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DREF Operation Final Report

Viet Nam: Drought and saltwater intrusion

 International Federation
of Red Cross and Red Crescent Societies

DREF operation n° MDRVN013	Glide number: DR-2015-000180-VNM
Date of issue: 7 November 2016	Date of disaster: 22 March 2016
Operation start date: 7 April 2016	Operation end date: 6 August 2016
Host National Society: Viet Nam Red Cross Society	Operation budget: CHF 195,708
Number of people affected: 1.75 million	Number of people assisted: 17,600 (3,520 households)
National Societies involved in the operation: German Red Cross and Swiss Red Cross	
Other partner organizations involved in the operation: Government bodies such as the Ministry of Agriculture and Rural Development (MARD), Department of Natural Disaster Prevention and Control (DNDPC), UN agencies (including UNDP, FAO, UNICEF and WHO), USAID, international NGOs (Save the Children, Care International, World Vision, Plan International, Oxfam Novib), and local organization including Viet Nam Women Union and Fatherland Front	

A. Situation analysis

Description of the disaster

Since the end of 2015, unusual dry conditions and a shortage of rainfall seriously affected the central and southern parts of Viet Nam. Prolonged heat led to drought in the southern central, the central highlands, and the Mekong Delta of Viet Nam. In Mekong Delta area, the situation was worsened by saltwater intrusion resulting from reduced rainfall. Normally, the rainy season in these provinces starts from April or May and continues until October or November. However, in 2015 they received below-average precipitation during the rainy season which ended in August (two months earlier than normal). Correspondingly, the dry season and saltwater intrusion started around two months earlier than in previous years and the salinity was four times higher than the seasonal averages. In Ben Tre, saltwater intruded 80 kilometres into the mainlands, leaving 75 per cent of the province experiencing salinity that was beyond acceptable standard for the domestic water. Due to saltwater intrusion, the province faced a severe water shortage since it mainly depends on the surface water as groundwater is unusable due to contamination by acid sulfate. Consequently, local people faced with water shortage and significant damage to agricultural production and livelihoods, and dramatic decrease in income since Mekong Delta is the biggest rice producer.



A lake in Phuoc Chien Commune, Thuan Bac District, Ninh Thuan dried up after being affected by drought.
Photo: Giang Pham/IFRC (June 2016)

According to the Ministry of Agriculture and Rural Development (MARD), 39 out of 63 provinces reported being affected by drought and saltwater intrusion, with 15 provinces declaring drought and saltwater intrusion emergencies at different levels. The water shortage affected 226,094 hectares of productive land, leaving 1.75 million people losing their livelihoods.

VNRC, with the support of the International Federation of Red Cross and Red Crescent Societies (IFRC) and Swiss Red Cross, conducted needs assessments in Long An, Ben Tre and Ca Mau from 18 to 20 March 2016 to understand the situation and priority of needs in the affected areas. Food and safe water were found to be the most pressing needs.

To plan for response, MARD organized a development partners' meeting on the drought situation and actions to be taken in March 2016. Following this meeting, a multi-cluster and joint rapid assessment was carried out by the government and humanitarian actors. The joint assessment teams, including representatives from MARD, Ministry of Health (MoH), The People's Aid Coordinating Committee (PACCOM), INGOs and UN agencies. It was conducted from 21 to 24 March 2016. The consolidated assessment report presented immediate humanitarian needs in responding to the challenges posed by drought and saltwater intrusion.

On 26 April 2016, the Government of Viet Nam launched an appeal for USD 48.5 million to address the on-going serious drought in the south central and south of Viet Nam. Apart from releasing VND 4 billion (CHF 177,000) from its relief fund, the VNRC was being supported by the IFRC – through DREF – in Ben Tre, Long An, Gia Lai and Ninh Thuan provinces, while the Swiss Red Cross provided support in Ca Mau province.

An estimated of 2 million people in the southern central, central highlands and Mekong Delta lacked water for drinking and domestic use as consequence of El Nino-induced drought. The drought was reported in 22 provinces, of which 10 were affected by both drought and saltwater intrusion. The saltwater intrusion experienced was the furthest inland ever recorded. In many provinces, salinity was much higher than the acceptable standard for domestic use and aquaculture. For instance, the salinity of less than 4‰ is the limit for the rice to live, less than 2‰ is the limit for the rice to grow into reproductive stage, while the actual salinity was measured at 7‰ and sometimes up to 17‰ in many places in Long An and Ben Tre, which affected the brackish water and freshwater aquaculture. Data on needs presented by MARD and UN Viet Nam was as follows:

Water	Food and malnutrition	Water-related disease outbreak	Livelihoods
2 million people have no access to water	1.1 million people in need of food aid 27,500 children and 39,000 women are malnourished	400,000 people at risk of water-related disease outbreaks	1.75 million people lost their livelihoods

Source: Viet Nam Emergency Response Plan 2016/2017/MARD & UN Viet Nam

No disease outbreaks were reported, with close surveillance was provided by health sector.

Summary of response

Overview of Host National Society

VNRC, with the support of IFRC and Swiss Red Cross, carried out needs assessment in Long An, Ben Tre and Ca Mau to collect information on the situation, the needs and response in affected areas. Findings from these assessments informed VNRC response plan. **Food and water** were key identified priorities. Based on the assessments, VNRC headquarters released VND 5.3 billion (CHF 299,000) from its relief fund to provide bottled water, water storage containers, water can and water purification tablets (Aqua tabs) in 14 provinces as the first relief activity. Each household received 40 litres of water, two plastic cans for water storage and one box of 100 water purification tablets.

In connection with this response, VNRC, in partnership with the Department of Natural Disaster Prevention and Control (DNDPC), launched an SMS campaign titled, "**Together for the communities affected by drought and saltwater intrusion in the Central - Highlands and the Mekong Delta**" to seek local funding to respond to the affected people. As result of this, VNRC has mobilized CHF 44,733 to address the needs of affected population.

VNRC also mobilized resources among the Movement and non-Movement partners. Within the Movement, the National Society requested a DREF allocation of CHF 195,708 to address food and water needs of 17,600 beneficiaries in selected affected provinces and VNRC received funding from Swiss Red Cross and German Red Cross. Furthermore, for the first time, VNRC was successfully awarded bilateral funding from USAID and UNDP Viet Nam.

Technically, VNRC has wealth of experience in distributing direct cash. The National Society also has experience in responding to water, sanitation and hygiene (WASH) in emergencies in storm and typhoon events. However, water trucking was the most challenging component of the operation since VNRC did not have adequate relevant experience. Hence, IFRC deployed a WASH delegate from the Asia Pacific Regional Office (APRO) and one Regional Disaster Response Team (RDRT) member specializing on WASH to support VNRC in assessment and training of VNRC chapter staff on testing water quality to decide water source for water trucking.

Below is a summary of resources (cash and in-kind) that VNRC secured for its operation:

Funding source	Amount (CHF)*
IFRC	195,708
Swiss Red Cross	205,295
German Red Cross	26,986
Viet Nam Forest and Delta Project (through American RC)	75,866
Building Community Resilience for Climate Change and Disaster Risk (KOICA funded project)	20,935
USAID	531,598
UNDP	535,638
Provincial Red Cross sisters	2,402,080
SMS Campaign	44,733
Other domestic organizations and individuals	42,106
Total	4,080,945

Source: VNRC's report presented in the operation review meeting dated 30 September 2016.

*Note: Values presented include cash and goods.

Overview of Red Cross Red Crescent Movement in country

The IFRC office in Viet Nam and a delegate seconded by the Republic of Korea National Red Cross – to coordinate a community resilience project funded by the Korea International Cooperation Agency (KOICA) – supported VNRC under the supervision of the Country Cluster Support Team (CCST) in Bangkok, Thailand. In addition to IFRC, a number of Partner National Societies (PNSs) with presence in the country provided support on a bilateral basis, specifically Swiss RC and German RC.

VNRC maintained coordination mechanism with in-country Movement partners as mentioned above through coordination meetings and mapping of resources. These include ICRC, American RC, French RC, Australian RC, Norwegian RC, Swiss RC, German RC and Spanish RC. Most of PNSs are supporting VNRC in implementing longer-term programmes.

Overview of non-RCRC actors in country

The government response was led by MARD. The UN supported the response and coordination of resources of all actors through a mapping matrix. On 26 April 2016, MARD launched an appeal for USD 48.5 million. The MARD and UN held a joint press conference of the launch.

The disaster management working group (DMWG), a local forum for actors working in the area of disaster management, maintained regular coordination meetings to update each other on relief activities to avoid overlapping.

ECHO granted an award of EUR 2 million on recovery phase to two consortiums including Save the Children, Plan International, Action Aid and FAO.

Needs analysis and scenario planning

A reduction from the seven initially proposed in the DREF emergency plan of action (EPoA) to four provinces was made based on analysis of needs, available resources and coordination with partners. Under this DREF operation, VNRC prioritized four provinces including Ben Tre, Long An, Gia Lai and Ninh Thuan. Furthermore, the other three provinces are sufficiently covered by other funding source. The focus on only four provinces enabled VNRC to prioritize and provide focused support to the people and families affected by the current phenomenon. The total target number of beneficiaries remains as in the initial plan of action for 17,600 people (3,520 households).

As identified in the rapid needs assessment in March, VNRC focused on food and water needs of affected population. Based on in-depth assessments on WASH, VNRC did not undertake water distributions in the provinces of Long An and Ben Tre. Water needs in Long An were addressed by the local authorities while USAID has supported WASH through VNRC in Ben Tre province. As such, provision of safe water was focused on the provinces of Gia Lai and Ninh Thuan. Water trucking activity under this DREF operation has been planned for six weeks with regular review every ten days to adapt to the needs. This plan has been done together with provincial Red Cross chapters. The number of families targeted with water distributions remained as in the initial plan of action – 3,520 households (approximately 17,600 people). Since water distributions would not be undertaken in the provinces of Long An and Ben Tre, the budget was revised accordingly. To allow for access to water at time convenient to villagers, VNRC planned to provide two community water tanks that would be placed in villages where there was no large water containers. Furthermore, two water quality testing kits were obtained to enable VNRC teams to monitor the quality of water provided.

To respond to additional community needs, based on assessments conducted and adjustments to the budget lines for WASH, the target for cash transfers was increased by 25 households to 2,575 households that met the beneficiary selection criteria. The increase enabled VNRC to reach more people with cash transfers.

Finally, considering the need for undertaking regular testing of water quality, the groundwork required for cash transfers and the assignment of specific personnel by VNRC to oversee implementation of the DREF-supported operation, the budget provisions for monitoring and travel costs were adjusted upwards.

Risk Analysis

One of the most challenges faced was finding means of transportation of water from the water source to distribution points. Eventually, the operation team successfully managed to work with individual truck drivers to deliver the service planned.



Chu Pu, Gia Lai. May 2016. This family lost their source of water after the drought affected their commune.

Photo: IFRC.

B. Operational strategy and plan

Overall Objective

Overall, the operation has met the set objectives through provision of food to 3,146 households, safe water to 6,872 households and health knowledge to 10,018 households. Equally important, 115 people from Red Cross staff and volunteers, local authorities, community representatives were involved in the operation and built capacity on cash transfer programming (CTP) and WASH.

Proposed strategy

Cash grants stayed relevant since there was food gap until the harvest in August (although predominantly designed for food and water, it is recognized that people will use cash where most needed). To ensure transparency and accountability in delivering relief items, leaders of local authorities, representatives from relevant local organizations and heads of community were involved early on planning phase of distribution.

The VNRC guideline on CTP for this operation and other information, education and communication (IEC) material including posters and leaflets, were used to sensitize the beneficiaries as well as community representatives to use the grant according to the set objective. Criteria for targeting beneficiaries, apart from disaster-affected, considered other aspects of vulnerability of affect groups.

A technical assessment on water was carried out in two provinces of Ninh Thuan and Gia Lai for the planning of the intervention. Partnership with local technical body, for instance the centre for water and rural sanitation has been sought to get access to the nearest water source from plants. The setup of water truck activity plan also considered emerging developments including the start of rain in these two provinces. At planning phase, the water trucking plan in these provinces covered for ten days and review was made based on the context and its corresponding need.

There was a revision of the budget made during the operation to reflect actual needs and implementation. Following of the completion of the water truck activity, allocation of balance of CHF 17,069 under this component was made to CTP to expand number of beneficiaries benefiting from food assistance.

Operational support services

Human resources (HR)

The operation was implemented by VNRC with the extensive technical support of IFRC across all sectors including WASH, CTP and communications of the operation considering the fact that two target provinces in the central and central highlands were new to relief operation and the operation team at the VNRC headquarters was managing emergency operation for the first time. In May, one RDRT member seconded by Pakistan Red Crescent and a WASH delegate from APRO were deployed to provide technical support in setting up water interventions and hygiene promotion.

There was significant cooperation between Red Cross and local authorities, representatives from local organizations and communities during the implementation of WASH and CTP interventions.

Logistics and supply chain

The procurement of water storage tanks and hiring trucks to transport water included in this plan was sourced in-country by the VNRC following IFRC standard logistics and procurement procedures. The IFRC operation team provided support to chapters to finalize contract template with the truck drivers.

Communications

Communications was prioritized right at the beginning of the operation. Stories and materials for communication purposes were developed by the IFRC team in Viet Nam, CCST and APRO, aiming to enhance VNRC's visibility in its drought response. The IFRC communication team in Viet Nam also contracted a multimedia consultant to support the production of audio-visual materials to showcase the situation and the needs of the community, as well as Red Cross response. Subsequently, a 5-minute video clip plus a set of photos capturing VNRC relief activities have been produced. These materials have been presented in VNRC operation review meeting held on 30 September 2016. For details, refer to the link <https://social.shorthand.com/IFRCAsiaPacific/uyfzUIYQ7CT/el-nino-in-vietnam>

To further promote VNRC's response, Red Cross provincial chapters engaged with local media to cover news articles in their respective provinces.

Security

There was no security threat or concerns over the course of the implementation.

Planning, monitoring, evaluation, & reporting (PMER)

Monitoring tools for cash transfer programming and water truck activity were provided to VNRC staff. IFRC operation manager worked with VNRC focal person on CTP to adapt existing CTP monitoring tools including monitoring templates for selection of beneficiaries, cash distributions and exit survey after the distribution to the context of the operation. With the support of RDRT, monitoring templates to keep track of water delivery, water distribution and water quality at the distribution points were developed. Staff were trained on monitoring skills as well as the use of these tools.

C. DETAILED OPERATIONAL PLAN

Quality Programming / Areas Common to all Sectors

Needs assessment

Outcome 1: Continuous assessments, analysis and community feedback are used to inform the design and implementation of the operation

Output 1.1: Additional assistance is considered where appropriate and incorporated into the plan

Activities implemented:

- 1.1.1 Ensure adjustments to initial plans are informed by continuous assessment of needs and community feedback
- 1.1.2 Deploy one RDRT member to provide technical support to the response

Achievements

Information continued to be collected over the course of the operation through discussions and interviews with key stakeholders including representatives from local authorities, local departments of natural disaster prevention and control, provincial centre for water and rural sanitation as well as community representatives to inform planning for water truck activity and ensure clear communication of the intent of the operation, criteria for beneficiary targeting and procedures under CTP in Ninh Thuan, Gia Lai, Long An and Ben Tre provinces in May.

One RDRT member specializing in WASH was deployed for three weeks, starting from 15 May to support WASH activities. The RDRT teamed up with a WASH delegate who was deployed by the APRO from 15 to 28 May, IFRC operation manager and VNRC operation officer. In-depth assessment on WASH was carried out in the provinces of Ninh Thuan, Gia Lai and Long An to determine target areas for water trucking activity, water sources to be used for water collection and logistics for water trucking.

Based on assessments and coordination of resources available, Water needs in Long An were being addressed by the local authorities while in Ben Tre province, WASH support was provided by VNRC through funding from UNDP and

USAID. The provision of safe water was focused by VNRC for Gia Lai and Ninh Thuan. Apart from providing support to the setup of water trucking activity, the two WASH specialists provided coaching to operation staff of Gia Lai and Ninh Thuan chapters on water testing as well as ways to carry out hygiene promotion sessions. There was a revision in the budget line for RDRT deployment to accommodate expenses related to translator who was hired to provide support to the staff.

Challenges

No WASH focal point from VNRC involved since the beginning of the activity, making it difficult to discuss technical issues and more importantly to encourage peer to peer discussion among the VNRC staff.

Needs assessment skills, particularly for intervention of water trucking, was not established in the target provinces. This gap has been filled through coaching in which IFRC team transferred to its counterparts.

Language was also a barrier to foreign specialists due to limited English competency within VNRC especially at local level.

Lessons Learned

WASH personnel from VNRC was engaged in the final assessment in Long An province to enable exchange of expertise which was absent in the first two assessment in Ninh Thuan and Gia Lai provinces. VNRC was recommended to include technical staff working international experts in early stage of operation as well as prepare human resource including volunteers who can support translation in future operation. VNRC staff that got on-job-training during this operation should be deployed in future operation to sustain knowledge and experience gained.

Outcome 1: Continuous assessments, analysis and community feedback are used to inform the design and implementation of the operation

Output 1.2: Mechanisms are in place to facilitate two-way communication with and ensure accountability to disaster-affected people

Activities implemented:

- 1.2.1 Provide appropriate information, including on the scope of operation and targeting criteria to affected people to ensure transparency
- 1.2.2. Establish a two-way communications channel through which affected people can deliver feedback on programme activities and quality of assistance provided or report any complaints
- 1.2.3 Take action on feedback/complaints from affected people
- 1.2.4 Publicize messages on drought prevention and response at community level
- 1.2.5 Communication support to VNRC for the SMS campaign on domestic fundraising

Achievements

Built on success and lessons learned from previous operations with regard to beneficiary communication, the operation gave emphasis on communicating objective of the intervention, criteria and procedures for selecting beneficiary to affected communities, leaders of local authorities, representatives from mass organizations present in communes, and community heads who were involved in targeting process. Communication was set up via two channels including engaging with these groups in orientation workshop and beneficiary targeting training and through dissemination of hotline numbers printed on posters, flyers and cash envelopes.

The table below illustrates number of IEC materials having communication mechanism, i.e. hotlines on it.

Province	WASH IEC materials		CTP IEC materials		
	WASH poster	WASH flyer	CTP poster	CTP flyer	CTP envelopes
Ben Tre	0	0	60	400	400
Long An	40	900	20	200	200
Gia Lai	60	1,350	60	1,150	1,150
Ninh Thuan	100	2,250	60	1,250	1,250
Total	200	4,500	200	3,000	3,000

In addition, messages to equip affected people with measures to respond to drought at household level including how to save and store water, and prevent evaporation were communicated to affected people both through hygiene promotion sessions and printed on IEC materials as reminder to community people.

With support of the operation, VNRC launched a SMS campaign using national humanitarian E-Porta 1400. Through this campaign, the National Society successfully mobilized around VND 1 billion (equivalent to CHF 44,733). This fund was

used to provide water and water cans (20L) and water purification tablets in affected provinces.

Relief activities were also communicated to wider population through publication of news article on local media in the target provinces. To help communicate VNRC's visibility in this response and the drought impact locally and externally, a 5-minute video clip was produced by IFRC and VNRC. This video was also as part of communications material in the review meeting on the operation chaired by VNRC on 30 September 2016. For details, refer to the link <https://social.shorthand.com/IFRCAsiaPacific/uyfzUIYQ7CT/el-nino-in-vietnam>

There was revision in the budget lines of hygiene promotion, IEC material and information dissemination and VNRC SMS campaign to reflect actual needs and expenses.

Challenges

While feedback/complaints mechanism was accessible to community people, there was no complaint received during the operation. Instead, 'thank you' notes were received. This is partly due to culturally cultivated perception giving no complains to those who give help.

Lessons Learned

Part of beneficiaries in Ninh Thuan and Gia Lai provinces come from minority groups, who are not competent in Kinh (popular Vietnamese language), therefore communications had to carry out through translators. Different approach in communication to target minority people will be drawn on in future operation.

Outcome 1: Continuous assessments, analysis and community feedback are used to inform the design and implementation of the operation

Output 1.3: Management and delivery of the operation is informed by an appropriate monitoring and evaluation

Activities implemented:

1.3.1 Develop and utilize an appropriate system for monitoring of the operation

Achievements

Monitoring system was in place both for cash and water distribution. Under cash transfer program, monitoring emphasized on targeting beneficiaries, distribution, and exit survey interview with beneficiaries after receiving the grant. With regard to water distribution, VNRC staff was trained on the use of monitoring tools and monitoring skills to water delivery, water distribution and water quality at the distribution points.

Challenges

Technical monitoring to water trucking activity from provincial chapter level to district and commune Red Cross was limited due to workload of relief activities tasked with these staff.

Lessons Learned

Mobile application monitoring could be considered for extensive monitoring (i.e.: water trucking distribution) for future similar intervention.

Water, Sanitation and Hygiene Promotion

Needs analysis:

Meetings with all the stakeholders in provinces were conducted to get information regarding the current drought situation in the province, government or any other actor's response and to determine the target area(s) for water trucking activities; the water source(s) to be used for water collection in the case of water trucking and the logistics for water trucking. As mentioned earlier, water truck activity was focused on Long An and Ben Tre following findings from needs assessments and consideration of existing resources to VNRC.

In visited areas in Gia Lai province, the most common source of water in the area is dug well, bore holes and water supply schemes from springs and streams. Due to drought, water table has dropped and in some areas the water requirement was not fulfilled. In response to the situation, some of the affected people sourced for water in various other ways such as collecting water from surrounding deep bore holes (40 to 50 metres), purchasing water from the market, and in some districts, the provincial authorities provided water through water trucking using vehicle from the army.

Red Cross sought support from the provincial center of water and rural sanitation to take water from the nearest water station so that the quality of water distributed can be guaranteed. Several water sources (as an alternative to the water station), such as a lake and hand-dug wells, were assessed and water quality tests for each water source were conducted for turbidity, pH and residual chlorine. Based on the water quality test, the water station was requested to increase the

volume of chlorine pumped to the treatment plant. The operator of the treatment plant agreed to increase the volume but it could not be much as the communities do not like the taste of chlorinated water.

The planning session for water trucking was conducted in the Gia Lai and Ninh Thuan chapter involving provincial chapter staff. At the planning session, based on the assessment, water trucking activities were decided in Phuoc Chien commune, Ninh Thuan province and in Ia Phang and Ia Rong communes, Gia Lai province. It was also agreed that water trucking activity would be carried out for a maximum six-week period with regular review every ten days to adapt the plan according to the needs. This water distribution was to cover the needs of the people who did not have access to safe drinking water. Water distribution was planned around 10m³ to 15 m³ per day (two to three trips per day). The trips could be increased or decreased depending on the needs.

The water was transported to target villages and the storage tanks are filled at a publicly accessible house yard. These water tanks were donated from the Fatherland Front for the drought response. Provision of water containers were considered as water containers were not available at the villages.

People assisted: In total, 28,866 people (6,872 households) who did not have access to safe water Gia Lai and Ninh Thuan provinces received water through water trucking activities.

Water, sanitation and hygiene promotion

Outcome 2: Risk of waterborne, water-related and vector-borne diseases in affected communities reduced

Output 2.1: Access to safe water by target population in affected communities increased

Activities implemented:

2.1.1. Assess the availability of adequate safe water supply to identify communes in need of assistance

2.1.2. Provide safe water to 3,520 households through water trucking

Achievements

Between 24 May and 24 June, 28,866 people (6,872 households) who did not have access to safe water in Phuoc Chien, Ia Phang and Ia Rong in Ninh Thuan and Gia Lai were provided safe water by the Red Cross. Initially, the distribution was planned for around six weeks before rain started. Distribution plan was reviewed every 10 days to adapt to the needs. During distribution of water, it was found out that due to rainfall several days following the first distribution, local people had a chance to collect rainwater. However, based on observation, rainfall were not heavy enough for local people to harvest rain water. In addition, it was observed that water storage capacity at household level was limited. Local people do not have water storage at household level but community water containers of two-to-three cans of 20L per family in target areas.

Water trucking activity was completed within one month following regular rainfall, resulting in normal water supply.

To monitor quality of water provided, two pool testers were provided to two provincial chapters. VNRC project officers from the Ninh Thuan and Gia Lai chapters were trained on the use of photometric equipment as well as a pool-tester to check pH and residual chlorine.

A water container of 3,000 litres was located in a village in Ia Rong commune, Gia Lai to increase water storage capacity, thus reducing the waiting time for water collection. Another water container planned for Ninh Thuan province as per revised budget did not materialize due to sufficient water supply from rainfall.

The operation budget was revised to include procurement of water containers and pool testers under WASH component. Given the shortening of timeframe of water truck activity, there was a balance from this activity, which was reallocated to the CTP component at the request of local Red Cross and community representatives so that more people have the necessary resources to secure food needs.



In Phuoc Chien Commune, Thuan Bac District, Ninh Thuan Province, Vietnam, a man is taking water from Red Cross water tank to personal containers. June 2016.

(Photo: Giang Pham/IFRC)

Challenges

While VNRC is strong at responding to WASH in emergencies in flood/storm, for instance deploying water treatment unit, it lacked experience in water trucking. Setting up water trucking distribution required more technical expertise in terms of assessing water quality source and access, means of transportation and points of distribution than it was anticipated. There were no water trucks except from the provincial army and firefighter tankers which could not be utilized due to adherence to

the Movement Fundamental Principles or availability of the vehicles itself. Finally, the operation resorted to renting small trucks from private drivers who equipped water containers on it to provide services to the Red Cross.

Lessons learned

Working in partnership with local authorities and organizations, for example the Centre for Water and Rural Sanitation, to get their support in access to water source contributed to achieving the outcome of this intervention. Since the intervention involved extensive monitoring from local Red Cross, introduction of mobile application monitoring rather than paper based could be considered to enhance monitoring and timely sharing of information in similar interventions in the future.

Water, sanitation and hygiene promotion

Outcome 2: Risk of waterborne, water-related and vector-borne diseases in affected communities reduced

Output 2.2: Knowledge, attitude and practice on safe water, sanitation and hygiene by target population increased

Activities implemented:

- 2.2.1. Conduct sessions on safe household water handling at VNRC water distribution points
- 2.2.2. Mobilize VNRC WASH team (staff and volunteers) for health and hygiene promotion activities
- 2.2.3. Reproduce information, education and communication (IEC) materials for health and hygiene promotion
- 2.2.4. Conduct health and hygiene promotion activities, including vector control, in target communes
- 2.2.5. Distribute IEC materials alongside health and hygiene promotion sessions
- 2.2.6. Monitor health and hygiene practices in target communities

Achievements

A hygiene promoter from An Giang provincial Red Cross chapter was deployed by the VNRC headquarters to support the operation in Ninh Thuan. Key messages for hygiene promotion sessions were developed based on observation and visit in two targeted commune of Phuoc Chien in Ninh Thuan province. The key messages were: diseases transmission prevention (f-diagram), safe water storage, household water treatments (boiling and aqua tabs), and hand washing at critical times. The tools (posters, megaphone, soaps) used were taken from the VNRC hygiene promotion box that was sent from the headquarters to the two chapters. At each distribution point, hygiene promotion sessions were carried out by the deployed hygiene promoter and district and chapter Red Cross staff who had been oriented on the way of delivering key messages. Methods used for the delivery of key messages were lectures by showing some posters, questions and answers and asking participant to repeat the messages. IEC material was distributed as a reminder to local people on key messages and adoption of good hygiene behaviours.



A beneficiary in Mo Cay Nam district, Ben Tre province is reading the leaflet on hygiene promotion at the water distribution by Red Cross.

Photo: Ly Nguyen/IFRC (June 2016)

Hygiene promotion sessions were also carried out at beginning of cash distribution. In Ninh Thuan province, the operation team was creative to include these sessions in village meetings to identify beneficiaries. This approach was later adopted in other provinces to maximize delivering key messages. Based on actual implementation, revision of costs allocated to IEC printing was made to reflect the actual situation. In total, 10,018 households benefited from this intervention.

Challenges

Part of beneficiaries in Ninh Thuan and Gia Lai come from minority groups who are not competent with Kinh language (official and popular language in Viet Nam). Hygiene promotion sessions in several places in Ninh Thuan and Gia Lai were conducted via translator. Subsequently, IEC materials in this case were not optimized.

Lessons learned

IEC development tailored to minority groups should be taken into account in the planning phase of future operation.

Food Security, Nutrition and Livelihoods

Needs analysis:

Needs assessment was jointly undertaken by VNRC and IFRC in Ben Tre and Long provinces mid of March. Besides water and sanitation, and health, the team also looked at damage impacted on food and livelihoods in the affected province. It was found that in normal years, there are between two to three crops per year verifying summer-autumn (May to July); autumn-winter (August to October) and winter-spring (November to February of the following year). Dry conditions and decrease in rainfall in the region appeared late 2015, resulting in significant damage to autumn-winter food production. The winter-spring crop (November 2015 to February 2016) experienced similar loss. Even where the rice

could grow into reproductive phase, productivity was reduced 21 percent. This damage was due to salinity exceeding the limit. Loss in winter and spring crop exposed local people shortage of food. There were also damages to other livelihood options including fruit trees and flowers, and aquaculture.

Exposure to good weather conditions for years, preserving food stock is not habit of local people. In normal practice, people sell their rice product as soon as their harvest has been done with higher price, and after a while they buy less quality rice for their own consumption. This is way for households to generate income. This year, this habit people without food stock to cope with failure of agricultural production. At the time of the assessment, price for rice ranged from CHF 4.3 to CHF 5.2 per 10 kilograms. According to the people and local authorities, there was no worry of inflation or supply capacity. Rice was transported from non-affected provinces nearby for example Dong Thap province.

It was reported by local authorities and community people that there was not yet rice assistance delivered or being planned. The local authorities were conducting assessment on livelihoods damage to request the central government for support in accordance with Decision No. 49/2012/QD-TTg of the Prime Minister which guides compensation rate for damage on agricultural with rate of CHF 87 per hectare. No re-plantation was scheduled until June when it was expected.

There was a significant fall in local people's income since harvest from winter and spring crop used to be a good income source of local people, which has now been damaged. Local people would face with food shortage for two to three months till rain was expected in June when they could start new crop and jobs would be available. At time of the assessment, some people managed to do jobs including picking coconut leaves or find jobs elsewhere.

Food and water assistance has been identified as one of priorities by both local authorities and community people. With VNRC experience in cash transfer program, the needs would be addressed through cash distribution program.

People assisted: 3,146 households (equivalent to 12,431 people; 5,745 female) in provinces of Ninh Thuan, Gia Lai, Long An and Ben Tre have benefited from food and water assistance through cash distribution.

Households were targeted by the operation would meet at least one of the following criteria:

- Shortage of water for drinking and domestic as consequence of drought/salt water intrusion and currently have to buy water;
- Loss of food source (main food source of household were lost or heavily damaged due to drought/salt water intrusion and could not be used).
- Loss of production assets for livelihood, such as rice-field, fish/shrimp and other aquaculture
- Loss of work opportunities (for example: those who give labour to the rice field or aquaculture before the occurrence of disaster, but now cannot go for work because these facilities are destroyed by disasters

Preference was given to:

- Households who are on the latest list of poor/near poor households
- Households who have not received any supports or received very little supports from other individuals or organizations
- Households which have no working capacity
- Households in which have presence of disabled or chronically ill people
- Households in which head of family is female
- Households in which have presence of pregnant or lactating women
- Households in which have presence of elderly over 65 years old
- Households in which have presence of children under 5 years old

Food security, nutrition and livelihoods

Outcome 3: The immediate household needs of the target population are met

Output 3.1: Affected households are provided with unconditional cash for meeting priority household needs

Activities implemented:

- 3.1.1 Develop and agree on a strategy for targeting and registering households to be assisted
- 3.1.2 Organize meetings to provide orientation to stakeholders on the intent of cash transfers
- 3.1.3 Provide training on targeting beneficiaries to VNRC commune staff and representatives from communes
- 3.1.4 Identify and register target households in coordination with local authorities and other partners
- 3.1.5 Communicate to the selected households about the cash distribution process
- 3.1.6 Distribute cash to selected 2,550 poor households
- 3.1.7 Undertake post-distribution monitoring

Achievements

There has been an increase in number of beneficiaries from initially planned 2,550. This has been resulted from extra allocation to cash component using unspent balance under water trucking activities as well as classification of cash grant as per identified needs and VNRC cash distribution guidelines.

Cash grant were classified into three categories, specifically:

- one family member: VND 350,000 (CHF 13)
- two family members: VND 650,000 (CHF 27)
- three family members onwards: VND 1,250,000 (CHF 55)

Criteria for targeting beneficiaries and process were finalized prior to orientation and training on the objectives of the cash grant and on targeting beneficiaries. Five one-day trainings were organized in May and in July in each provinces for leaders of local authorities, representatives from Fatherland Front, office for labour, invalid and social affairs, women union and heads of hamlets. The trainings provided the participants an overview introduction of the operation, the VNRC cash transfer programming procedures including beneficiary criteria selection, organization of hamlet meetings and organization of distribution points. In total 115 people (39 female) benefited from this activity.

Following the trainings, heads of hamlet have with support of the trained authority personnel and Red Cross staff selected the beneficiaries in their respective hamlets and communes based on the standard criteria. Beneficiary selection was conducted through village meetings organized in each target hamlet which aimed to give local people opportunity to be aware of the supports from the operation, to raise their voice on the process and to give their votes for the selected beneficiaries. The lists of beneficiaries resulted from the hamlet meetings were published in commune people's committees building as well as public places.

The trained Red Cross staff presented in all hamlet meetings to provide technical support to the heads of hamlets and monitor targeting process. Furthermore, these staff conducted verification process randomly on 10 per cent of total number of beneficiaries in each commune. The verification process did not find any issues or complaints about the selection of beneficiaries noting that selected beneficiaries satisfied the criteria for selection.

IEC material and posters illustrating objectives of the intervention, criteria and process on beneficiaries, mobile phone numbers of the VNRC project staff at province and headquarters, and IFRC were provided as hotline for enhancing communication with beneficiaries who were encouraged to make call to these staff to give comments or complaints if they think that the selection process or any other aspects of the relief operation were not appropriate, relevant or lack of transparency.

Complaint boxes were also placed in all hamlet meetings and distribution points to collect comments or complaints from beneficiaries as well as local people. These communication means have been well informed to the beneficiaries by Red Cross staff at the beginning of every hamlet meeting or distribution. Provincial staffs were assigned to handle the comments or complaints received from beneficiaries. These have been maintained throughout the operation to collect comments and complaints from people. With hotlines being printed on cash envelopes, feedback mechanism is accessible even when the operation has completed since the beneficiaries were informed to keep the envelopes for further use. The system has not received any comments or complaints so far.

The above described process will help ensure transparency and accountability in the beneficiary selection process of the VNRC. As result, the final list of beneficiaries is made available for distribution.

Monitoring has been carried out over the course of the operation. Exit survey interviews with beneficiaries after receiving cash and post monitoring showed purchasing food, foodstuff and water ranked top priorities in households' grant.

Distributions were carried out as elaborated in following table. The last distribution was made on 28 July following final allocation of balance from the water truck activity.



VNRC staff reminds a beneficiary in Phuoc Chien Commune, Thuan Bac District, Ninh Thuan Province to keep the cash envelop with hotline number for feedback.

Photo: Giang Pham/IFRC (June 2016)

Province	District	Commune	Date of distribution	Total No. of HHs	Total No. of beneficiaries	
					Male	Female
Long An	Can Giuoc	Dong Thanh	11/06/2016	160	124	36
Ben Tre	Binh Dai	Phu Long	10/06/2016	100	161	159
			28/06/2016	29	36	52
		Dinh Trung	10/06/2016	100	107	172
			28/06/2016	42	56	58
	Giong Tom	Hung Phong	09/06/2016	100	188	213
			27/06/2016	12	9	13
Ninh Thuan	Thuan Bac	Phuoc Chien	14/06/2016	330	676	754
	Ninh Son	My Son	15/06/2016	506	994	1,065
		Hoa Son	15/06/2016	462	380	436
Gia Lai	Chu Puh	la HLa	10/06/2016	377	691	777
		la Hru	10/06/2016	276	1,670	291
	la Pa	la Kdam	10/06/2016	380	859	940
		Pờ Tó	28/07/2016	272	735	779
Total				3,146	6,686	5,745

Challenges

There was a bit delay at the start of the operation resulted by long national holidays at the time the operation being able to run following internal approval by VNRC and completion of local assembly election in May. While posing to delayed start up, all steps and processes were respected to ensure successful implementation.

Lessons learned

Engaging with and giving training on targeting beneficiaries to local authorities and head of hamlets who were directly involved in facilitating beneficiary targeting was essential to selection of right beneficiaries. Under this operation, introduction of scoring system in prioritizing beneficiaries have been put into use. This facilitated targeting process. Standardization of the system will be followed up with VNRC.

Training on targeting beneficiaries should be included in capacity building activities under disaster management including training to VNRC provincial disaster response team so that VNRC provincial staff are equipped with selection process and criteria prior to disaster.



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[Final Financial Report](#)

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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 Disaster Response (Sphere) in delivering assistance to the most vulnerable.

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

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Saving lives, changing minds.



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

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

Disaster Response Financial Report

MDRVN013 - Vietnam - Drought and Saltwater intrusion

Timeframe: 07 Apr 16 to 07 Aug 16

Appeal Launch Date: 07 Apr 16

Final Report

Selected Parameters

Reporting Timeframe	2016/4-2016/8	Programme	MDRVN013
Budget Timeframe	2016/4-2016/8	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			195,708			195,708	
B. Opening Balance							
Income							
Other Income							
<i>DREF Allocations</i>			195,708			195,708	
C4. Other Income			195,708			195,708	
C. Total Income = SUM(C1..C4)			195,708			195,708	
D. Total Funding = B + C			195,708			195,708	

* 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			195,708			195,708	
E. Expenditure			-195,708			-195,708	
F. Closing Balance = (B + C + E)			0			0	

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Budget Timeframe	2016/4-2016/8	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)				195,708			195,708	
Relief items, Construction, Supplies								
Water, Sanitation & Hygiene	12,145			798		798	11,347	
Cash Disbursement	141,207			153,240		153,240	-12,034	
Total Relief items, Construction, Sup	153,352			154,039		154,039	-687	
Logistics, Transport & Storage								
Distribution & Monitoring	8,827			3,483		3,483	5,344	
Transport & Vehicles Costs				1,343		1,343	-1,343	
Total Logistics, Transport & Storage	8,827			4,826		4,826	4,001	
Personnel								
International Staff				3,097		3,097	-3,097	
National Staff				894		894	-894	
National Society Staff	956			2,803		2,803	-1,846	
Total Personnel	956			6,794		6,794	-5,838	
Consultants & Professional Fees								
Consultants				1,384		1,384	-1,384	
Professional Fees	1,200			1,859		1,859	-658	
Total Consultants & Professional Fees	1,200			3,243		3,243	-2,043	
Workshops & Training								
Workshops & Training	3,773			3,855		3,855	-82	
Total Workshops & Training	3,773			3,855		3,855	-82	
General Expenditure								
Travel	7,650			7,592		7,592	58	
Information & Public Relations	6,486			2,520		2,520	3,966	
Communications	1,439			841		841	598	
Financial Charges	80			39		39	41	
Other General Expenses				13		13	-13	
Total General Expenditure	15,655			11,007		11,007	4,648	
Indirect Costs								
Programme & Services Support Recover	11,945			11,945		11,945	0	
Total Indirect Costs	11,945			11,945		11,945	0	
TOTAL EXPENDITURE (D)	195,708			195,708		195,708	0	
VARIANCE (C - D)				0		0		