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Emergency Appeal Operations Update

Costa Rica: Floods



Emergency Appeal no. MDRCR016	GLIDE: FL-2017-000151-CRI
6-month Operations update issued: 17 May 2018	Period covered: 27 October 2017 to 6 April 2018
Operation start date: 11 October 2017	Operation timeframe: 9 months (Request of extension of 3 months more end date 11 July 2018)
Overall operation budget: 1,523,001 Swiss Francs (CHF) DREF initially allocated: 316,177 Swiss francs	Appeal coverage: 74 per cent. Please see list of donors here .
Number of people to be assisted: 24,000 people (6,000 families)	
Host National Society: The Costa Rican Red Cross (CRRC) has 121 branches, 1,027 staff members and 5,820 volunteers (3,549 men and 2,271 women) distributed throughout the 9 regions nationwide. Partners of the Red Cross Red Crescent Movement that actively participate in the operation: American Red Cross, Japanese Red Cross Society, British Red Cross (From British Government), the Directorate-General for European Civil Protection and Humanitarian Aid Operations (DG ECHO), Red Cross of Monaco, Swiss Red Cross (from the National Society) and Swiss Red Cross (from the Swiss Government), The Canadian Red Cross Society (from Canadian Government), the International Federation of Red Cross and Red Crescent Societies (IFRC) and the International Committee of the Red Cross (ICRC)	
Other partners not part of the Movement that are involved in the emergency response: Directorate-General for European Civil Protection and Humanitarian Aid Operations (DG-ECHO) contributed funding to the operation, National Commission for Risk Prevention and Emergency Care (CNE for its acronym in Spanish), Ministry of the Presidency, Ministry of Communications, National Commission on Risk Prevention and Emergency Response, Ministry of Education, Ministry of Public Safety, Firefighters Brigade, Ministry of Health, Social Security (National Hospital System), Ministry of Agriculture, Animal Welfare National System (SENASA), National Board of Children, Ministry of Human Development and Social Inclusion, Costa Rican Aqueduct and Sewerage Institute (AyA for its acronym in Spanish), Costa Rican Oil Refinery, Costa Rican Electrical Institute, Ministry of Public Infrastructure and Transportation, Ministry of Environment and Energy (MINAE for its acronym in Spanish), Emergency System 9-1-1, Vulcanological and Seismological Observatory of Costa Rica, National Seismological Network, National Weather Institute, local government emergency committees, Costa Rica University (UCR for its acronym in Spanish), Association of Guides and Scouts of Costa Rica Private sector: DHL, Sykes, Two Pines Milk Producers Cooperative.	

<Click [here](#) to view the interim financial report. Click [here](#) to view contact details.>

A. Situation analysis

Description of the disaster

From 21 September to 6 October 2017, a Zone of Inter-Tropical Convergence (ZIC), characterized by the entry of humidity from the Pacific Ocean and the Caribbean Sea, caused Tropical Storm Nate to develop on 5 October 2017, which caused flooding throughout Costa Rica.

Tropical Storm Nate generated heavy rains, with an average of 400 liters per square meter, which is equivalent to the total precipitation of October, as well as winds and storm surges, causing flooding and landslides, widespread

infrastructural damage, the destruction of public property, the disruption of agricultural production and local ecosystems and injuries and the Costa Rican president to declare a state of emergency for 76 cantons were declared on emergency; the 17 most affected were: Dota, Leon Cortez, Tarrazu (Los Santos zone), Acosta, Aserri (central valley), Buenos Aires, Coto Brus, Perez Zeledon (south zone), Quepos, Parrita, Montes de Oro, Puntarenas (central Pacific), La Cruz, Carillo, Santa Cruz, Canas and Bagaces (north Pacific). The storm affected Costa Rica's road network, bridges, housing and agricultural sectors, water and sewer system and schools most severely.

Summary of the current response

The CRRC has carried out the following response actions:

During the first days of the operation, under the mandate of the National Society, it carried out rescue and pre-hospital care services, responding to 1,210 incidents and assisting 1,874 people.

The CRRC has delivered the following kits to the affected communities, standard of the National Society.

During the first few days of the emergency, the CRRC distributed the following

 Hygiene Kits	 Food Kits	 Sanitation Kit	 Liters of Water	 Cooking Kits
13,489	20,119	1,421	84,203.5	50

Likewise, after the damage assessments and in the development of the actions proposed in the international appeal, the following has been achieved:

Health actions:

- Monitoring of the epidemiological situation in the country for the design of informative messages for the communities. The principal diseases that were identified were diarrhea caused by waterborne diseases, respiratory disease (influenza) and vector-borne diseases (dengue, chikungunya and Zika).
- A National Workshop was held to disseminate the Epidemiological Monitoring Matrix, in which 17 community health volunteers from CRRC participated.
- Awareness sessions for 150 families on shelters about hand washing and vector control.
- Psychosocial support to CRRC volunteers and to families with elderly people, persons with disabilities and family members suffering from chronic illnesses, through debriefings.
- The implementation of the "Return to Happiness" programme in the schools of affected communities was supported, taking advantage of an alliance between the Red Cross of Youth, UNICEF, the University of Costa Rica (UCR) and the Ministry of Education of Costa Rica; additionally, this alliance will allow for the revision of the methodology and updating of materials to be implemented. The CRRC held 28 "Return to Happiness" workshops, in which teachers, volunteers and community leaders participated, and 565 people were trained
- The CRRC held two psychosocial support workshops, training 62 volunteers.
- Dissemination of messages of psychosocial support through social networks and WhatsApp messages through groups established after the emergency.

Water, Sanitation and Hygiene Promotion (WASH) Actions:

- To date, the CRRC has cleaned 140 wells in the Guanacaste and Puntarenas regions; the National Society has carried out this activity in coordination with the Ministry of Health, and it has also obtained the support of affected municipalities and the national police through the provision of vehicles and personnel for the well cleaning activities.
- It is also important to mention that the activity has been used for WASH teams from different regions of the country to collaborate and refresh their knowledge on the subject.
- Hygiene promotion campaigns through talks that are given during the distributions of the Water Filters to the communities.
- Accompaniment to families on the cleaning of their home's surroundings.

Livelihoods:

- The CRRC has reached 2,000 families reached through the CTP. Currently, the CRRC is carrying out a post-distribution beneficiary satisfaction survey through telephone calls and home visits.

- The CRRC held two national cash transfer workshops: one at the national level, with the participation of 25 volunteers from all regions, and the other one was a Regional Workshop in Guanacaste to support the selection of beneficiaries and distribution of cards in the region, with the participation of 24 people

Restoring Family Links (RFL):

- With the joint support of the ICRC and the IFRC, the CRRC implemented the RFL programme, through which it established a RFL platform and a call centre. The National Society resolved each one of the 166 RFL requests it received.
- One RCF workshop was held with the participation of all regions, for a total of 26 participants. A ICRC representative gave support and was present for the activity.

Disaster Risk Reduction (DRR) Actions:

- The CRRC conducted a national workshop on early warning systems (EWS) with 24 participants, who were committed to replicating their experience through the EWS community workshops.
- Through visits and meetings with community leaders, the CRRC selected 10 Communities in the affected areas for the EWS community workshops. To date, the National Society has successfully conducted five EWS community workshops.

National Society response capacities

The National Society has 5,820 (3,549 men and 2,271 women) volunteers distributed throughout the country, of which the CRRC put 1,004 of its volunteers and 157 of its staff members on active duty during the emergency.

For the operation, the following vehicles and vessels have been mobilized:

Basic life support (BLS) ambulances	Advanced life support (ALS) ambulances	Rescue	Operational	Administrative	All-terrain	Boats	Jet Skis
111	15	5	7	6	1	2	1

Movement coordination

The IFRC has been in contact with the National Society since the low-pressure system formed in early October 2017. The regional volunteer and youth development coordinator (the IFRC's liaison officer for Costa Rica) and the IFRC's cluster representative for Central America have continuously supported the National Society throughout the operation.

In coordination with the CRRC, the IFRC deployed a disaster management delegate to the country, in to help develop the EPoA. An IFRC planning, monitoring, reporting and evaluation (PMER) officer to support the development of the first operational update report. The IFRC deployed two Argentine Red Cross volunteers to work on the production of communication materials (beneficiary stories, photos of the activities, visual documentation, videos). Finally, a Regional Intervention Team (RIT) member deployed from the American Red Cross's regional office supported the operation for one month, and the IFRC's surge senior officer and support services leader also provided continuous remote support to the operation's CTP component, including Open Data Kit (ODK) and server management support.

Government of Costa Rica actions

All National Risk Management System institutions, in coordination with the CNE, carried out the damage and needs assessment.

Considering the affected sectors, the CNE carried out first response, rehabilitation and economic reactivation projects in the affected communities that totaled 3,601,856,674.00 colones (CHF 6,088,203.09).

The actions to be carried out by the CNE's technical-scientific teams and the National Risk Management System will focus on the collection of damages, the development of reports, conducting training workshops and the strengthening of the municipalities' technical units' coordination processes.

The CNE's response actions to Tropical Storm Nate were comprehensive and covered the affected indigenous population, persons with disabilities, children, elderly and impacted livestock.

Needs analysis and scenario planning

Needs Analysis

Health: The Costa Rican Social Security Fund (CCSS for its acronym in Spanish) has reestablished the primary care network throughout the country, allowing its 1,041 Basic Integrated Health Care Teams (EBAIS for its acronym in Spanish) to be fully operational.

Water, sanitation and hygiene promotion: The water supply in the areas affected by the event has been 80 per cent restored and the EBAIS that lost power when the storm impacted the area has had its water supply restored. In the areas where AyA's infrastructure has not been restored, the water is supplied by cisterns.

Livelihoods: People living in the affected communities lost their plantain, pineapple, maize, manioc and bean crops, and the floods also destroyed agricultural products and damaged the food stored by community members. Coastal communities, whose main source of livelihood is fishing, were also affected. The economic security of the household will be affected by the reduction in economic income in the coming months. In addition, families must replace the supplies and utensils they lost, which will require them to redirect their monthly income to cover these needs.

Shelter: The damages to the housing sector were considerable; however, the Costa Rican government and non-governmental organizations (NGOs) are addressing the affected population's shelter needs.

Moreover, the Institute of Social Welfare has been providing a housing rental subsidy for up to three months.

Restoring of Family Links: The flooding damaged communications infrastructure, and it caused sporadic power outages, thereby interrupting telecommunication services and making it difficult for families to locate and contact missing family members; however, all these services have since been restored.

Risk Analysis

<i>Risk</i>	<i>Impact</i>
Climatological	Deterioration of the general situation since the rains are expected to continue until the end of December 2017, which could lead to additional flooding and landslides throughout the country. Reconstruction of roads could be delayed, making access to remote communities more difficult.
Infrastructure	Electrical, water and telephone systems are affected, which increases vulnerability and poses a challenge to the relief efforts due to the inability to communicate with affected communities. The flooding severely affected terrestrial routes, especially bridges.
Health	Risk of disease outbreaks due to lack of access to drinking water, contamination of water points and destruction of sanitation facilities.
Social Tension and Criminology	Loss of items and impact on livelihoods can exacerbate tensions / crime; any increases in petty crime and the availability of vital resources should be closely monitored.

Beneficiary selection

The beneficiary selection will be based on the CRRC's assessments, which are currently being carried out by its field teams and the auxiliary branches. Lastly, the planned interventions will be aligned with the IFRC's commitments to the inclusion of gender and diversity in emergency programming.

Criteria for the selection of the communities:

1. Communities are inaccessible for more than a week
2. Communities that have lost their livelihoods
3. Communities with damage to their transport routes, making it difficult for them to carry out their economic activities
4. Communities that will not receive food aid, water and hygiene materials from other organizations or the Costa Rican government.

Criteria for the selection of the families:

1. Families with affected homes

2. Single mothers
3. Families with elderly members
4. Families with children under 5 years of age
5. Families that do not have a source of income due to the flooding's impact on their livelihoods
6. Migrants without access to assistance
7. Persons with disabilities

B. Operational strategy and plan

The Emergency Plan of Action determines response procedures prior to, during, and after the emergency, and it helps coordinate the National Society's managerial and operational roles within the response operation. Finally, it integrates statistics that serve as a guide and a baseline for generating procedures to facilitate quick decision-making and implement life-saving preventative actions.

Overall objective

The objective is to ensure humanitarian assistance during the emergency and recovery phase to at least 6,000 families (24,000 people¹) impacted by flooding in the affected communities in Guanacaste, the Central Region and the South Pacific Region through the provision of health and care, water, sanitation, and hygiene promotion (WASH), shelter (Including non-food items), restoring family links (RFL), disaster risk reduction and CTP actions.

Proposed strategy

Through its volunteers and branches, the National Society will conduct damage assessments and record and analyze data from its national emergency operations centre (NEOC), and the CRRC will coordinate actions with national authorities and humanitarian organizations in the country to avoid the duplication of efforts.

The CRRC will establish systems to keep the communities informed of relief activities such as humanitarian aid distribution actions, including the selection and distribution processes and feedback mechanisms.

The operation is considering the lessons learned from the Disaster Relief Emergency Fund (DREF) operation for Hurricane Otto, in which the CTP, WASH and Shelter activities were implemented.

The National Society will adjust the EPoA according to the damage and needs analysis it, local authorities and humanitarian actors in the country are currently developing

Health: The health strategy focuses on two main areas: Epidemiological surveillance and Psychological Support (PSS) for affected beneficiaries and volunteers

Costa Rican Red Cross volunteers have extensive experience in the provision of first aid, and the CRRC has been providing first aid care to affected people through its own funding.

The National Society is focused on the early identification of outbreaks, the control of vector-borne diseases and the improvement of the people in the collective centres' wellbeing through PSS activities and the distribution of 6,000 self-care flyers to beneficiaries as part of the PSS activities.

Health personnel are continuously monitoring the situation to prevent health risks and protect the affected population's mental and physical health.

Water and sanitation: The CRRC has conducted a hygiene promotion campaign in the collective centres and the affected communities; additionally, based on the selection criteria, they already received and start the process of delivery of 6,000 water filters to affected families, 12,000 long-lasting insecticide treated [mosquito] nets (LLITNs) and 12,000 units of repellent, and the CRRC will clean 500 wells and provide the materials to repair them to 10 communities, which will be selected following the completion of the assessments. The CRRC's water and sanitation National Intervention Team (NIT) will implement the water and sanitation activities.

Livelihoods: The CRRC conducted a CTP feasibility study in the operation's first phase, which was followed by an unconditional cash transfer programme during the operation's second phase to ensure families can meet their essential needs and protect resources that were unaffected by the disaster. The CTP, consider the amount of

¹ Based on Costa Rica's 2011 census, which determined that the average Costa Rican family has four members.

USD(American dollars)\$200, that contribute to the local economy's spontaneous recovery process and household economic security by enabling affected families to cover their immediate needs; the USD\$200 total for CTP is based on the average cost of the [basic food basket](#) in Costa Rica.

The CRRC carry out the necessary market assessments and monitoring of the market's evolution throughout the process to develop an effective programme, thus ensure that it does not negatively impact the local market.

Restoring family links: The National Society has established a Restoring Family Links Programme, with support from the ICRC and the IFRC; the strategy is focusing on community-based requests and linking them to the RFL site.

C. Detailed Operational Plan

	Health People reached: 3,788 people	
Outcome 1: Improve the families' health conditions through epidemiological surveillance and psychosocial support actions.		
Indicators:	Target	Achieved
# of families reached by the National Society with services to reduce relevant health risk factors	6,000 families	2.5 %
Output 1.1 <i>An Epidemiological monitoring of the situation in the country is conducted to generate informative messages for the population.</i>		
Indicators:	Target	Achieved
% of matrix development and implementation	100%	100%
Output 1.2 <i>Psychosocial support activities are carried out through the "Return to Joy Programme" in collective centres.</i>		
Indicators:	Target	Achieved
# of families who receive psychosocial support	6,000 families	3,788
Output 1.3 <i>Psychosocial support actions are carried out for the National Society volunteers involved in the emergency response</i>		
Indicators:	Target	Achieved
# of volunteers trained in psychosocial support	25	62
Progress		

Development, training and implementation of a matrix to track health conditions

- The CRRC organized an epidemiological surveillance workshop for 17 participants; during which, it discussed the adequate use of the epidemiological surveillance matrix approved its use in collective centres in future emergencies.

Psychosocial support activities are carried out through the “Return to Happiness Programme”

- CRRC volunteers carried out 150 home visits for PSS in the Barrio Cannel.
- The CRRC conducted 28 the “Return to Happiness”-themed workshops in schools with teachers, volunteers, and community leaders, reaching 565 people in the communities of Guanacaste, Puntarenas, Turrialba, Vara Blanca, Zona Sur and San Jose.
- The CRRC developed strategic partnerships with its Youth Programme, the Ministry of Public Education (MEP for its acronym in Spanish), UCR and UNICEF
- The Hygiene promotion activities, includes information about PSS and tips. (3,073 Families)

PSS workshop for CRRC volunteers

The CRRC held two psychosocial support first aid workshops: one national workshop trained 35 volunteers, and the other and trained 27 volunteers Region of Cartago.

**Water, Sanitation and Hygiene**

People reached: 15,365 people

Outcome 2: Improve access to safe water and provide hygiene messages to 6,000 families.

Indicators:	Target	Achieved
# of families informed on hygiene and access to safe water issues	6,000 families	3,073

Output 2.1 6,000 families affected by the floods have mechanisms for the storage and treatment of water in their homes, thus improving their access to drinking water.

Indicators:	Target	Achieved
# of water filters distributed	6,000 (1 per family)	3,073

Output 2.2 6,000 families have access to hygiene promotion messages

# of families trained or informed on hygiene practices	6,000 families	3,073
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Output 2.3 1,000 Families have access to supplies to improve their homes' sanitary conditions

# of families who have improved sanitary conditions in their homes	1,000 families	164
# of long-lasting insecticide treated mosquito nets (LLITNs) delivered	12,000 LLITNs	2,078
# of units of repellent delivered	12,000 units of repellent	591
# of wells cleaned in affected communities	500 wells	164

Progress**Purchase and distribution of 12,000 LLITNs and 12,000 units of repellent**

The Ministry of health granted approval for the for importation of LLITNs in March 2018. Currently, the CRRC is finalizing the acquisition of the repellent to start distribution of both items together; however, it has already distributed repellent from it had in stock to 2,078 families.

Due to access issues with the participating indigenous communities, the CRRC decided to deliver a total of 591 LLITNs to the communities that most needed them.

Distribution of 6,000 water filters

The CRRC has distributed 3,073 water filters to communities in Regions 3, 5, 6, and 8, and its branches have supported the distributions through the provision of personnel and vehicles; in addition, the CRRC's Red Cross Transport Department has supported activities through the supply of trucks and drivers for the transport and distribution of the filters.

Dissemination of vector control messages and identification and elimination of mosquito -breeding sites in affected areas

During the distribution of relief items, the CRRC has delivered talks on vector control and the destruction of mosquito-breeding sites, reaching 3,073 people.

Cleaning of 500 wells

The CRRC has cleaned 164 wells, with the support of regional water, sanitation and hygiene promotion (WASH) teams and personnel and vehicles from the affected municipalities, the Ministry of Health and the Public Force. Moreover, the CRRC is delivering informal talks and providing accompaniment to the families during the well cleaning activity.



Livelihoods and Basic Needs

People reached: 6,095 people

Outcome 3: The affected population's economic security is reinforced.

Indicators:	Target	Achieved
# of affected families that have enough cash to meet their survival threshold	2,000 families	100%
Output 3.1 Unconditional cash transfers are provided to 2,000 families to satisfy their essential needs and protect their livelihoods and remaining productive assets.		
Indicators:	Target	Achieved
Feasibility study for cash transfer programme	1	100%
Market assessment	1	100%
# of affected families receiving CTP	2,000	100%
Cash transfer programme tracking and monitoring system in place	1	100%

Progress

More information of the activities in the Ops Update 2

Implementation of the unconditional cash transfer programme

The CRRC carried out the implementation in two phases, including the feasibility study, market assessment and two CTP workshops for 49 volunteers (1 National training and 1 Regional training)

1. During the first phase, the CRRC conducted a cash transfer in: Region 1 (communities of Acosta, Aserri); Region 3 (communities of de Corralillo, Santa Maria de Dota and San Marcos de Tarrazú); and Region 8 (communities of Puerto Cortes y Palmar Sur)
2. During the second phase, the National Society carried out a cash transfer in: Region 5 (communities of Filadelfia and Sardinal); and Region 6 (communities of Parrita and Quepos)

Development and implementation of a CTP monitoring and evaluation system

- Two phone numbers were set up for beneficiaries to call for questions, queries, and suggestions. Calls were registered on a Smartsheet document to ensure the CRRC addressed the issues; one of the issued the CRRC resolved was the loss of a card, which it replaced.
- The CRRC carried out CTP monitoring visits and satisfaction surveys (phone call and home visits).
- During the first phase, the CRRC made 500 phone calls and conducted 46 home visits. Of these calls, 304 were answered and the CRRC interviewed the beneficiaries, while the other 196 phone calls were not

answered.

- During the second phase, 277 beneficiaries did not answer the phone and 80 were not willing to share information; nevertheless, the CRRC was still able to conduct 643 phone interviews and 46 home visits.

Restoring Family Links

Outcome 4: The Restoring Family Links Programme is re-established and maintained.

Indicators:	Target	Achieved
% of requests for RFL cases resolved	100%	100%

Output 4.1 Families can communicate with other members of their family.

Indicators:	Target	Achieved
Active RFL tools (web platform and call centre)	100%	100%
# of volunteers trained in RFL	25	26

Progress

Deployment of the RFL team and activation of the RFL platform for 10 days

With the support of the ICRC and the IFRC, the National Society established a RFL Programme, to support the affected people through the establishment of a [RFL platform](#) and a call centre.

The following information is from the last RFL case update on 17 October 2017:



RFL training for volunteers

The CRRC carried out a RFL workshop for 26 volunteers from all the country's regions, with support from an ICRC representative.



Disaster Risk Reduction

People reached: 66 people

Outcome 5: Increase 10 affected communities' knowledge of Disaster Risk Reduction

Indicators:	Target	Achieved
# of community early warning systems established or improved and linked with local or national meteorological systems	10 communities	5

Output 5.1 Technical support is provided through the Early Warning Systems (EWS) and emergency family plans

Indicators:	Target	Achieved
# of volunteers trained in early warning systems (EWSs)	25	24
# of communities trained in Family Emergency Plans	10 communities	6
# of local community committees established	10 local committees	6

Progress

10 community workshops on Family Emergency Plans:

The CRRC identified the 10 target communities through community visits and meetings with local leaders for the community level EWS workshops.

- It has already held five workshops; following the workshops, participating community members reported that they had learned about the subject and that they were expecting some monetary and in-kind support. The following communities have participating in the workshops:

Community	Female	Male	Total
Cuajiniquil-Guanacaste	11	2	13
Corralillo y La Guinea-Guanacaste	20	3	23
El Carmen-Parrita	11	8	19
Asentamiento Savegre-Quepos	3	3	6
Finca 8-Palmar Norte	2	3	5
Subtotal	47	19	66

Campaign for disseminating key messages on Family Emergency Plans

The communities which will be targeted with community development and early warning are:

- o Guanacaste (La Guinea, Corralillo and Cuajiniquil)
- o Quepos (Savegre)
- o Parrita (El Carmen)
- o Cartago (Providencia and Corralillos)
- o Osa (El Embarcadero and Palmar Sur Finca 8)
- o Acosta (Cangrejal)

Creation of 10 Local Emergency Committees

The following communities have formed Community Emergency Committees:

1. Cuajiniquil
2. Corralillo
3. Guinea (8 years)
4. Carmen
5. Settlement Savegre
6. Finca 8

The list does not include Cangrejal and the two communities in Cartago because no data are currently available from them.

Volunteer workshop on Early Warning Systems

- A National EWS workshop was attended by 24 participants, who made the commitment of reproducing the workshop in community level EWS workshops

Strengthen National Society**Outcome 6: Strengthen the National Society's capacity in emergency response.**

Indicators:	Target	Achieved
Evaluation of inventories and branch needs capacity is conducted	1 assessment	1
Output 6.1 Strengthen CRRC's auxiliary branches' capacity in emergency response		
Indicators:	Target	Achieved
Lessons Learned workshop is conducted	1 Workshop	Planned
Progress		

The activities for this sector are still being planned; information will be provided on them in upcoming operations updates.

Quality programming / Areas common to all sectors

Outcome 7: The execution of the operation is managed in a coordinated way with an adequate level of implementation and monitoring system.

Indicators:	Target	Achieved
# of emergency response strategies	1 strategy	1
# of NIT courses for volunteers and staff	1 course	Planned
# of emergency volunteer management workshops	1 workshop	Planned

Output 7.1: The project's activities are disseminated at the local and national level through an adequate communications system

Indicators:	Target	Achieved
# of beneficiary stories produced	5 stories	5
# of press releases disseminated by mass media outlets	6	10
Communication strategy is established	1	Planned
# of videos about the operation produced	2 videos	2 videos
Resource mobilization strategy for the operation is developed	1 strategy	In progress

Output 7.2 Initial and detailed needs assessments are updated after consulting with the beneficiaries

# of assessments of affected people's needs (using ODK)	1 assessment	1
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Outcome 8: Effective communication with all stakeholders is ensured.

Output 8.1 Establishment of communication/public relations functions

Indicators:	Target	Achieved
# of people reached through social media campaign	1 campaign	50%
# of people reached through communication campaign	1 campaign	1

Progress

Recruitment of staff to implement the operation

Please see [Operations Update no. 1](#) for information on this activity.

Development of an information management platform to monitor the project

Please see [Operations Update no. 1](#) for information on this activity.

Visits by CRRC headquarters to project sites

The field officer and the operations coordinator conduct frequent field visits.

Monitoring visits by IFRC to project sites

The IFRC sent volunteer audio-visual technicians from the Argentine Red Cross, who are currently working on producing communications materials (beneficiary stories, photos of activities, visual documentation, videos). From 29 October to 12 November 2017, a CTP RIT member and a surge capacity senior officer were in the country to support with the cash transfer programme activities and also a PMER Senior Officer from the Americas Regional Office support the operation.

Develop a campaign over social networks to publicize National Society actions

Interviews: From the beginning of CRRC response activities on 4 October 2017, there have been over 30 interviews with different media: NC11, Canal 7 Telenoticias, NoticiasRepretel, Radio Columbia, Radio Monumental, Radio Universidad, Radio Nacional, Radio 89.9, La Nación, La Teja, Diario Extra, La PrensaLibre, CRHOY.COM, among others.

Press releases and bulletins: During the emergency generated by Storm Nate, bulletins and other graphic material were produced for media in order to facilitate visibility of CRRC humanitarian action. Some examples in Spanish language are:

- Cruz RojaCostarricenseactivó mecanismos de respuestainstitucionalporintensaslluvias (Costa Rican Red Cross activates response mechanisms due to intensive rains) <https://www.facebook.com/notes/cruz-roja-costarricense/cruz-roja-costarricense-activ%C3%B3-mecanismos-de-respuesta-institucional-por-intensa/840827732752508/>
- Cruz RojaCostarricenseiniciacampaña de donación de suministrosparapoblacionesafectadasportormenta Nate (Costa Rican Red Cross starts an in-kind donation campaign for people affected by Storm Nate) <https://www.facebook.com/notes/cruz-roja-costarricense/cruz-roja-costarricense-inicia-campa%C3%B1a-de-donaci%C3%B3n-de-suministros-para-poblacion/841723425996272/>
- [Cruz RojaCostarricenseactivaprograma de RestablecimientoContactosFamiliares](#) (Costa Rican Red Cross activates a Restoring Family Links Programme)
- Costa Rican Red Cross [www.facebook.com #SomosCruzRojaCostarricense](https://www.facebook.com/SomosCruzRojaCostarricense)

Media field Coordination: With most media channels, there was coordination between Red Cross field representatives, and people involved in the response had the opportunity to share their insights about the work of the Red Cross.

Social Media Campaign

From the onset of the emergency, more than 70 graphics and infographics depicted the work, actions and outreach of RCRC, including rescue and humanitarian assistance in areas affected by Storm Nate. Social Networks have been a key instrument on sharing recommendations on what to do beforehand during the emergency. The CRRC Facebook page answered over 200 private messages requesting information about RCRC activities. Each RCRC post reached from five to thirty thousand views. This rendered into larger outreach and improved accountability. Communication materials and pictures are available in this [link](#).

Development of a communications strategy

The communication strategy of the operation is currently under revision.

Conduct assessments of affected regions using ODK, with support from National Intervention Teams (NITs)

All the data has been done in the National Society system.

Conduct beneficiary satisfaction survey using ODK

This activity still ongoing.

Follow-up of key data and actions carried out on behalf of affected communities, to produce visual documentation (beneficiary stories and videos)

Two Argentine Red Cross volunteers works on the production of audio-visual material, photographs and beneficiary stories.

Ensure funding opportunities with stakeholders are available

The ECHO ambassador in Costa Rica, along with the British, French and German ambassadors, visited the Acosta area, where the cash transfer programme is being implemented; the visit's objective was to see the CTP programme in action. ECHO has contributed to this emergency appeal in support of the CTP implementation.

Establishment of platforms for dialogue with partners and communities

This activity is still being planned in May; information will be provided on it in upcoming operation updates.

Establishment of mechanisms for monitoring rumours and comments

This activity is still being planned; information will be provided on it in upcoming operation updates.

Lesson learned workshop and final evaluation

This activity is still being planned; information will be provided on it in upcoming operation updates.

Contact information

Reference documents:
Click here for:

- [Operation Appeal](#)
- [Operation Plan of Action \(EPoA\)](#)

Contact information

For further information, specifically related to this operation please contact:

In the Costa Rican Red Cross:

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

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How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

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



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



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



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

Disaster Response Financial Report

MDRCR016 - Costa Rica - Floods

Timeframe: 11 Oct 17 to 11 Jul 18

Appeal Launch Date: 11 Oct 17

Interim Report

Selected Parameters

Reporting Timeframe	2017/10-2018/4	Programme	MDRCR016
Budget Timeframe	2017/10-2018/7	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		1,127,953				1,127,953	
B. Opening Balance							
Income							
Cash contributions							
American Red Cross		148,721				148,721	
British Red Cross (from British Government*)		658,407				658,407	
European Commission - DG ECHO		116,959				116,959	
Japanese Red Cross Society		50,300				50,300	
Red Cross of Monaco		11,541				11,541	
Swiss Red Cross		6,000				6,000	
Swiss Red Cross (from Swiss Government*)		94,000				94,000	
The Canadian Red Cross Society (from Canadian Government*)		42,434				42,434	
C1. Cash contributions		1,128,361				1,128,361	
C. Total Income = SUM(C1..C4)		1,128,361				1,128,361	
D. Total Funding = B + C		1,128,361				1,128,361	

* 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		1,128,361				1,128,361	
E. Expenditure		-966,005				-966,005	
F. Closing Balance = (B + C + E)		162,355				162,355	

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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)			1,127,953				1,127,953	
Relief items, Construction, Supplies								
Clothing & Textiles	23,479		23,314				23,314	165
Water, Sanitation & Hygiene	231,078		168,616				168,616	62,462
Teaching Materials	45,273		726				726	44,547
Other Supplies & Services	1,000							1,000
Cash Disbursement	403,493		412,538				412,538	-9,045
Total Relief items, Construction, Sup	704,322		605,194				605,194	99,129
Land, vehicles & equipment								
Computers & Telecom	23,000							23,000
Total Land, vehicles & equipment	23,000							23,000
Logistics, Transport & Storage								
Storage	10,000							10,000
Distribution & Monitoring	7,142		1,394				1,394	5,748
Transport & Vehicles Costs	28,246		3,057				3,057	25,189
Logistics Services	21,355		18,132				18,132	3,223
Total Logistics, Transport & Storage	66,742		22,582				22,582	44,160
Personnel								
International Staff	30,035		4,695				4,695	25,340
National Staff	3,500		4,911				4,911	-1,411
National Society Staff	48,364		13,046				13,046	35,317
Volunteers	61,730		15,548				15,548	46,182
Other Staff Benefits	5,000							5,000
Total Personnel	148,628		38,200				38,200	110,428
Consultants & Professional Fees								
Consultants	12,500		1,556				1,556	10,944
Total Consultants & Professional Fees	12,500		1,556				1,556	10,944
Workshops & Training								
Workshops & Training	51,290		13,725				13,725	37,565
Total Workshops & Training	51,290		13,725				13,725	37,565
General Expenditure								
Travel	14,500		7,732				7,732	6,768
Information & Public Relations	15,500		2,040				2,040	13,460
Office Costs	5,244		1,865				1,865	3,379
Communications	3,950		1,109				1,109	2,841
Financial Charges	11,934		13,973				13,973	-2,038
Other General Expenses	300							300
Shared Office and Services Costs	1,200		1,104				1,104	96
Total General Expenditure	52,628		27,822				27,822	24,806
Operational Provisions								
Operational Provisions			189,848				189,848	-189,848
Total Operational Provisions			189,848				189,848	-189,848
Indirect Costs								
Programme & Services Support Recovery	68,842		58,430				58,430	10,412
Total Indirect Costs	68,842		58,430				58,430	10,412
Pledge Specific Costs								
Pledge Earmarking Fee			7,248				7,248	-7,248

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Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					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					TOTAL B	A - B
BUDGET (C)			1,127,953			1,127,953	
Pledge Reporting Fees			1,400			1,400	-1,400
Total Pledge Specific Costs			8,648			8,648	-8,648
TOTAL EXPENDITURE (D)	1,127,953		966,005			966,005	161,948
VARIANCE (C - D)			161,948			161,948	

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Split by funding source	Y	Project	*
Subsector:	*		

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IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL2 - Grow RC/RC services for vulnerable people							
Disaster management	1,127,953		1,128,361	1,128,361	966,005	162,355	
Subtotal BL2	1,127,953		1,128,361	1,128,361	966,005	162,355	
GRAND TOTAL	1,127,953		1,128,361	1,128,361	966,005	162,355	