to start over, i.e. they will have to wait until the new harvest comes in, which makes them more vulnerable than those who have resumed their jobs in other plantations. However, the national system is providing support to the rehabilitation process of these citizens through the Mixed Institute for Social Assistance.

There are a large number of Nicaraguan nationals in Sarapiquí, as well as in other sectors of Batán and Matina since these are border communities. These families have been included because of their high level of vulnerability. Many are still undocumented and do not have any form of identification; as a result, a special format was created to establish residency in the area, which involved getting the signature of a community leader to attest to this fact and the signature of the person in charge of the operation.

Risk Assessment

Since this occurred during hurricane season, weather conditions were constantly monitored throughout the entire operation in order to ensure the staff's safety during actions and the recommendations issued by the National Meteorological Institute were always followed. Rainy conditions continued until 11 November 2015, with heavy downpours that caused no major problems in the area.

B. Operational strategy and plan of action

Overall objective

Meeting the immediate basic needs of 1,000 families affected by floods in Costa Rica's Caribbean region.

Specific Objectives:

1. Supporting evacuation and rescue actions in affected areas, specifically covering volunteer expenses and operational costs related to vehicles and fuel
2. Supporting access to food by 1,000 families whose livelihoods have been affected by the floods.
3. Support provided to 1,000 families through 2,000 jerrycans and 1,000 filters to enable them to store safe water and have access to hygiene promotion messages.
4. Replenishing 300 kitchen kits distributed by the National Society.

Achievements in terms of overall objective

The overall objective was accomplished within the allotted time. Support for accessing drinking water was provided to 1,000 families through the provision of water filters and jerrycans for proper storage, as well as hygiene promotion lectures to properly handle water for human consumption. Likewise, they were provided food kits to last two months, strengthening those most vulnerable as per the previously established selection criteria.

Proposed strategy

The first step was performing a rapid assessment, which was supplemented with the assessment that was conducted through the Open Data Kit (ODK) tool; this provided a clearer picture of the affected population's actual needs and helped to determine that some people who received water filters and jerrycans needed to also receive food aid due to their conditions.

Human Resources

In order to implement this plan of action, the CRRC had a multidisciplinary technical team that ensured the implementation of activities:

1. One coordinator in the field (charged to the operation)
2. Water and sanitation technician for hygiene promotion (charged to the operation)
3. Administrative - accounting personnel at the Central Administrative Headquarters.
4. Relief and Operations Directorate personnel and its respective departments.
5. Procurement Department personnel (purchasing, warehousing, fleet)
6. Press Department personnel
7. Information technology (IT) Department personnel
8. Volunteer personnel from the regions of Cartago, Heredia and Limón.

Process monitoring was through the Relief and Operations Directorate (which had the support of the General Manager) and the institutional administrative structure through all of its departments. Headquarters also had a monitoring team for financial reporting, and it was responsible for ensuring the quality of intermediate and final reports. The chain of responsibility in the monitoring process included the local, national and international level.

A General Regional Intervention Team (RIT) with experience in ODK was deployed to support the National Society in information gathering. Two workshops were held for this purpose: one which trained 20 volunteers and permanent staff members on ODK use and how to fill in the forms, and a second one with one IT staff member, one permanent and two volunteer staff members - the latter with database experience - to learn how to manage both the tool's database and server. In addition, staff members were provided with guidance during the development of the beneficiary database, as well as during the delivery of water filters, jerrycans, and other humanitarian aid to beneficiaries via the Mega V tool.

Logistics and supply chain

The following were purchased for this Disaster Relief Emergency Fund (DREF):

1. Food kits.
2. Water filters
3. Jerrycans.
4. Kitchen kits

Food was purchased in country. Other items, after weighing local market options, were procured from Panama, specifically the Global Logistics Unit (GLU). It is important to mention that the IFRC asked for the CNE's help in bringing humanitarian aid into the country since it had had very bad experiences in the past in this regard. The IFRC was immediately put in contact with the Technical Advisory Committee for International Aid, who at the time was working on updating the formerly called Chancery Manual; furthermore, the Technical Advisory Committee for International Aid provided its full support on the expedition of customs procedures for speedy, tax-exempt entry of humanitarian aid.

The National Society has a procurement department and a central warehouse through which all supplies and equipment needed by committees across the country are purchased; the purchasing procedures are endorsed by the government since many processes are executed with public funds awarded by the State, requiring CRRC's management to adopt these procedures for all of its purchases.

Communications

During the emergency, there was adequate media coverage, both in conventional media (television, radio and written press) and digital media and social networks. Two beneficiary stories are in the process of being edited for their uploading onto the institutional website. Two of the articles published can be found at:

<http://www.ifrc.org/es/noticias/noticias/americas/costa-rica/cruz-roja-costarricense-mantiene-labores-continuas-en-zonas-afectadas-por-inundaciones-68980/>

<http://www.ifrc.org/es/noticias/noticias/americas/costa-rica/inundaciones-en-la-costa-caribe-de-costa-rica-69074/>

Others were published in local newspapers, such as:

<http://www.laprensalibre.cr/Noticias/detalle/29912/302/cruz-roja-anuente-a-brindar-auxilio-debido-a-inundaciones-en-zona-norte-y-caribe>

Security

In order to ensure the safety of CRRC volunteers and staff, the National Society arranged for a police presence in certain sectors (Province of Limón), which was done in a coordinated yet independent manner to avoid misunderstandings or having the Red Cross associated with the police.

Citizen security was an important issue during the operation, as Limón is a region with high levels of violence.

During the induction, communities were advised that distributions would be suspended and institution staff withdrawn if there was any perceived risk to their safety.

Planning, monitoring, evaluation and reporting

Activities were carried out according to the plan, with minor adjustments in completion times that did not affect the operation. No intermediate report was necessary since this was a DREF with a short timeframe and both internal communications and those with Pan American Disaster Response Unit (PADRU)'s representative were continuously maintained.

Monitoring by the IFRC in Panama, through PADRU's focal point for Central America, was constant in two ways:

1. *Constant communication via email, Skype conferences, or WhatsApp, always available and willing to address any of the IFRC's questions throughout the day.*
2. *Monitoring visits: the focal point made three visits: the first was at the beginning of the operation, which was crucial because of the support and assertive and objective guidance provided during the development of the implementation plan; the second was a visit to the field mid-way through the operation to monitor progress and analyze and review objectives; the third was at the end of the operation, which coincided with the lessons learned workshop and the review of the financial liquidations.*

Administration and Finance

The Costa Rican Red Cross has an accounting, finance, and audit department to ensure the proper use of financial resources in accordance with the conditions laid down in the memorandum of understanding (MoU) between the National Society and the IFRC. Financial resource management was according to the National Society's and the IFRC's procedures. The MoU establishes an expense justification process. Moreover, IFRC formats were used, including DREF procedures and guidelines to ensure proper funds management.

The National Society's financial procedures are extremely strong due to its institutional strength. The Finance Department has a strong and solid funds management structure, which comes from years of working under the Costa Rican government's procedures and policies for managing public funds.

IT & Telecom

The National Society implemented the use of ODK software as a key element for detailed assessment, as well as guidance on beneficiaries through results and satisfaction surveys in targeted communities.

Humanitarian aid deliveries were done via the MEGA V software, which allowed for the expedition of delivery times, which was greatly appreciated by beneficiaries. Using both ODK and Mega V was an opportunity for the National Society to reinforce its role as an auxiliary to the National Emergency Commission and the development of future cooperation since the CNE saw an opportunity to improve emergency management in these tools. Talks are underway to implement this tool in future operations under the aegis of the Costa Rican Red Cross.

Two ODK and Mega V kits consisting of cell phones and scanners, and they were acquired will be used in future operations. Because of the cost, only the cell phones were purchased since the National Society already had the scanners. Training was provided to staff on ODK and MEGA V use, as well as to two CNE staff members, which enhanced these tools' impact.

C. DETAILED OPERATIONAL PLAN

Quality programming / Areas common to all sectors

OBJECTIVES	INDICATORS															
Outcome 1 The operation's implementation is managed in a coordinated manner with a proper implementation and monitoring system.	The operation is implemented according to the implementation schedule At the end of the project there are sources of verification for the conducted actions															
Output 1.1 : The Project has been monitored and implemented according to the timeframe established in the emergency plan of action (EPoA)	2 progress reports regarding the implementation of activities There is an operations coordinator by the end of the first month of implementation															
Output 1.3: The activities of the project are disseminated at the local and national level through an adequate communications system	2 beneficiary stories have been produced and disseminated by the end of the second month of the operation At least three press releases have been produced and disseminated by the end of the project															
Activities	June				July				August				September			
	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Hiring of an operation coordinator																
Monitoring visits to the project area by CRRC's headquarters																
Monitoring visits by the IFRC																
Production of beneficiary stories																
Production of press releases																
OBJECTIVES	INDICATORS															
Outcome 1: Continuous and detailed evaluation, monitoring and analysis to inform the operation's design and implementation.	No. of damage assessments conducted															
Output 1.1 Initially and detailed need assessments are updated after consulting the beneficiaries	There is a rapid damage assessment by the end of the second week of the operation. By the end of the first month of the operation, there is a detailed assessment report using the															

	ODK. There is a beneficiary satisfaction survey by the third month of the Operation															
Activities	June				July				August				September			
	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Perform a rapid assessment																
Perform a detailed assessment by mobilizing a National Intervention Team (NIT) team to the affected area, using the ODK																
Purchase of 2 ODK and Mega V kits																
Administration of a satisfaction survey to beneficiaries using ODK																
Production of a report and dissemination of a satisfaction survey																

Needs assessment

Outcome 1

The operation is implemented according to the implementation schedule/
At the end of the project, there are sources of verification for the conducted actions.

Output 1.1: The Project has been monitored and implemented according to the timeframe established in the EPoA.

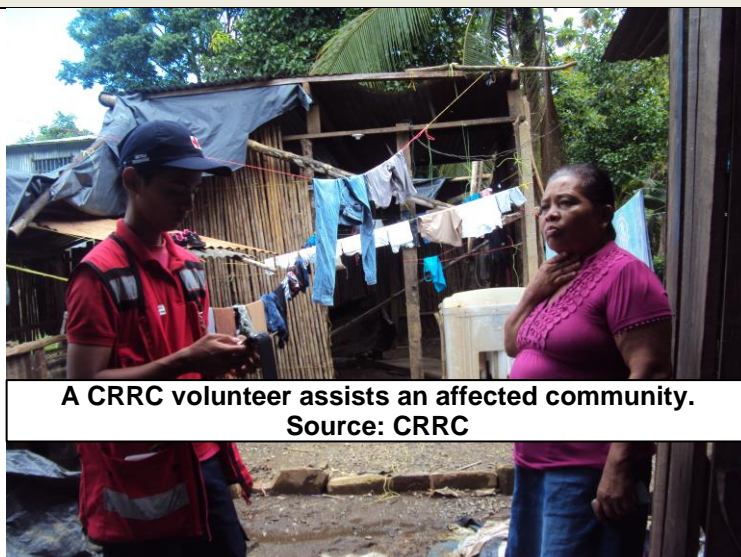
Output 1.3: The activities of the project are disseminated at the local and national level through an adequate communications system.

Achievements

The first assessment was performed a week after the emergency with support from the country representative and the IFRC disaster management coordinator for Central America.

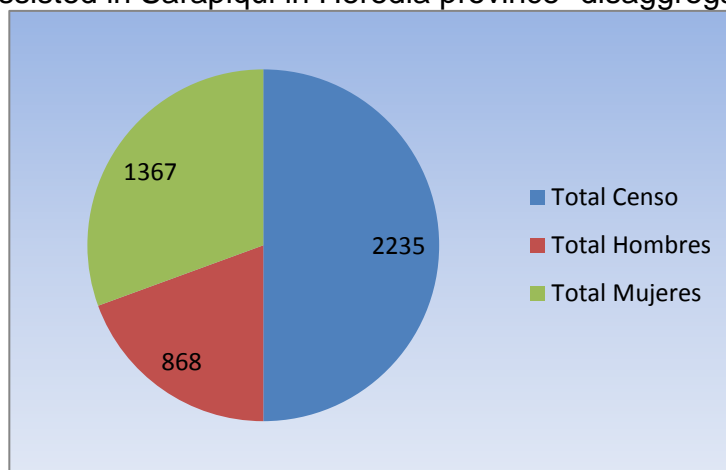
Rapid assessment results indicated that the two areas most affected were potable water supply and livelihoods, followed by housing, and the plan of action was developed based on these results.

This was followed by the implementation of the ODK and MEGA V surveys for code generation, which by the end of the first month had been applied to 2,121 potential beneficiaries. The CRRC later did the same with 114 families who had not been visited yet as they had remained cut off during the time of the initial census. These families live near the Nicaraguan border and belong to the Heredia province; therefore, a total of 2,235 families distributed in the provinces of Limón and Heredia were registered.



A CRRC volunteer assists an affected community.
Source: CRRC

Population Assisted in Sarapiquí in Heredia province- disaggregated by gender



Source: CRRC

This assessment allowed corroborating rapid assessments results, which in turn allowed for the selection of beneficiaries.

A national DREF coordinator was hired during the first month, and a RIT member specializing in ODK and information management provided support.

Implementation of a beneficiary satisfaction survey ODK:

The satisfaction survey was conducted in the week of 21 September by teams of at least six people. A total of 200 beneficiary families from Batán and Sarapiquí in Limón constituted the survey's respondent pool; the survey was conducted using the ODK system and smartphones acquired by the National Society.

The surveyed population considered that aid was timely, and many indicated that they were almost running out of the aid provided by the Costa Rican State when this aid arrived.

The ODK/MEGA V training workshop was held from the 18 to 20 August and attended by 21 CRRC volunteers and permanent staff and two CNE staff members.

Challenges

Strengthening the ODK/ MEGA V system

Creating guidelines and plans to implement these systems and have them validated by the National Society to avoid the duplication of information, i.e. not requiring beneficiaries to sign every single time they receive aid. Validating the census in ODK and MEGA V and their signature at the beginning of the census should be enough; it would then just be a matter of validating through MEGA V without requiring them to sign for a second time. This would reduce distribution times, which is precisely the reason this tool was created.

Lessons learned

- *It is necessary to incorporate an ODK/MEGA V workshop or course as this would make National Societies autonomous and not always require them to seek IFRC support, especially if these systems are to be applied in several DREFs.*
- For the ODK surveys, photos of beneficiaries should not be taken with phones not configured to take low-resolution pictures since the information uploaded to the server tends to be too big and ends up being a problem.
- The IFRC suggests not making the respondent pool too big so as not to generate expectations in families, i.e. if there will only be 1,000 beneficiaries, only survey 1,200 to 1,500.
- Feasibility studies need to be conducted at the beginning of the operation to allow for enough implementation time and not warrant a DREF extension request.



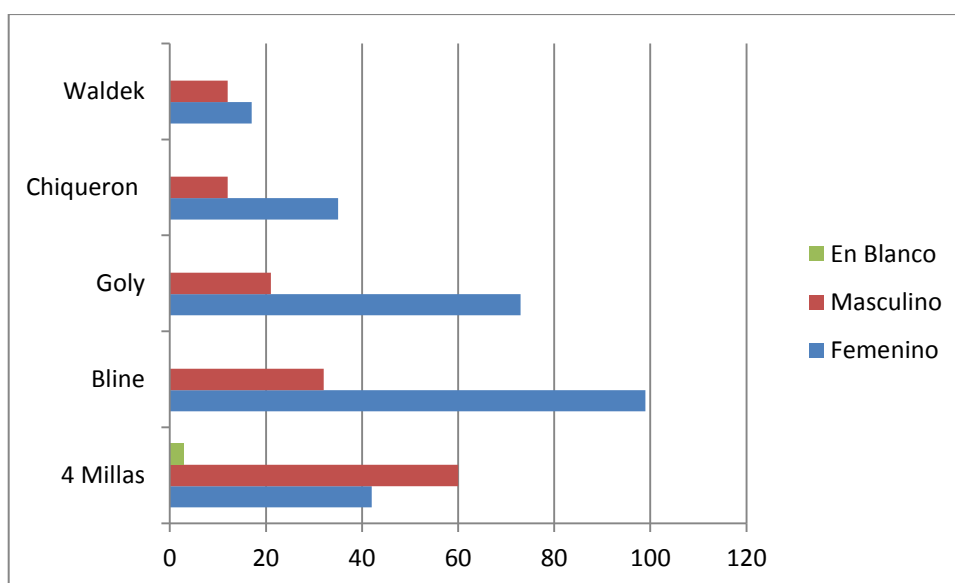
Google Earth image of surveyed communities using ODK and MEGA V Source: CRRC.

Beneficiary selection Committees in Talamanca, Matina, Siquirres and Sarapiquí

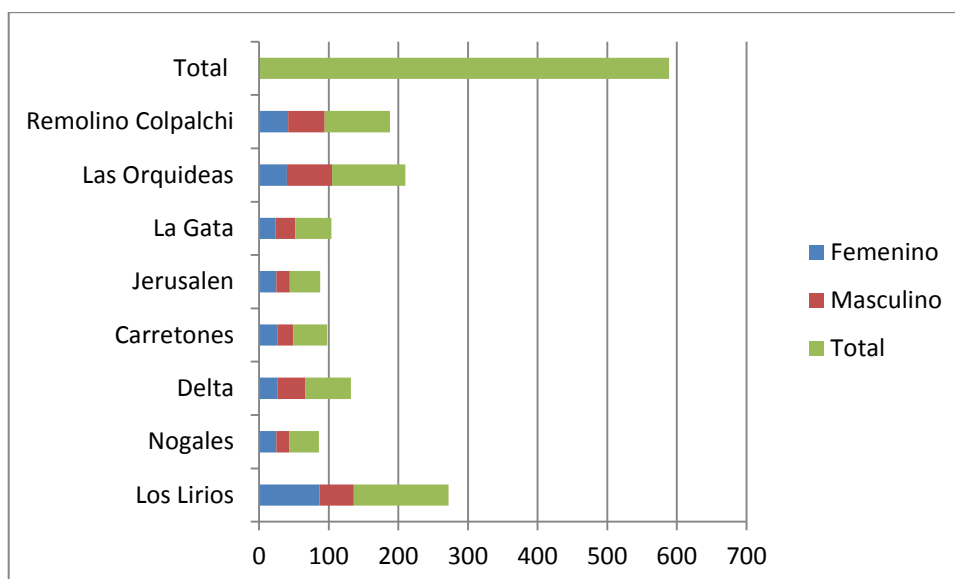
Province	Canton	Communities	Beneficiaries
Limón	Talamanca	Finca Vega las Palmas, Celia, Tanagra, Pueblo Civil, Gavilán Canta y	100

		China Kichá.	
Limón	Bataan	Matina, Goshen, Goly, 4 Millas, La Managuita, Lagartos y B-Line.	375
Limón	Siquirres	Chiqueron, Waldeck	25
Heredia	Sarapiqui	Carretones, Los Lirios, Naranjales, La Gata, Delta, Las orquídeas y Jerusalén	500
		Total DREF project beneficiaries	1,000

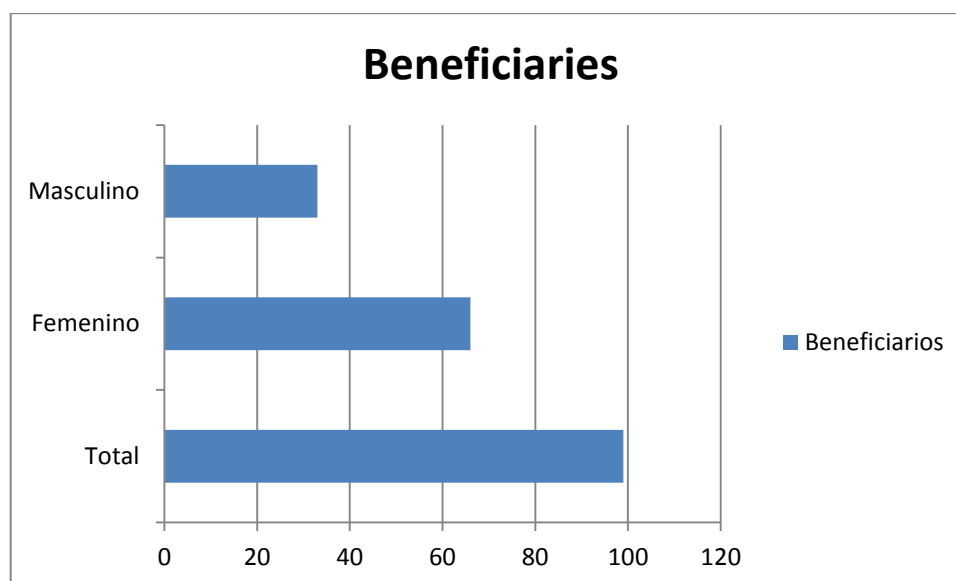
Cantons of Batan and Siquirres
Sex of heads of household of a respondent pool of 333 families



Cantons of Puerto Viejo and Sarapiqui
Sex of heads of household, 589 Beneficiary families



Cantons of Talamanca, Province of Limón
Sex of heads of household, 99 beneficiary families



Emergency volunteers

No.	Activity	Participants/ Work area	Volunteers
1	ODK training to explain survey formats and assessment objectives	Youth	17
2		Aid workers	3
3		Administrators	4
4		Regional Presidents	1
5		Lifeguard	1
6		Aspiring aid worker	3
7		Motorized	1
8		Regional board	3
9		Permanent aid worker	1
10		Total	34

Water, sanitation and hygiene promotion

Needs analysis:

A large sector of the population has no access to drinking water and their water source is limited to artisan wells; it is estimated that some 1,800 wells have been affected.

Population assisted:

In total, 1,000 families, whose wells were affected, were assisted.

Water, sanitation and hygiene promotion

Outcome 1 Provide access to safe water and hygiene messages to 1,000 families.

Output 1.1 Water filters and jerrycans were delivered on time and as planned.

Output: 1.2 Hygiene promotion activities were conducted during aid delivery in order to ensure that they reached the affected population.

Achievements

Identification and registration of families using ODK, with family and community information properly disaggregated.

Beneficiaries were identified the week after the emergency. The National Society took advantage of the available resources (2 Nicaraguan NIT members), with expertise in ODK and MEGA V made available to the CRRC; the CRRC also started training volunteers and generating surveys (MEGA V) and needs assessments with support from local volunteers and their committees in each affected province.

Acquisition of 1,000 water filters and 2,000 jerrycans that meet Sphere Standards.

Water filters and jerrycans were purchased from Panama, and arrangements were immediately made through the CNE to bring the humanitarian aid items into the country. Since the Chancery Manual was being updated in terms of emergency procedures, this helped to expedite customs processes in Paso Canoas (the border with Panama). Supplies were delivered directly to the CNE warehouse in San Jose, from where they distributed 48 hours later. At least 30 jerrycans were damaged during shipping (cracks), mostly the ones in the bottom supporting the weight of the rest, which was documented with photographs.

Distribution of filter kits and jerry cans using ODK and Mega V

As planned, 100 per cent of water kits (filters and jerrycans for water storage) were distributed, implementing the strategy of providing water, sanitation and hygiene promotion lectures during each delivery. Beneficiaries were also trained in filter use and maintenance.

On the other hand, the Sarapiquí Regional Committee decided to administer a new survey to communities, which had not been previously included and did not have drinking water. These communities were located near the Nicaraguan border and were not included in the original census because they had been left cut off during the emergency. The team provided support to the census via the ODK system and left installed capacity for volunteers to later distribute supplies using the MEGA V tool.

Security during distribution activities

According to local volunteers, dealing with the communities served can be complicated; consequently, residents were informed that the teams would be withdrawn and distributions suspended if any complicated situation arose. For this reason, the CRRC coordinated with the Public Security Ministry to arrange for a police presence during the distributions in these communities; however, the police were instructed to be discreet during the distributions.

- Due to security protocol, portable radio equipment was used during the interventions since this could save time during large distributions by assisting with data checking, verification of people, requesting support, and increasing volunteer safety.
- Red Cross volunteers, staff and vehicles were well identified, which enhanced their safety during the distributions.
- Distributions were conducted adequately by adapting to the reality in each location. Residents were asked to assist with logistics, which led to greater inclusion and better joint efforts.

Hiring of a Water and Sanitation technician

In the end, the water and sanitation expert was not hired since one of the volunteers initially supporting the ODK implementation was also a Water and Sanitation (WATSAN) NIT member in his country (Nicaragua), so he contributed to both training and initial assessments.

Filter and jerrycan use workshops for families

The workshops focused on water, sanitation and hygiene promotion. The strategy consisted of conducting the promotion campaigns in communities prior to delivery (water filters and 2 jerrycans) in order to get the people's attention and for them to recognize the value of what was being delivered. This was done through a participatory demonstration where they were shown how the filters are assembled and the maintenance they require.

This methodology had already been developed in the region during past emergencies (participatory demonstration), and it is what has worked best in the region because of the level of education of the affected population. This has been assessed against other methodologies and has proven to be the one with the greatest impact, so much so that during the final visits at the end of the operation residents continued using the filters correctly and kept them in perfect working order.

Challenges

Correctly identifying the beneficiaries' needs was a challenge. Two communities in Puerto Viejo, Sarapiquí (Las Orquídeas and La Gata) had initially been selected to receive filters and jerrycans despite the fact that these communities had sewage and potable water systems. This situation was quickly corrected and the aid was redirected to other beneficiaries in communities with no drinking water near the Nicaraguan border (El Tambor, Remolino and Colpalchi); these communities had previously been cut off and were using well water.

Lessons learned

The IFRC suggests having its own water and sanitation technicians so that it does not have to depend on external personnel (one per local committee).

Part of managing emergencies and disasters is being aware of an event's (emergency) evolution and how people's needs change in order to be able to correct emerging problems in conjunction with local agencies and better direct the IFRC's actions.



Water, sanitation and hygiene promotion training and distribution of filters and jerrycans for water storage in the community of Chiqueron in Siquirres- Source: CRRC

Food security, nutrition and livelihoods

Needs analysis:

Families have been affected by heavy rains and have temporarily or permanently lost their livelihoods; homes were flooded, causing food to be lost.

Population assisted:

A total of 1,000 families, who had lost their food supply and whose livelihoods were affected, were assisted.

Food security, nutrition and livelihoods

Outcome 1 Ensure that families whose livelihoods have been affected have access to food.

In the fourth quarter of 2014, the percentage of people engaged in informal employment was 45.2 per cent, which translates to 931,000 people, and even if it is in absolute terms, men (547,000) outnumber women (384,000); additionally, women account for the greatest number of people engaging in informal employment, at 49.1 per cent compared to 42.9 per cent for men¹.

Given the level of damage in this area where banana production is the main source of income, it is estimated that it will take people between two and three months to recover their normal sources of income; viewed from another perspective, this is the amount of time that businesses in the area are estimating that it will take them to return to pre-emergency levels, providing that there are no further events. This is what led to the decision to provide food for at least two months in order to maintain an appropriate level of food security while sources of employment returned to pre-emergency levels.

Output 1.1 A total of 1,000 families have access to food that meets Sphere Standards for two months

Achievements

Identification and registration of families using ODK, with family and community information properly disaggregated.

Purchase of 1,000 food kits that meet Sphere Standards

Food kits or "*diario*" were considered in order to supplement affected people's daily diets that did not meet the standard of 2,100 calories/day/person, which according to estimates barely reached 1,120 calories per day; however, the food that was considered corresponded to the typical Costa Rican diet and it was as follows:

List of food purchased

- 11,000 kilos of rice
- 11,000 kilos of beans
- 11,000 kilos of sugar
- 4,000 kilos of pasta (spaghetti)
- 2,000 kilos of coffee
- 4,000 litres of vegetable oil

According to the NutVal 4.0 programme, this adds up to 1,138 Kcal per food kit, which is considered low for daily caloric needs. In order to remedy this, pasta rations were increased and canned tuna was added.

While it is true that the amount of calories in food kits did not meet international standards, it must be kept in mind that this was initially intended as a dietary supplement since people have access

¹ Source of information: <http://www.inec.go.cr/Web/Home/pagPrincipal.aspx#>

to markets and most had recovered their jobs and incomes.

In addition, the National Society had food donations in its warehouse, which it used to supplement food kits:

10 kilos of pasta

12 cans of tuna

500 grams of salt

A total of 700 hygiene kits were also delivered, containing:

500 millilitres of chlorine

200 grams of dish soap

500 milligrams powdered detergent

3 rolls of toilet paper.

Distribution of food kits using ODK and Mega V

Distributions were properly completed using ODK surveys that had been duly refined, filtered, and finally selected, ordered, and verified by the communities on distribution forms, which were subsequently signed by beneficiaries. The MEGA V tool was used to deliver aid, and the National Society's internal policy required beneficiaries to sign a receipt upon delivery.

Implementation of a beneficiary satisfaction survey

A satisfaction survey was conducted in order to learn whether the aid delivered (food kit and water filters) met the needs and expectations of people affected by the 2015 floods.

The survey focused on the following questions:

1. Was aid delivered in a timely manner?



Aid was delivered in a timely manner. Given that many beneficiary families were housed in collective centres or in relatives' homes during the shock phase, delivering aid earlier could have resulted in beneficiaries not receiving it at all or led to duplication of distribution efforts by the National Society.

2. What was the perception of treatment by Red Cross volunteers?



It was rated as very good to excellent, taking into account that actions adhered to the fundamental principles, specifically the principle of humanity. In this regard people responded “yes” if their perception was positive and “no” if their perception was negative.

3. What was the quality of the aid?



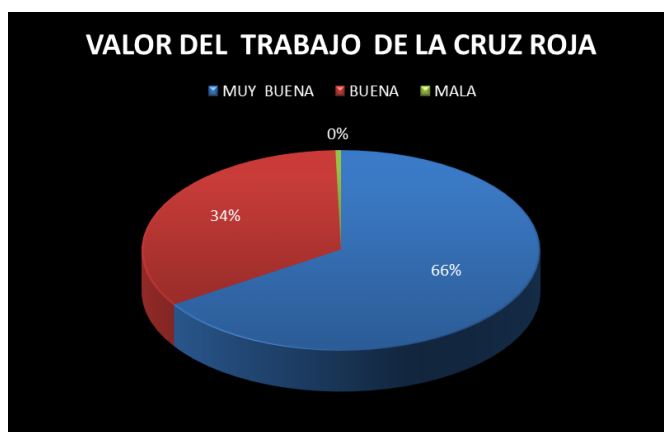
Most respondents rated the aid received as good to very good, given that aid was adequately planned based on gaps in government assistance, scenarios, and products acquired.

4. Did aid meet your expectations?



Based on the socioeconomic level of those affected, including occasional migrants and migrants residing in the country as local labour, most had high expectations despite the many financial problems they had had prior to the emergency.

5. How do you rate the work by the Costa Rican Red Cross?



Many families still considered the Red Cross as one more State emergency care provider. Once they realized the independent nature of the National Society and the origin of the resources to both fund the operation and acquire the supplies delivered, most respondents rated institutional efforts in both areas as good.

Conduct a Cash Transfer Programme feasibility study

With support from the IFRC, the National Society performed a rapid assessment for markets (RAM) and identified potential activities for the next few months in order to support livelihoods rehabilitation activities for small-scale farmers.

On 3 September 2015, the National Society finally decided not to initiate the feasibility study process because of the implementation time required (the operation's end date was 7 October), which would have required an extension of an additional month. The decision was made given that at the time there were still 1,000 food kits yet to be distributed, and efforts were focused on doing so as soon as possible.

Besides, the communities which met the criteria in terms of damage to livelihoods were already recovering and back to planting their crops (Talamanca).

Challenges

Shorten the time it takes to acquire or purchase humanitarian aid at the local level.

Shorten distributions times by delivering aid all at once during a single operation and in a coordinated manner to minimize logistics costs.

Perform CTP feasibility studies within the first weeks of an emergency so that the implementation is speedy and meets actual emergency needs. This activity was cancelled due to the fact that the Costa Rican government supported the livelihoods intervention with the affected families.

Lessons learned

Humanitarian aid distribution, such as food kits, should happen soon after the emergency because these are essential food items and livelihoods conditions change, which could lead to aid being distributed when the need is not as urgent.



Food distribution in the community of 4 Millas – Source: CRRC

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.

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



Save lives.
protect livelihoods,
and strengthen recovery
from disaster and crises.



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



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

Disaster Response Financial Report

MDRCR013 - Costa Rica - Floods

Timeframe: 06 Jul 15 to 06 Oct 15

Appeal Launch Date: 06 Jul 15

Final Report

Selected Parameters

Reporting Timeframe	2015/7-2016/2	Programme	MDRCR013
Budget Timeframe	2015/7-10	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget		277,071				277,071	
B. Opening Balance							
Income							
<u>Other Income</u>							
<i>DREF Allocations</i>		277,071				277,071	
C4. Other Income		277,071				277,071	
C. Total Income = SUM(C1..C4)		277,071				277,071	
D. Total Funding = B + C		277,071				277,071	

* Funding source data based on information provided by the donor

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance							
C. Income		277,071				277,071	
E. Expenditure		-186,733				-186,733	
F. Closing Balance = (B + C + E)		90,338				90,338	

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Budget Timeframe	2015/7-10	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
BUDGET (C)			277,071			277,071		
Relief items, Construction, Supplies								
Food	140,100		75,920			75,920	64,180	
Water, Sanitation & Hygiene	42,000		35,546			35,546	6,455	
Teaching Materials	467		563			563	-96	
Utensils & Tools	13,903		12,894			12,894	1,008	
Total Relief items, Construction, Sup	196,470		124,923			124,923	71,546	
Logistics, Transport & Storage								
Storage	3,736		752			752	2,984	
Distribution & Monitoring	1,401		1,201			1,201	200	
Transport & Vehicles Costs	10,881		3,288			3,288	7,593	
Logistics Services	6,344		7,106			7,106	-762	
Total Logistics, Transport & Storage	22,362		12,347			12,347	10,015	
Personnel								
International Staff	14,010		9,328			9,328	4,682	
National Society Staff	9,527		11,402			11,402	-1,875	
Volunteers	7,191		13,987			13,987	-6,796	
Total Personnel	30,728		34,717			34,717	-3,989	
Workshops & Training								
Workshops & Training			756			756	-756	
Total Workshops & Training			756			756	-756	
General Expenditure								
Travel	3,362		4,893			4,893	-1,530	
Information & Public Relations	747		549			549	198	
Office Costs	2,849		3,653			3,653	-804	
Communications	2,802		794			794	2,008	
Financial Charges	841		-7,295			-7,295	8,136	
Total General Expenditure	10,601		2,593			2,593	8,008	
Indirect Costs								
Programme & Services Support Recove	16,910		11,397			11,397	5,514	
Total Indirect Costs	16,910		11,397			11,397	5,514	
TOTAL EXPENDITURE (D)	277,071		186,733			186,733	90,339	
VARIANCE (C - D)			90,339			90,339		

Disaster Response Financial Report**MDRCR013 - Costa Rica - Floods**

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Selected Parameters

Reporting Timeframe	2015/7-2016/2	Programme	MDRCR013
Budget Timeframe	2015/7-10	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL2 - Grow RC/RC services for vulnerable people							
Disaster response	277,071		277,071	277,071	186,733	90,338	
Subtotal BL2	277,071		277,071	277,071	186,733	90,338	
GRAND TOTAL	277,071		277,071	277,071	186,733	90,338	