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DREF Operations Update Costa Rica: Floods

 International Federation
of Red Cross and Red Crescent Societies

DREF Operations Update n° 2	Operation n° MDRCR015 Glide n° TC-2016-000125-CRI
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Operation start date: 30 November 2016	Expected Timeframe: 5 months and 15 days (The operation has been extended for an additional 15 days; the new operation end date is 15 May 2017)
Overall Operation Budget: 336,217 Swiss francs (CHF)	
Number of people affected: 50,000 people	Number of people to be assisted: 5,000 people (1,000 families)
Host National Society: The Costa Rican Red Cross (CRRC) has 121 branches grouped into 9 regions nationwide.	
Red Cross Red Crescent Movement partners actively involved in the Operation: International Federation of Red Cross and Red Crescent Societies (IFRC) and American Red Cross	
Other non-Red Cross Red Crescent Movement Partners: National Comprehensive Risk Management System, with presence from all the institutions that comprise it	

Summary of major revisions made to emergency plan of action:

The Costa Rican Red Cross (CRRC) was unable to complete the monitoring and follow-up of the cash transfer programme (CTP) for the food security component and the cleaning of the wells by the operation's original end date of 30 March 2017, prompting it to request a one-month extension, which was granted through [Operation Update no. 1](#)¹; nevertheless, due to unforeseen delays in the CRRC and the IFRC's administrative processes, the CRRC could not complete the two outstanding activities by the new operation end date, obliging it to request an additional 15-day extension to complete the remaining activities, with a new operation end date of **15 May 2017**.

A. Situation Analysis

Description of the Emergency

According to the National Hurricane Centre in Miami, Hurricane Otto entered Costa Rican territory as a Category 2 hurricane on the Saffir-Simpson scale (wind gusts up to 175 km/h) on 24 November 2016 at 13:00 hrs. local time, close to the town of Los Chiles. This qualified Otto as the southernmost hurricane on record to hit Central America. Hurricane Otto moved on a west south-west trajectory at an average speed of 15 km/h across Costa Rica before exiting the country at around 02:00 hrs. on 25 November.

The rains that fell along its path across Costa Rica triggered multiple Red and Yellow Alerts from the National Emergency Operation Committee (EOC).

According to the Ministry of Public Works and Transport's National Highway Administration Council (CONAVI), damage to transport infrastructure (roads and bridges) was initially estimated at around ₡4,734 million Costa Rican *colones* (approx. 8,8m US dollars); CONAVI reported that the greatest impact occurred in the central region, with 63 damaged

¹ The IFRC issued Operation Update No. 1 on 28 March 2017, which extended the operation until 30 April 2017.

roads, followed by the Brunca Region with 41, Huetar Altántica with 35, Chorotega with 7 and Huetar Norte with 4. Only the Central Pacific area roads remained unscathed.

An airlift operation was conducted with Costa Rican, Panamanian and American aircraft arrived on 25 and 26 November to continue with relief actions and food, medicine and hygiene item distributions in hard-to-reach areas, especially in Alta Talamanca and in Pacifico Sur where some communities were cut off.

Movement Coordination

The IFRC has been in contact with the National Society since the low-pressure system began forming on 15 November. The IFRC has held regional coordination meetings with Central American National Societies and internal Movement partners to gather information regarding the actions being conducted by the various National Societies in the region. A disaster management delegate was deployed to the country, in coordination with the National Society to assist with the activation of the Disaster Relief Emergency Funds (DREF) and develop the emergency plan of action; he later conducted monitoring visits to oversee the implementation of the operational activities.

Actions by Costa Rican Red Cross (CRRC) –Response Phase

- The Institutional Response Committee, led by CRRC's president, national council members, senior management and national risk management and emergency response director, remained permanently active during the impact/response phase
- Coordination with national Costa Rican authorities, on a permanent basis through EOCs and the National Risk Management System's Steering Committee.
- Red Cross actions focused on the preventive evacuation of residents, victim search and rescue, extra-hospital care and the management of humanitarian supplies during the impact/response phase.
- Local emergency committees and institutional representatives participated in and coordinated actions with authorities and civil society representatives.
- The National Society assisted in setting up and management of temporary collective centres.
- In total, 122 branches and 9 coordination regions across the country are active and working on operational, administrative and logistical activities, with more than 1,200 men and women in active service since the onset of the event; the CRRC has deployed logistics personnel and more than 300 light vehicles (four-wheel drive vehicles, rescue units and conventional ambulances, among others), three trucks and one trailer.
- Red Cross' Emergency Operation Centre was active 24/7 at its facilities in the operational building in the capital city of San José to tabulate, centralize and process all information generated by various auxiliary committees, the National Risk Management and Emergency Relief Commission (CNE for its acronym in Spanish), OVSICORI and the United States Geological Survey (USGS).
- CRRC's National Donation Collection Centre was enabled at the request of the national authorities.
- The CRRC provided Restoration of Family Links services.

Overview of non-RCRC actors in country

Government of Costa Rica actions

- Red Alerts declared in various Costa Rican areas
- Activation of Regional and Local Emergency Committees
- Support to response institutions' actions and coordination
- Provision of relief items (blankets, mattresses and basic food rations)
- Reports from Costa Rica's Volcanology and Seismology Observatory (OVSICORI for its acronym in Spanish) and two meteorological reports from the National Meteorological Institute (IMN for its acronym in Spanish)
- Costa Rican Electricity Institute (ICE) crews restored electric services from Guatuso to Colonia. ICE technicians in Guatuso worked to restore normal service to Upala and Los Chiles, and normal service was restored to 300 clients in Barra Parimina on the Caribbean coast.
- Costa Rican Social Security (CCSS) technical teams inspected hospital systems in Upala to determine possible damage.
- The ban on departures from ports and coasts was lifted on 25 November 2016; however, vessels were warned to stay alert to any changes in weather conditions.
- The Banking for Development System (SBD) made more than $\text{€}6$ billion *colones* (10.8 million US dollars) from programme resources available to financial operators to respond to the emergency.

Needs analysis, beneficiary selection and risk assessment

Water and Sanitation:

Damage to drinking water systems was reported, especially to those managed by communities in the hurricane's path and surrounding areas, including damage to or destruction of water sources, storage systems and distribution lines. Through a CNE press release on 26 November, the Aqueduct and Sewers Institute (AyA for its acronym in Spanish) reported that some 40,000 people in the most affected areas had lost their potable water services; however, tanker trucks were made available to ensure there was an emergency water supply.

CNE's Partial Summary no. 10 reported that the flooding damaged 500 wells. Some of the most affected families had access to rainwater and some available water sources in the area.

Food Security, nutrition and livelihoods:

Hundreds of families in several communities lost their productive assets, mostly their plantain, pineapple, maize, cassava and bean crops. Rapidly rising flood waters prevented most people from saving their food reserves and farming implements, which has made it more difficult for these families to recover their livelihoods because their physical, financial and natural capital has been severely affected.

Households' financial security has been seriously compromised for the next few months due to the loss of their livelihoods, the need to replace their productive assets, and the school fees they had to pay in January and February 2017.

Livelihoods actions considered in emergency and recovery activities have had to consider the migrant populations located in coastal and border areas.

The current food collection campaign coordinated by the CRRC was able to cover communities' immediate food needs for the first 45 days; however, cash transfer programmes had to be considered so as not to affect local businesses and revive the local economy, thus contributing to a rapid recovery by local markets.

Shelter:

The devastation, landslides and floods in the wake of the hurricane left houses with no roofs, damaged, and even destroyed. Those who lost their homes entirely will receive support in the form of State funds through the Mixed Social Aid Institute to pay for rental housing for four to six months; however, there are many families whose homes were only partially affected. In coordination with the Costa Rican government, damage assessments continue with the National Society's shelter focal point; however, it has not been easy to estimate damages in this area. Although, the National Society's previous experience indicates that setting up a construction materials bank through a cash transfer initiative would go a long way towards solving many of these issues; this approach enables beneficiary families to address the challenge of repairing and providing basic maintenance to their homes with a fixed amount of money. The beneficiary families are generally low-income, live in areas with high poverty rates, and in basic housing, which has meant that the repairs have involved roofing materials, nails, basic tools, cement and concrete blocks.

Damage to housing in affected areas was mostly caused by flooding, landslides and strong winds. According to CNE Partial Summary no. 10, 598 homes were damaged in the cantons of Bagaces, Upala, Golfito, Osa and Corredores, involving total or partial destruction, loss of roofs and flooding.

B. Operational strategy and plan

Overall objective

As auxiliaries to State authorities, contribute to alleviating the suffering of victims of Hurricane Otto through humanitarian assistance for at least 1,000 families (5,000 affected people), as a complement to ongoing activities through water and sanitation, livelihoods and shelter

Areas common to all sectors: The operation has an efficient monitoring system that provides adequate support to the field activities under implementation. As part of monitoring and implementation, technical personnel were hired specifically for the operation to coordinate with Regional CRRC Committees. Support has been provided to the communications activities geared toward producing the informational material, which has been used to disseminate information on the humanitarian activities and national-level fundraising campaigns organized by CRRC since the first days of the operation. The IFRC's regional disaster management coordinator for Central America, who has conducted monitoring visits at least once a month and held follow-up conferences with the technical team hired by the National Society, has overseen all general monitoring and implementation activities.

Water, sanitation and hygiene promotion: Selected families have received water filters, which were purchased through the IFRC's Global Logistics Services (GLS) in Panama, and the families have also received instructional lectures on the proper use and maintenance of the filters; these lectures have been delivered by the CRRC volunteers, who have also been responsible for delivering the hygiene promotion lectures. Volunteers have received hygiene promotion training, and teaching materials containing key messages have been developed and shared with families. To complement water and sanitation activities, well cleaning and disinfection services have been provided to almost of the 1,000 beneficiary families. A water and sanitation technician was hired to coordinate activities in this sector, who in turn has received support from volunteers and beneficiary communities.

Livelihoods, nutrition and food security: A cash transfer programme has been implemented to buy food. A Regional Intervention Team (RIT) member specializing in livelihoods and CTPs conducted a feasibility study to determine the most appropriate mechanism to do so. Families have received informational lectures on project objectives, which have been delivered by CRRC volunteers that were previously trained in CTP to build capacity for future emergencies. This sector has also included the implementation of a complaints mechanism, a call centre and a beneficiary satisfaction survey; all of which have contributed to the National Society's ability to monitor the operation, and the CRRC will be able to capitalize on the experience gained from this type of intervention mechanism.

The feasibility study determined how each family will prioritize the transferred funds' use and the type of CTP that was needed.

Shelter: Families have received materials to repair their roofs, for which an implementation mechanism through the CTP was identified. Volunteers have been trained to monitor housing repair activities, and an IFRC shelter delegate will be deployed to support the National Society during the implementation process. Kitchen kits have been distributed to families who lost their household items, which has supplemented the delivery of food that the National Society is collecting across the country.

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 hygiene.
5. Communities that have not received assistance from other organizations

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

Operational support services

Human Resources

To implement this plan of action, the CRRC has a multidisciplinary technical team that is ensuring the implementation of activities:

- One coordinator in the field (charged to the operation)
- Water and sanitation technician for hygiene promotion (charged to the operation)
- Administrative - accounting personnel at the central administrative headquarters.
- Staff from Risk Management and Disaster Response Directorate (DINAGER for its acronym in Spanish) and their respective departments.
- Procurement Department personnel (purchasing, warehousing, fleet).
- Press Department personnel
- Information technology (IT) Department personnel.
- Volunteer personnel from Heredia, Guanacaste, Zona Norte and Limón.

Process monitoring is through the Relief and Operations Directorate (which has the support of the General Manager) and the institutional administrative structure in all its departments; the CRRC's headquarters also has a monitoring team for financial reporting, and it is responsible for ensuring the quality of intermediate and final reports.

Logistics and supply chain

The operation has had to purchase materials outside the country, as domestic markets do not carry the items required for the operation.

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

The IFRC's Global Logistics Services will provide support to the National Society, and the quality control for the purchases made will be according to the levels of authorization required by the purchasing procedures.

Communications

A communications plan has been launched to promote the humanitarian actions that the Red Cross has been conducting since the beginning of the operation. Communication activities promoting the National Society have led to favourable acceptance of the CRRC's collection centres, which in turn has led to the collection of hundreds of tons of food and non-food items (NFIs).

The CRRC has an Institutional Communications Department that maintains lines and strategies both within and outside the organization, which ensures visibility for institutional activities during the emergency response and recovery phases.

The following are the communications objectives according to target audience:

1. **External communications.** A series of informational outputs have been implemented to maintain a line of transparency and objective information to get closer to the general population, particularly beneficiaries, to convey what the Red Cross does to assist those affected by emergencies.
For example: social networks, interviews and bulletins.
2. **Documentation.** Documenting support processes in emergency situations enhances the Red Cross's credibility with donors and the general population.
For example: archives of published news stories, photo banks and beneficiary stories.

Planning, monitoring, evaluation and reporting (PMER)

The CRRC has a monitoring team consisting of Comprehensive Risk Management Directorate staff. Likewise, the IFRC Country Officer and the IFRC's Pan American Disaster Response Unit (PADRU) disaster management coordinator for the region will conduct at least four monitoring visits to the DREF implementation area; this operation is issuing this intermediate progress report and a final report at the end of the operation.

A lessons learned workshop will be held at the end of the operation to identify practical recommendations and proposals for improvement in future emergency operations in the country.

Administration and Finance

The Financial Accounting Directorate has trained staff available to provide the necessary support to the implementation of the plan of action.

The Financial Accounting Directorate strategy entails the following;

- a. Delegation of Directorate staff for work on specific aspects of the operation.
- b. Production of reports and monitoring of financial compliance and proper use of budget allocations.
- c. Provision of information to sector coordinators regarding the full and proper use of the resources allocated to the plan of action.

C. DETAILED OPERATIONAL PLAN

Water, sanitation and hygiene promotion

Outcomes	Objectives		% Achieved
Outcome 1: Contribute to the immediate reduction of the risk of water-borne diseases in target populations	Output 1.1 Affected families receive water filters, which improves access to safe water in homes		100%
	Output 1.2 Well cleaning/disinfection activities take place in project target communities		100%
	Output 1.3 Hygiene promotion activities, which comply with Sphere standards for identification and use of hygiene items, delivered to the target population.		100%
	Implementation on time		% of Progress
	Yes	No	
1 - Identification and registration of families using Open Data Kit (ODK), with adequate segregation of community and family information		No	100%
2 - Distribution of 1,000 water filters using ODK and Mega V		No	100%
3 - Water filter use and maintenance workshops	Yes		100%
4 - Conduct a beneficiary satisfaction survey	Yes		100%
5 - Training for volunteers on well cleaning equipment use and maintenance	Yes		100%
6 - Cleaning and disinfection of 500 wells	Yes		100%
7 - Hiring of water and sanitation technician	No		100%
8 - 20 hygiene promotion lectures	Yes		100%
9 - 1 hygiene promotion refresher workshop	Yes		100%

10 - Development, printing, and distribution of hygiene promotion materials to families	Yes		100%
11 - Conduct a satisfaction survey and meet beneficiaries	Yes		100%

Achievements by Activity

1. The Costa Rican Red Cross worked closely with state institutions (Joint Institute for Social Assistance- IMAS, Ministry of Health and municipalities) and the National Risk Management and Emergency Relief Commission to identify affected people and communities. While the CRRC did not use ODK in initial assessments, this tool has been used to register beneficiaries. CRRS personnel were trained to use ODK, and at the central level a trained DINAGER employee has assisted in the preparation of surveys and monitoring records.
2. After considering the communities affected and assessing various factors (weather, distances, personnel, equipment, emergencies, among others), the National Society has focused its efforts in three areas in the country: Zona Sur (Southern Zone), Upala and Zona Norte (Northern Zone). The CRRC has been working mainly with communities located near the Panama and Nicaraguan borders. Access to these communities requires extended travel and four-wheel drive vehicles. The CRRS has distributed 667 water filters and plans to continue distributions in the Zona Norte communities.
 - o Zona Sur: The National Society received support from Auxiliary Committee, of Ciudad Neily and the Zona Sur Regional Board, which provided vehicles and personnel to assist with distributions. Inter-agency coordination was established with the Ministry of Health, AyA and Costa Rican Red Cross to identify target communities for assistance. A total of 110 water filters were distributed in 15 communities using ODK.

District	Community	Filters	District	Community	Filters
Corredor	Cangrejo Verde	9	Corredor	Pueblo Nuevo	2
	El Carmen	4		Puerto Negro	4
	Estrella del Sur	4		Laurel	El Chorro
	Kilómetro 24	12	Kilómetro 25		1
	Cuatro Bocas	5	La Bota		2
	La Campiña	10	Guaycará	Gorrión	8
	Las Pangas	12	Golfito	Santa Lucia	2
	Los Castaños	33			
Totales					110

- o Zona Norte: The Auxiliary Committee in Santa Rosa de Pocosal opened their facilities and provided a vehicle and driver and a staff person to assist with distributions. The Costa Rican Red Cross coordinated with the Ministry of Health and IMAS to identify the communities. Distributions, which continue, employed the ODK and Mega V tools. The CRRC used ODK and Mega V to distribute a total of 807 water filters to 31 communities.

District	Community	Filters	District	Community	Filters
Pocosal	La Ceiba	5	Pocosal	Banderas	112
	San Cristóbal	53		Paraíso	1
	El Conchito	12		Pueblo Nuevo	1

Infiernillo	8	Cutris	San Marcos	111
Cuatro	1		Crucitas	12
Esquinas			Moravia	48
San Isidro	67		El Carmen	16
San Rafael	22		Betania	4
San Alejo	22		Los Almendros	56
El Campo	27		Pueblo Nuevo de Cutris	12
La Guaria	50			
Jocote	1	Los Chiles	Isla Chica	25
La Aldea	18	Pital	Pital	3
El Concho	49		Boca San Carlos	17
Carrisal	6		Castellmar	1
Paso Real	2		Cureña / Cureñita	34
Santa Rosa	11			
Total				807

- Upala: Since this was one of the most affected zones, it received most of the aid. The CRRC has been working with Upala's auxiliary branch, which was severely affected, to coordinate meetings with the Ministry of Health, the municipality and the Mixto Institute of Social Aid with the purpose of identifying affected communities; through these meetings, the CRRC identified the community of Los Ledezma, which did not have potable water due to its elevation, and with the assistance of volunteers from the Upala branch, it distributed 66 water filters to the community. The CRRC also delivered water filters to 14 families in Upala Centro. Finally, the Ministry of Health distributed water filters to the most vulnerable communities; therefore, it was not necessary for the CRRC to distribute filters to these communities.

Community	Filters
Los Ledezmas	66
Upala Centro	14
Total	80

- Many of the water filters have been missing a piece or been damaged; to minimize further damage to the filters and ensure they were functional, the CRRC used parts from other water filters to complete them. Thus, only 3 water filters out of the 907 distributed by the CRRC were damaged.
3. One workshop in Zona Sur and two workshops in Zona Norte were held to train CRRC volunteers and Ministry of Health personnel on the use and maintenance of water filters. In turn, they conducted trainings on this issue when distributing the water filters.
 4. With the assistance of the auxiliary branches of Ciudad Neily and Santa Rosa de Pocosal, the CRRC conducted a satisfaction survey with a sample size of 15 per cent of the beneficiaries. The respondents were randomly selected from the participating communities, and the CRRC used ODK to carry out the survey.
 5. The CRRC cleaned wells in Zona Sur and Zona Norte, and it delivered a talk to the volunteers in each zone to show them how to use the equipment and teach them well cleaning techniques; each a new volunteer arrived, he/she was shown how to clean the wells. Lastly, the CRRC delivered a talk to the Ministry of Health, which assisted with this activity.

6. CRRC volunteers in Zona Sur and Zona Norte, as well as Ministry of Health personnel, have received training on the equipment and techniques used to clean wells. The cleaning is underway in these areas. The CRRC's main partner for the well cleaning was the Ministry of Health, which assisted with the selection of the communities and the well cleaning itself. Regrettably, the water pumps caused some problems that affected the achievement of the activity. Lastly, the volunteers in Zona Sur and Zona Norte were of tremendous help to the water and sanitation technician and during the times when the technician was unavailable.
- Zona Sur: The CRRC began the well cleaning in December 2016 because there was still heavy rainfall and flooding in Zona Norte; during the first two weeks of this activity, the bombs caused many problems, only allowing for the cleaning of five wells. After resolving the issues with wells, the CRRC cleaned 98 wells in two weeks. The Ministry of Health provided an official to assist with various operational activities, but primarily the well cleaning; the CRRC also worked closely with AyA, which contributed the chlorine for disinfecting the wells. Additionally, the CRRC identified a volunteer to work on the project while the issue with the water and sanitation technician was being resolved. Lastly, a group of CRRC youth members from the Ciudad Neily branch assisted with the well cleaning.

District	Community	Wells	District	Community	Wells
Corredor	Cangrejo Verde	13	Laurel	Las Pangas	9
	El Carmen	3		Los Castaños	32
	Estrella del Sur	4		Puente Negro	4
	Kilómetro 24	13		Kilómetro 25	1
	Cuatro Bocas	7		Guaycará Gorrión	7
	La Campiña	10			
Totales					103

- Zona Norte: The water and sanitation technician arrived in Zona Norte on 30 January, where he was based out of the Santa Rosa de Pocosol auxiliary branch. The CRRC coordinated with the Ministry of health in this zone to identify the communities that required an intervention, and it authorized its personnel to form two work teams to clean the Wells jointly with the ministry; the teams used the CRRC's water pumps, and a CRRC volunteer assisted the water and sanitation technician during the activity.

District	Community	Wells	District	Community	Wells
Pocosol	San Cristóbal	36	Cutris	Banderas	75
	El Conchito	11		San Marcos	12
	Infiernillo	8		Crucitas	12
	Llano Verde	6		Moravia	46
	San Isidro	18		Los Almendros	44
	El Campo	27	San Joaquín	2	
	La Guaria	49	Los Chiles	Isla Chica	15
	La Aldea	12	Pital	Cureña / Cureñita	23
	Santa Rosa	3			
	Totales				

- Upala: In conversations with the Ministry of Health and the municipality of Upala, they indicated that all the communities had access to potable water and that only the community of Los Ledezma continued to use the wells; consequently, the CRRC travelled to the community to clean its well; however, the wells were too deep for the CRRC's equipment to function properly.
7. The water and sanitation technician hired on 15 December 2016 was replaced in February by a new technician, who worked until 26 March 2017.
 8. In Zona Sur, Red Cross youth members were trained in the Healthy Home approach for hygiene promotion. They then gave 11 (8 in Zona Norte and 3 in Zona Sur) educational talks using this approach to 102 people.
 9. A total of 35 CRRC volunteers (Zona Sur: 17 and Zona Norte: 18) were trained in the Healthy Home approach.
 10. CRRS purchased modules from the reference centre for community-level distributions.
 11. Please see Activity 4 above.

Challenges

- ✓ It was not possible to identify and register people beforehand. CRRC worked with records from state institutions.
- ✓ In Zona Sur, aid had to be delivered door-to-door due to the distance between houses and lack of community organization.
- ✓ Delays in the cleaning of the wells occurred due to mechanical issues with the water pumps.
- ✓ The wells were very deep, requiring the use of immersion pumps, which increased the time needed to complete the well cleaning activity.
- ✓ The change in water and sanitation technicians led to delays.
- ✓ In Zona Sur, volunteers had not been trained in ODK and had problems with its use.
- ✓ Mega V was not used in Zona Sur due to problems to create and print the codes
- ✓ The assigned vehicle had to be repaired due to the difficult condition of roads in the target areas.
- ✓ The volunteers encountered numerous beneficiaries that did not want to participate in the satisfaction survey.

Lessons Learned

- ✓ Training in ODK and Mega V should be conducted prior to emergencies.
- ✓ The type of tools used for cleaning the wells and performing routine maintenance on them helps to eliminate delays.

Shelter

Outcomes	Objectives	% Achieved
Outcome 2 Contribute to the reduction of shelter-related vulnerabilities in the affected population	Output 2.1 Prioritized population receives materials for timely roof repairs	92%
	Output 2.2 NFIs delivered to the target population	95%
Activities	Implementation on time	
	Yes	No

1 - Conduct a CTP feasibility study to evaluate the possibility of using this mechanism as an option for purchasing construction materials	Yes		100%
2 - Identification and registration of families	Yes		100%
3 - Training for volunteers on household repair monitoring		No	100%
4 - Deployment of Shelter IFRC Officer		No	50%
5 - Distribution of household repair materials to 200 families		No	100%
6 - Household repair monitoring		No	100%
7 - Distribution of kitchen kits to 1,000 families (1 per family)		No	100%

Achievements by Activity

1. The feasibility study was carried out with support from a staff member on loan to the IFRC from the American Red Cross; the study identified one company who has "gift cards" and a network of stores in the affected communities where these can be redeemed.
2. Beneficiary communities and families were identified through lists provided by the Joint Institute for Social Assistance and those compiled with ODK during kitchen kit and water filter distributions.
3. The CRRC has registered the families and distributed the cards.
4. A visit by a shelter delegate is being arranged for the second week of April 2017; the delegate will be deployed to the area where the repair vouchers will be distributed to deliver a lecture to volunteers and visit and provide home monitoring recommendations.
5. Distribution will be carried out through humanitarian aid cards. As per the feasibility study, the supplier selected is Almacenes El Colono, a hardware store specializing in construction materials, where beneficiaries can find the materials they require; the company also wanted to contribute to helping these families, and therefore included further benefits for card users such as providing transport to nearby areas for a mere 10 per cent charge to the card. A total of 200 cards were distributed through 10 meetings with small groups of beneficiaries and a few home visits. Beneficiaries were selected thanks to support received from the Joint Institute for Social Assistance (IMAS)
6. The purpose of having the shelter delegate member train volunteers is to enable them to carry out the monitoring visits.
7. Upon analyzing the degree of damage suffered, the CRRC decided to distribute kitchen kits in Upala and Zona Norte, mainly in the communities near the Nicaraguan border. A total of 948 kits were distributed; however, it should be noted that reaching these communities requires travelling two or three hours over very difficult roads.
 - ODK and Mega V are being used to distribute the kitchens kits.
 - The CRRC coordinated the identification of the communities with the Ministry of Health and IMAS; a volunteer is helping with coordination and distribution.
 - People were convened through an IMAS network in various communities in Zona Norte.
 - In Los Ledesma, Upala, 66 kitchen kits were distributed as per the identification conducted by the Municipality and the Ministry of Health.

Community	Kits	Community	Kits
San Rafael	23	Moravia	46
Santa Rosa	7	Crucitas	23
La Ceiba	5	El Carmen	16
La Aldea	8	San Marcos	111
Pueblo Nuevo	1	Banderas	105

Paso Real	2	Pueblo Nuevo de Cutris	12
Carrisal	6	Los Almendros	52
Paraiso	1	Betania	4
El Concho	49	San Alejo	22
El Conchito	12	Cureña	26
Cuatro Esquinas	1	Cureñita	25
San Cristobal	59	Llano Verde	20
El Campo	27	Isla Chica	63
La Guaria	50	Upala	106
San Isidro	66		
		Total	948

Challenges

1. Initiating the arrangements for the cards during a period when companies break for the holidays delayed implementation times
2. The process for delivering kits using Mega V had to be adapted since beneficiaries had not been previously registered.

Lessons Learned

- ✓ Stickers should be applied to kitchen kit boxes to facilitate the implementation of Mega V.
- ✓ The ODK tool expedites the delivery of cards to beneficiaries.
- ✓ Having a trained cash transfer team facilitated the beneficiary processing and evaluation.

Food security, nutrition and livelihoods

Outcomes	Objectives		% Achieved
Outcome 3 Ensure that families whose livelihoods have been affected have access to food	Output 3.1 Cash transfer programmes are provided to households to buy food		76%
Activities	Implementation on time		% of Progress
	Yes	No	
1 - Conduct feasibility study for cash transfers	Yes		100%
2 - Deployment of Livelihoods/CTP RIT member		No	100%
3 - CTP induction workshop for volunteers		No	100%
4 - Identification and selection of families	Yes		100%
5 - Implementation of CTP for 1,000 families for USD\$85 per family		No	40%
6 – Workshop on CTP use/objectives to beneficiary families		No	18%
7 - Set up call centre to assist families		No	100%

8 - Develop a monitoring plan for CTP use		No	100%
9 - Identify and implement a complaints mechanism		No	100%
10 - Conduct a beneficiary satisfaction survey		No	0%

Achievements by Activity

1. The feasibility study was carried out with support from a staff member on loan to IFRC from the American Red Cross.
2. A livelihoods RIT member was deployed to carry out the feasibility study, and two more delivered the cash transfer workshop
3. A four-day CTP workshop was delivered to train 20 volunteer and permanent staff from different Red Cross regions in the country.
4. Beneficiary communities and families were identified through lists provided by the Joint Institute for Social Assistance and those compiled with ODK during kitchen kit and water filter distributions.
5. The CRRC began investigating the requirements to implement the 1,000 food vouchers. According to the feasibility study, two companies qualify, and the procurement department is currently making the arrangements to receive and forward the documentation to the IFRC's Logistics Unit
6. A CTP workshop participant was tasked with calling beneficiaries to have them come to retrieve the vouchers, and eight others were deployed to distribute the vouchers for minor home repairs during CTP lectures to 200 beneficiaries.
7. The CRRC established a call centre to receive calls from beneficiaries.
8. The CRRC is still selecting the company that will conduct the beneficiary satisfaction survey; this activity will be conducted during the extension.
9. A telephone number was activated to receive complaints, issues and recommendations from cash transfer programme beneficiaries. To this end, a template was developed containing the most frequently asked questions.
10. The beneficiary satisfaction survey has not yet been conducted because the distribution phase is still underway.

Challenges

- ✓ The period in which the emergency occurred hindered moving forward with many of the arrangements, as many of the companies that were there to help with the efforts closed over the holidays.
- ✓ The acquisition of the CTP cards was also delayed by the holidays.

Lessons Learned

- ✓ Should it become necessary to work with this company again, the CRRC already knows the arrangements and procedures for doing so.
- ✓ It is necessary to keep in mind that many of these purchases require approval from the Logistics Unit; therefore, arrangements need to be carried out with sufficient time to avoid delays.

Quality programming / Areas common to all sectors

Outcomes	Objectives	% Achieved
Outcome 4: A proper management, communication and support system	Output 4.1 The operation's management is informed by a comprehensive monitoring and evaluation system	75%

is used for the implementation of the operation.	Output 4.2 Operation activities are disseminated at the local, national and regional levels		95%
	Implementation on time		% of Progress
	Yes	No	
1 - Hiring of operational staff (1 coordinator)		No	100%
2 - Four monitoring visits by IFRC		No	50%
3 - Monitoring visits by technical staff		No	100%
4 - Lesson learned workshop	Yes		50%
5 - Rapid assessment	Yes		100%
6 - Develop press release/beneficiary stories/photo reportage/videos		No	90%
7 – Implement a social media campaign	Yes		100%

Achievements by Activity

1. The project's coordinator was hired and started on 15 December 2016.
2. The first visit was made; during which, financial and operational aspects of the project were analyzed. Moreover, a visit took place during the final week of April 2017.
3. The DREF coordinator has made 12 visits to the field.
4. The lessons learned workshop has been scheduled for the project's final week; it will be conducted jointly with the Red Cross's Reference Centre for Community Resilience.
5. During the project, the CRRC had to analyze various factors (weather, distances, personnel, equipment, emergencies, among others) that led to the rethinking of which communities to assist first. In December 2016, heavy rains and flooding were still affecting the country's northern areas; therefore, the CRRC decided to work in the country's southern areas, where the first effects of the hurricane were felt. Lastly, the dates set to meet with communities were changed to have as much assistance as possible.
6. Coordination has started with Institutional Communications staff to develop a communications strategy, starting with the collection of information and images in the affected communities. The person appointed for communication and press matters was deployed to Zona Sur to conduct a series of interviews and videos, as well as to Zona Norte where other interviews and videos were made regarding the cash transfer programme. Images taken during the project have been provided to the institution's Communication and Press department, which also covered the cash transfer workshop; this department is currently working on the press releases. Project images and videos have been posted on social networks in the regions where the efforts are being conducted (please see the annex for links to press releases and videos from the operation).
7. Through this campaign, the CRRC forged an Alliance with the Ministry of Health to clean the wells and promote good hygiene practices.

Challenges

- ✓ One of the main challenges has been updating the activities following the coordinator's appointment 20 days after the project's start date.
- ✓ As for communications, the challenge has been coping with the limited number of staff the National Society has in this area, compounded by the many activities that must be covered at the end of the year in the country.

Lessons Learned

- ✓ Identify the project's coordinator in advance and involve him/her from the operation's inception.
- ✓ Involve communications volunteers in the operation as soon as it begins for better follow-up.

Contact information

For further information specifically related to this operation please contact:

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Annex

Cash transfer:

<https://www.facebook.com/JuntaRegionalGuanacaste/videos/1303628759686725/>

Zona Sur:

<https://www.facebook.com/JuntaRegionalGuanacaste/videos/1311354068914194/>

Zona Norte:

<https://www.facebook.com/JuntaRegionalGuanacaste/videos/1314825485233719/>

Press releases:

<https://www.facebook.com/notes/cruz-roja-costarricense/programa-de-cruz-roja-contribuye-a-estabilizar-situaci%C3%B3n-de-familias-afectadas-p/732638063571476>