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## DREF Final Report

### Alta Verapaz, Guatemala: Floods



<b>DREF Operation MDRGT012</b>	<b>GLIDE: n°</b> <a href="#">FL-2017-000161-GTM</a>
<b>Date of issue:</b> 6 July 2018	<b>Operation timeframe covered:</b> 4 months
<b>Operation start date:</b> 9 November 2017	<b>Operation end date:</b> 9 March 2018
<b>Overall operation budget:</b> 174,052 Swiss francs (CHF)	
<b>N° of people being assisted:</b> 3,500 (700 Families)	
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> Guatemalan Red Cross (GRC) International Federation of Red Cross and Red Crescent Societies (IFRC).	
<b>Other partner organizations actively involved in the operation:</b> National, departmental and local Disaster Reduction Coordinating Centre, Alta Verapaz authorities.	
<b>Financial Situation:</b> The Guatemalan Red Cross spent a total of CHF 160,023. The remaining balance of CHF 14,029 will be returned to the Disaster Relief Emergency Fund.	
<p>This DREF has been replenished by the Netherlands Red Cross. The major donors and partners of the DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Canada, Denmark, Ireland, Italy, Japan, Luxembourg, Monaco, the Netherlands, Norway, Spain, Sweden and the USA, as well as DG ECHO, the UK Department for International Development (DFID) the Medtronic, Zurich and Coca Cola Foundations and other corporate and private donors.</p> <p>The IFRC, on behalf of the Guatemalan Red Cross would like to extend many thanks to all partners for their generous contributions. Details of all donors can be found on <a href="http://www.ifrc.org/what/disasters/responding/drs/tools/dref/donors.asp">http://www.ifrc.org/what/disasters/responding/drs/tools/dref/donors.asp</a></p>	

## A. Situation Analysis

### Description of the disaster

Since the beginning of September 2017, heavy rainfall affected Guatemala; despite the increased precipitation, soil saturation gradually decreased in some parts of the country. However, on 28 October 2018, Tropical Storm Selma dumped 250 mm of rainfall in Guatemala, increasing soil saturation and causing landslides and flooding, which severely affected the department of Alta Verapaz; October's heavy rainfall wreaked havoc on towns such as La Franja del Polochic, Tactic and Cobán in the department of Alta Verapaz, leaving them cut off and in need of humanitarian assistance.

The increased water levels and the overflow of the Cahabón, Chixoy, Icbolay and Polochic Rivers affected 62 rural and urban communities in 8 municipalities.

Authorities ordered a departmental red alert to tend the needs of the local population, and the government opened 13 collective centres to house more than 1,000 people whose homes were directly affected.

Alta Verapaz is one of the largest maize producers in Guatemala, accounting for 10 per cent of the country's total production; however, crops were lost to the flooding, putting small and medium-sized plot farmers' food security at risk, according to information provided by the GRC's branch in Cobán. Per official reports, 450 hectares owned by 1,097 families were affected in the municipalities of Chisec, Raxruhá and Panzós.

Many affected families acquired loans to purchase seeds and supplies needed for the second agricultural cycle, which began in November 2017; nonetheless, due to extensive crop losses, the affected families were unable to pay their debts, making their situation more precarious.



NFIs distribution in Alta Verapaz. Source: Guatemalan Red Cross

Moreover, the affected communities obtained their water from artesian wells, which were contaminated by mud and human and animal excrement by the flooding.

### Summary of current response

The local authorities aided the affected population in several municipalities by carrying out damage and needs assessments. The Departmental Emergency Operations Centre (EOC) was activated, a red alert was declared and damage assessment and needs analysis (DANA) teams were deployed. In addition, the Guatemalan Red Cross provided immediate humanitarian aid during the first hours of the emergency. To meet the needs of the affected population, temporary collective centres were set-up in the affected municipalities, especially in Coban.

The authorities' response actions were aimed at meeting the needs of the people in the collective centres and providing food items to the most affected people. In compliance with its auxiliary role to the government, the Guatemalan Red Cross integrated the coordination mechanisms into its actions to determine how best to serve and protect the affected population.

### Overview of Host National Society

To respond to the emergency and perform its auxiliary role to the authorities, the Guatemalan Red Cross branch in Cobán coordinated its humanitarian actions with departmental authorities to safeguard people's lives and protect their human dignity.

Among the humanitarian actions the GRC carried out were the evacuation of people to safe places, the provision of pre-hospital care, transfer of patients to hospitals, the provision of psychosocial support (PSS) and the recovery of household items from affected homes. The GRC disseminated prevention and orientation measures in the face of rains and floods for the general population via its social networks. Additionally, the GRC used aquatic and terrestrial vehicles to conduct operational actions, and it deployed specialized volunteers from its National Intervention Teams (NITs).

The GRC headquarters supported the branch in Coban by mobilizing a specialized team in damage assessments and general emergency coordination. The branch in Coban set-up a non-perishable food item

gathering centre, in which the people of Alta Verapaz collaborated; The GRC distributed the food in several collection centres.

Initially, the GRC distributed kitchen kits and food items to 45 families in the community of Tierra Blanca Chixoy in the municipality of Coban Alta Verapaz. The aid consisted of food items delivered by the National Coordinator for Disaster Reduction (CONRED for its acronym in Spanish), along with donations provided by the people in Alta Verapaz and other parts of the country.

The Guatemalan Red Cross coordinated all its humanitarian actions through CONRED's Emergency Operations Centre (EOC), in accordance with the red alert issued by the government authorities.

The GRC's damage and needs assessments determined the branch in Coban did not suffer any damages and none of its volunteers were affected by the emergency. The GRC activated volunteers from near the affected areas at the onset of the emergency to evacuate people and conduct damage assessments, which determined that the flooding severely damaged crops.

The GRC implemented a cash transfer programme (CTP) in its last two Disaster Relief Emergency Fund (DREF) operations, one of which was completed in the last week of December 2017, and the programme well received by the target community.

The Guatemalan Red Cross's organizational structure, namely in the areas of decision making, management, legal, administrative, accounting and operations, coordinated the implementation of the DREF plan of action.

During the implementation of this operation, the GRC's volunteers, facilities, goods and equipment were not affected by any security issues.

#### **Overview of Red Cross Red Crescent Movement in country**

The Guatemalan Red Cross develops national-level actions as established within the National Response Plan, which also determines the operational structure, lines of action and procedures that facilitate disaster response; the National Society has 100 staff members, 21 branches and more than 1,684 volunteers nationwide.

There are two Partner National Societies (PNSs) present in the country, the Spanish Red Cross and Norwegian Red Cross, and the IFRC and the International Committee of the Red Cross (ICRC) have offices in the country, with which the GRC maintains continuous institutional cooperation and coordination.

The Spanish Red Cross and the Norwegian National Societies are key players for the GRC, as their programmes and projects help improve GRC-served communities' living conditions.

The IFRC provides support for Movement coordination through its regional office for the Americas (ARO)'s Disaster and Crisis Department, which maintains close communication with the Guatemalan Red Cross; likewise, the IFRC's country coordinator for Guatemala and El Salvador, provides continuous support to the GRC.

For the implementation of the plan of action, a Regional Intervention Team (RIT) member from the Argentine Red Cross supported the GRC from December 2017 to March 2018.

During the second week of January 2018, ARO's disaster management coordinator for Central America conducted a monitoring visit to ensure coordination, provide technical support and analyze the progress of the implementation to date; he also met with key stakeholders from the National Society, including the general director, the director of risk and disaster management, the GRC delegation in Cobán's chairman and board, Alta Verapaz's chairman and board, and he met with the IFRC's, the country coordinator for Guatemala and El Salvador.

#### **Overview of non-RCRC actors in country**

CONRED is responsible for the country's national response system, establishing the structure for the national, regional, departmental, municipal and local levels, and for coordinating disaster preparedness and response actions. CONRED's Operations Centre is organized into response sectors and functions, in which the Guatemalan Red Cross is part of the Inter-Institutional Liaison System and the Humanitarian Aid and Assistance Coordination Centre (CAAH).

Through the activation of the Departmental Coordinator for Disaster Reduction (CODRED for its acronym in Spanish)'s Emergency Operations Centre, Alta Verapaz governmental entities were placed on alert, and they in turn activated locally established response functions and sections, as established in the national response plan.

## **Needs analysis and scenario planning**

### **Needs analysis**

The GRC's DANA teams, its EOC and participating branches continuously monitored the targeted communities' needs.

### **Shelter**

The floods placed many houses at risk and damaged many others severely. The families whose homes were damaged were evacuated and housed in collective centres set-up by local authorities.

Because the rains in the region continued, Cobán GRC branch volunteers evacuated the families and their basic belongings; nonetheless, many affected families still lost their homes.

Many affected families relocated to other communities, municipalities and departments to increase their chances of finding work and earning an income.

### **Livelihoods**

According to the National Society's October 2017 livelihoods assessment, the floods damaged crops, mainly maize, affecting more than 700 families in 13 communities in Alta Verapaz and impacting these families' means of subsistence and their ability to procure food.

The stagnant water in flooded areas and the flood-ravaged terrain made farmland scarce; in addition, the affected families suffered financial losses due to crop and livestock losses, and the likelihood of further flooding discouraged them from planting more crops. Moreover, the floods triggered plagues in the crops, requiring the use of pesticides to minimize the risk to agriculture.

### **Water and sanitation**

The flooding caused sewage to overflow and contaminate wells and rivers in several communities, rendering the sources of drinking water unsuitable for consumption. While local authorities supported water services in some communities, the GRC identified 13 communities that lacked safe water services and had not been assisted. Faced with the instability of basic water services, families sought alternatives to secure water on their own, and in many cases, they lacked the basic hygiene measures to reduce the risk of waterborne diseases.

The GRC considered this a priority and reached communities through hygiene promotion activities and training in the production of safe water, complemented by the distribution of water filters and jerry cans for the storage of purified water; these actions, which helped decrease the amount of unsafe water, were well received by the target communities.

### **Health**

The health conditions and the risk of disease increased during the rainy season, as people were exposed to gastrointestinal, dermatological, respiratory and vector-borne diseases, and the risk of disease increased as the season progressed, which could have serious consequences for children, senior citizens and other vulnerable people. Reports published in late October 2017 by Guatemalan health authorities signaled the presence of dermatological diseases that had the potential to become epidemics due to the existing conditions, and flooding made the affected areas even more susceptible to outbreaks.

Stagnant water provided optimal conditions for the proliferation of vectors that spread diseases such as dengue, Zika and chikungunya. Furthermore, constant rainfall heightened the risk of vector-borne diseases, which are present in this region, spreading to the flood-affected population; consequently, immediate containment actions were a priority.

### Beneficiary Selection

The GRC's selection of the target population was based on the affected people's needs and their communities' capacity, and it prioritized the following groups:

- (1) families whose homes were lost, destroyed by the floods or whose livelihoods were affected or destroyed by the emergency.
- (2) families whose homes had not been destroyed, but whose household items, personal belongings and other family supplies were damaged by the floods.

The GRC, in coordination with community leaders, identified and registered the beneficiaries through home visits, collective centres or in places where they self-sheltered.

The operation followed SPHERE standards to select beneficiaries to protect the people affected by the disaster's human dignity. The selection criteria below were considered:

- Families with low-income.
- People or families considered vulnerable, including older adults, children, persons with disabilities, single parent families, people with chronic illnesses, etc.

The communities below were selected based on the DANA conducted by the National Society on 27 October 2017. The National Society distributed non-food items (NFIs) to the following communities:

#### Population targeted by the operation

Department of Alta Verapaz	
Municipality of Cobán	
Communities	No. of families
Nuevo León	7
Tierra Blanca Río Chixoy	68
Caserío Entre Ríos	80
Yalicar 15 de septiembre	90
Aldea Nuevo Amanecer el Plan	47
Comunidad Islas Las Tortugas	34
Aldea Tierra Blanca Sebol	74
San Jorge la Unión	68
Aldea Tierra Blanca Salinas	36
Aldea San Luis Palo Grande	82
Aldea las Brisas del Chixoy	15
Santa Marta Salinas	68
Caserío Senohá	31
	<b>700</b>

### Scenario planning

The rainy season lasted until February 2018, causing the oversaturated soil and high river water levels in the affected communities.

At the beginning of the operation, the following three scenarios were considered:

Scenario 1: Increased rainfall and the occurrence of a tropical storm / hurricane in late November 2017 might cause greater impact to the affected area.

Scenario 2: Heavy rains during the rainy season cause rivers to flood, affecting the same population and this requiring the implementation strategy to be redefined.

Scenario 3: A decrease in rainfall, allowing the population to continue with the resilience-building process.

Scenarios 1 and 2 occurred in January and February 2018, as a cold front produced rain that caused flooding, and intense wind that damaged homes and crops, especially in the northern region of the country.

This cold front affected at least 6 Guatemalan departments, especially Izabal, Alta Verapaz, Quiché, Baja Verapaz, Petén and Huehuetenango.

In response, the government activated the EOCs in the affected departments' municipalities.

### Operation Risk Assessment

Throughout the operation, there was a possibility that the rainy season could cause other emergencies in the region and that affected families would again suffer the impact of climatic events. In addition, road infrastructure conditions in the country, especially in the affected region, made it difficult to mobilize the Guatemalan Red Cross, the population and institutions linked to the emergency.

The plan of action was implemented without any incidents related to security risks, access to communities and local coordination, and The GRC did not encounter any logistical problems during the development of the activities with volunteers.

Since the GRC is well recognized in the affected communities, it was able carry out humanitarian actions without incident.

## B. OPERATIONAL STRATEGY

### Proposed strategy

#### General objective:

The humanitarian aid operation aimed to address the needs of 3,000 people (700 families) affected by the floods in the department of Alta Verapaz through livelihoods (CTP and food distribution), health and water, sanitation, hygiene promotion actions, including actions to reduce the risk of vector-borne diseases.

This plan of action targeted disaster-affected families through the provision of improved food kits or its equivalent of USD\$110 through a CTP, which was informed by a feasibility study that was based on lessons learned from previous emergencies. The CTP's purpose was to increase the families' options regarding the basic needs they had to prioritize and to boost the local economy. The GRC linked the CTP to the distribution of 3,500 long-lasting insecticide treated [mosquito] nets (LLITNs), 1,400 units of mosquito repellent, 700 water filters and 1,400 jerrycans.

The GRC carried out the CTP feasibility study in consultation with community leaders, community members and traders, and it conducted a survey in the affected communities to ascertain the specific family and community needs; the GRC conducted the CTP feasibility study in 13 affected communities and identified the 7 communities (405 families) that would receive CTP support and 6 communities (295 families) that would receive food kits. Likewise, the GRC conducted a satisfaction survey to verify the timeliness and adequacy of its support.

## C.DETAILED OPERATIONAL PLAN



### Livelihoods and basic needs

**People reached:** 3,500 (700 families)

Male: 1,715

Female: 1,785

**Livelihoods and Basic Needs Outcome 1: Communities, especially in disaster and crisis affected areas had enough resources to cover their immediate needs.**

Indicators:	Target	Actual
Number of target families	700	700

**Livelihoods and Basic Needs Output 1.1: Basic needs assistance for food is provided to the most affected communities**

Indicators:	Target	Actual
Number of families receiving food parcels	295	295

**Livelihoods and Basic Needs Output 1.2: Households are provided with unconditional cash grants to address their basic needs.**

Indicators:	Target	Actual
Number of families assisted with CTP	405	369

**Progress towards outcome**

- Through the feasibility study, the GRC determined that it could reach 295 families with food kits and 369 families via CTP.
- The GRC drew up a distribution plan to deliver the CTP that considered the security context and the National Society's available resources and logistical capacities.
- The GRC did not reach the target for the *number of families assisted with CTP* activity because many of the target beneficiaries departed Guatemala to migrate to Mexico or the United States.
- Please see the annex for the results from the Livelihoods' beneficiary satisfaction survey.
- The following communities received family food kits:

No.	Community	No. of families
1	Tierra Blanca Chixoy	68
2	Nuevo León	7
3	Santa Marta Salinas	68
4	Las Brisas Chixoy	15
5	Yalicar 15 de septiembre	90
6	Nuevo Amanecer el Plan	47
	<b>TOTAL</b>	<b>295</b>

- The family food kits included the following items:

No.	Item	Quantity
1	Black beans	11 kg.
2	Rice	9 kg
3	Maize	45 kg
4	Sugar	10 kg
5	Oil	2 gallons
6	Fortified cereal	9 kg

The following communities received CTP assistance:

No.	Community	No. of families
1	Tierra Blanca Salinas	41
2	Tierra Blanca Sebol	72
3	Isla Las Tortugas	29
4	Caserío Senohá	27
5	San Jorge La Unión	65
6	San Luis Palo Grande	75
7	Entre Ríos	60
<b>TOTAL</b>		<b>369</b>

Each family received a voucher worth USD\$110.



### Health

**People reached:** 3,500 (700 families)

Male: 1,715

Female: 1,785

#### Health Outcome 1: People reached with community-based epidemic prevention and control activities

Indicators:	Target	Actual
Number of people reached through community-based epidemic prevention and control activities.	3,500	3,500

#### Health Output 1.1: Epidemic prevention measures carried out.

Indicators:	Target	Actual
Number of LLITNs distributed (5 per family)	3,500	3,500
Number of units of repellent distributed (2 per family)	1,400	1,400

Progress toward outcome:

- The GRC distributed 3,500 LLITNs (5 per family).
- The GRC distributed 1,400 units of insect repellent (2 per family).

Please see the distribution table below for more information:

Community	No. of families	LLITNs distributed	Units of Insect repellent distributed
Nuevo León	7	35	14
Tierra Blanca Río Chixoy	68	340	136
Caserío Entre Ríos	80	345	138
Yalicar 15 de Septiembre	90	450	180
Aldea Nuevo Amanecer el Plan	47	235	94
Comunidad Isla Las Tortugas	34	170	68
Aldea Tierra Blanca Sebol	74	375	150
San Jorge la Unión	68	345	138
Aldea Tierra Blanca Salinas	36	225	90

Aldea San Luis Palo Grande	82	400	160
Aldea las Brisas del Chixoy	15	75	30
Santa Marta Salinas	68	340	136
Caserío Senohá	31	165	66
<b>TOTAL</b>	<b>700</b>	<b>3,500</b>	<b>1,400</b>

- Through sensitization activities, the GRC trained 3,000 people in community-based epidemic control and prevention. With support from GRC community volunteers, GRC volunteers from the branch in Coban carried out the training for men and women in the communities in the local language (*q'eqchi*); additionally, the training sessions followed a chronogram, which described each community visit and displayed the schedule (all the participants and local leaders agreed to the schedule prior to the start of the training) to ensure acceptance from the communities.



### Water, sanitation and hygiene

**People reached:** 3,500 (700 families)  
Male: 1,715  
Female: 1,785

#### WASH Outcome 1: Immediate reduction in risk of waterborne and water-related diseases in targeted communities

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

Indicators:	Target	Actual
Initial assessment of the water, sanitation and hygiene situation in targeted communities	1	1
Visits for monitoring the water, sanitation and hygiene situation in targeted communities	1	1

##### WASH Output 1.2: Daily access to safe water, which meets Sphere and World Health Organization (WHO) standards, in terms of quantity and quality is provided to target population

Indicators:	Target	Actual
Number of filters distributed	700	700
Number of jerry cans distributed	1,400	1,400
Number of people trained from targeted communities on safe water storage and the safe use of water treatment products.	3,500	3,500

#### WASH Outcome 2: Sustainable reduction in risk of waterborne and water-related diseases in targeted communities in the recovery phase

##### WASH Output 2.1: Hygiene promotion activities are provided to the entire affected population

Indicators:	Target	Actual
Number of people reached with key messages to promote hygiene among target population	3,500	3,500

#### Progress towards outcomes:

- Through sensitization activities, the GRC reached 3,500 people through hygiene promotion activities; the GRC volunteers carried out the activities in the local language (*q'eqchi*).
- The target communities received water filters (1 per family) and jerry cans (2 per family).

Communities	No. of families	Jerry cans distributed	Water filters distributed
Nuevo León	7	14	7

Tierra Blanca Río Chixoy	68	136	68
Caserío Entre Ríos	69	138	69
Yalicar 15 de Septiembre	90	180	90
Nuevo Amanecer el Plan	47	94	47
Islas Las Tortugas	34	68	34
Aldea Tierra Blanca Sebol	75	150	75
San Jorge la Unión	69	138	69
Aldea Tierra Blanca Salinas	45	90	45
Aldea San Luis Palo Grande	80	160	80
Aldea las Brisas del Chixoy	15	30	15
Santa Marta Salinas	68	136	68
Caserío Senohá	33	66	33
<b>TOTAL</b>	<b>700</b>	<b>1,400</b>	<b>700</b>

## Strategies for implementation

<b>Strengthen National Society</b>		
<b>Outcome 1: Effective and coordinated international disaster response is ensured</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
Initial operational start up support implemented by IFRC for the host National Society and participating National Societies and other services	1	1
Monitoring visits by the IFRC	1	1
RIT deployment	1	1
<b>Output 1.1: Effective response preparedness and National Society surge capacity mechanism is maintained</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
Visibility equipment for GRC volunteers	1	1
Insurance for GRC volunteers	300	300
<b>Progress towards outcome:</b>		
<ul style="list-style-type: none"> <li>- The IFRC deployed a RIT member to work with National Society for two months.</li> <li>- ARO's disaster management coordinator for Central America and focal point for shelter visited the target communities to monitor the plan of action's implementation of activities.</li> <li>- The GRC provided visibility materials such as hats and flags with the Red Cross emblem and insurance for 300 of its to its volunteers.</li> </ul>		

### Reference documents

Click here for:

- [DREF Plan of Action](#)
- [DREF Operations Update no. 1](#)

### Contact information

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

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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

## MDRGT012 - Guatemala - Floods Alta Verapaz

Timeframe: 09 Nov 17 to 09 Mar 18

Appeal Launch Date: 09 Nov 17

Final Report

## Selected Parameters

Reporting Timeframe	2017/10-2018/05	Programme	MDRGT012
Budget Timeframe	2017/11-2018/03	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		174,052				174,052	
B. Opening Balance							
Income							
Other Income							
DREF Allocations		174,052				174,052	
C4. Other Income		174,052				174,052	
C. Total Income = SUM(C1..C4)		174,052				174,052	
D. Total Funding = B + C		174,052				174,052	

\* 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		174,052				174,052	
E. Expenditure		-160,023				-160,023	
F. Closing Balance = (B + C + E)		14,029				14,029	

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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	
<b>BUDGET (C)</b>			<b>174,052</b>			<b>174,052</b>		
<b>Relief items, Construction, Supplies</b>								
Clothing & Textiles	12,417		7,316			7,316	5,101	
Food	38,477		29,746			29,746	8,731	
Water, Sanitation & Hygiene	28,683		22,850			22,850	5,832	
Medical & First Aid			6,611			6,611	-6,611	
Teaching Materials	2,498		1,757			1,757	742	
Utensils & Tools	4,197		1,813			1,813	2,384	
Cash Disbursement	38,477		44,434			44,434	-5,958	
<b>Total Relief items, Construction, Sup</b>	<b>124,749</b>		<b>114,528</b>			<b>114,528</b>	<b>10,221</b>	
<b>Logistics, Transport &amp; Storage</b>								
Distribution & Monitoring	2,498		4,202			4,202	-1,703	
Transport & Vehicles Costs	2,379		1,187			1,187	1,192	
Logistics Services	10,113		6,589			6,589	3,523	
<b>Total Logistics, Transport &amp; Storage</b>	<b>14,990</b>		<b>11,978</b>			<b>11,978</b>	<b>3,012</b>	
<b>Personnel</b>								
International Staff	13,991		9,773			9,773	4,219	
National Society Staff	1,209		809			809	400	
Volunteers	3,458		2,988			2,988	470	
Other Staff Benefits	2,234		1,842			1,842	392	
<b>Total Personnel</b>	<b>20,892</b>		<b>15,412</b>			<b>15,412</b>	<b>5,480</b>	
<b>General Expenditure</b>								
Travel			4,662			4,662	-4,662	
Information & Public Relations	899		1,836			1,836	-936	
Office Costs	600		332			332	268	
Communications	999		369			369	630	
Financial Charges	300		1,140			1,140	-840	
<b>Total General Expenditure</b>	<b>2,798</b>		<b>8,339</b>			<b>8,339</b>	<b>-5,541</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recove	10,623		9,767			9,767	856	
<b>Total Indirect Costs</b>	<b>10,623</b>		<b>9,767</b>			<b>9,767</b>	<b>856</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>174,052</b>		<b>160,023</b>			<b>160,023</b>	<b>14,029</b>	
<b>VARIANCE (C - D)</b>			<b>14,029</b>			<b>14,029</b>		

**Disaster Response Financial Report****MDRGT012 - Guatamala - Floods Alta Verapaz**

Timeframe: 09 Nov 17 to 09 Mar 18

Appeal Launch Date: 09 Nov 17

Final Report

**Selected Parameters**

Reporting Timeframe	2017/10-2018/05	Programme	MDRGT012
Budget Timeframe	2017/11-2018/03	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

**IV. Breakdown by subsector**

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
<b>BL2 - Grow RC/RC services for vulnerable people</b>							
Disaster management	174,052		174,052	174,052	160,023	14,029	
Subtotal BL2	174,052		174,052	174,052	160,023	14,029	
<b>GRAND TOTAL</b>	<b>174,052</b>		<b>174,052</b>	<b>174,052</b>	<b>160,023</b>	<b>14,029</b>	

## Annex

### Beneficiary Satisfaction Survey

#### Introduction

In response to the damage and needs assessment and based on the market analysis, during the 2017 rainy season through the Operation " Alta Verapaz: Floods", the Guatemalan Red Cross delivered family food kits to 295 families and 369 families were given financial support as a multipurpose aid, designed to cover the most immediate and diverse needs of the beneficiary families.

#### Family food kits:

No.	Item	Quantity
1	Black beans	25 lbs.
2	Rice	20 lbs.
3	Maize	100 lbs.
4	Sugar	10 kgs.
5	Oil	2 gallons
6	Oil	1 gallon
7	Fortified cereal	20 lbs.

Through to the following survey questions, the GRC could learn the immediate needs of families during an emergency and their behavior, as well as their preference in the selection of market goods.

After the response phase, the GRC could attained the opinion the beneficiaries had on the Red Cross, for educational and lessons learned purposes.

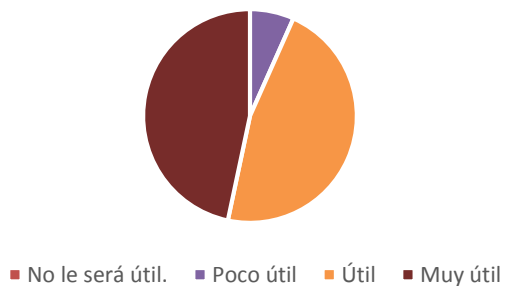
The following survey was carried out in the local language (*q'eqchi'*), following Sphere standards, respecting local culture, bringing acceptance and trust at the time of the survey.

#### Objective:

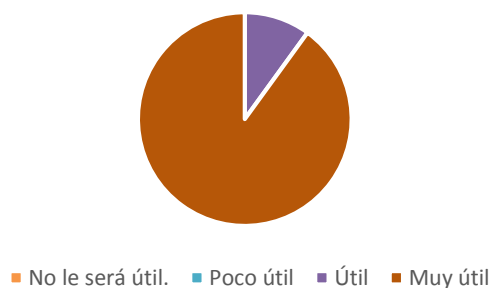
To obtain information from the beneficiaries abiding to the emergency response and crisis framework, by surveying 10% of the target beneficiaries to review the overall perception of the Guatemalan Red Cross' assistance, distribution of humanitarian aid and the Cash Transfer Programme.

Results from the satisfaction survey on the population that received food kits.

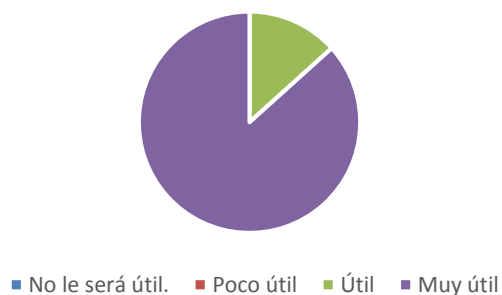
Regarding the jerry cans received from the Guatemalan Red Cross



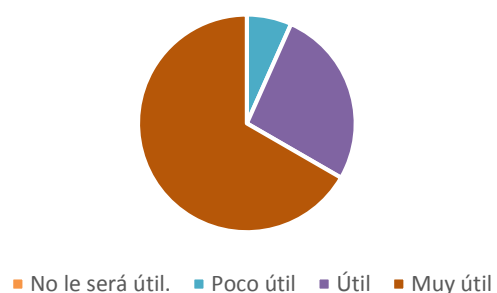
Regarding the water filters received from the Guatemalan Red Cross



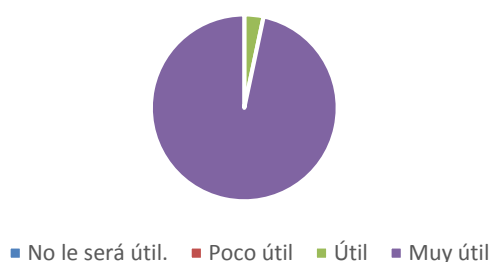
Regarding the 5 mosquito nets received from the Guatemalan Red Cross



Regarding the 2 insect repellents received from the Guatemalan Red Cross



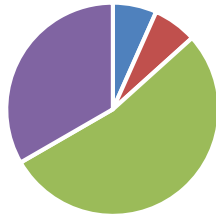
Regarding the food kits received from the Guatemalan Red



Regarding the quantity of items in food kits received

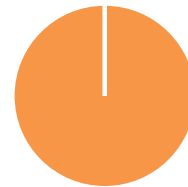


For how long will the food items received last?



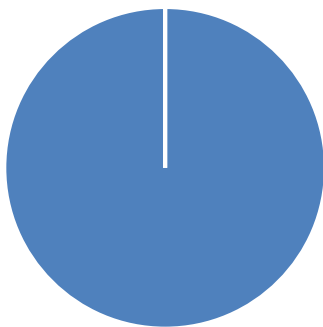
■ 15 días ■ 3 semanas ■ 1 mes ■ + de 1 mes

Was the delivery of the aid carried out by the Guatemalan Red Cross done in a friendly manner



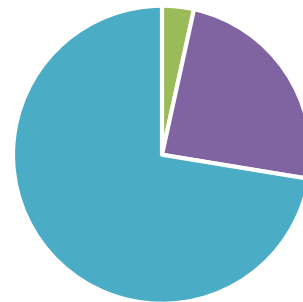
■ Si ■ No

Was the distribution of the aid from GRC done in an orderly manner?



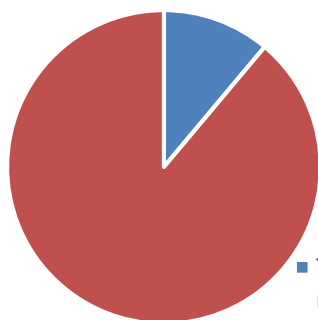
■ Si ■ No

How would you rate the assistance delivered by the Guatemalan Red Cross?



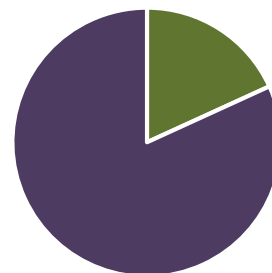
■ Mala ■ Regular ■ Buena ■ Muy Buena ■ Excelente

The humanitarian aid was delivered...



■ Tardíame nte  
■ Oportuna mente

Overall, are you satisfied in the assistance provided by the Guatemalan Red Cross?



■ 1 ■ 2 ■ 3 ■ 4 ■ 5 ■ 6 ■ 7 ■ 8 ■ 9 ■ 10

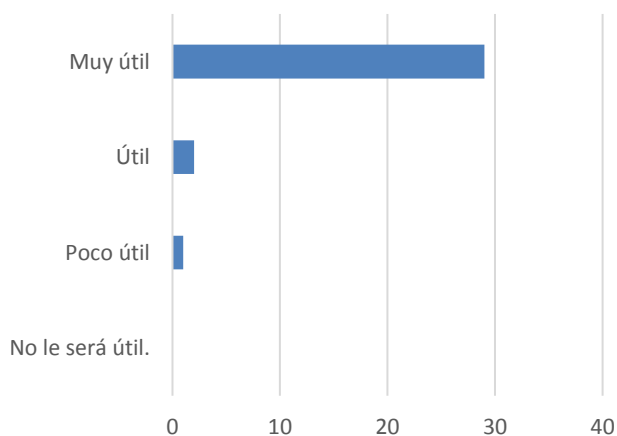
How would you rate the assistance received during the emergency and delivery of relief items by the volunteers of the Guatemalan Red Cross?



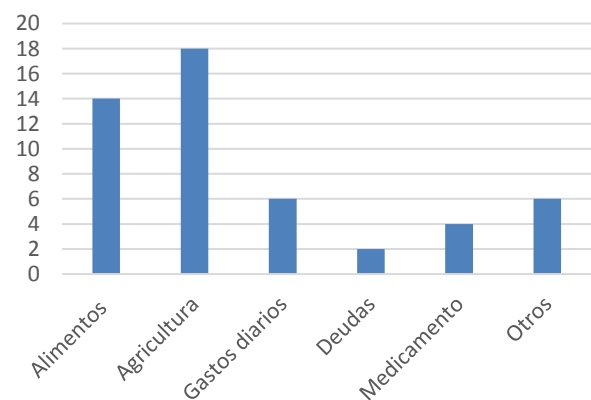
■ Mala ■ Regular ■ Buena ■ Excelente

Beneficiary satisfaction survey results carried out to families that benefited with Cash Transfer Programme (CTP)

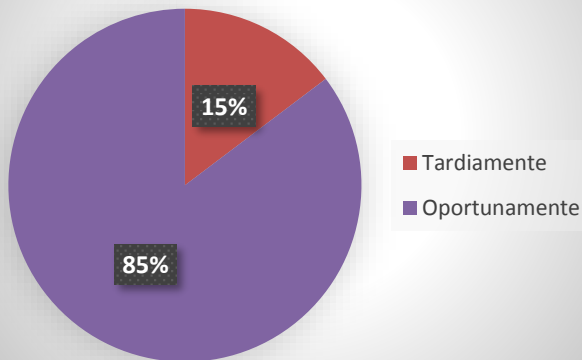
How useful will the cash received be for you and your family?



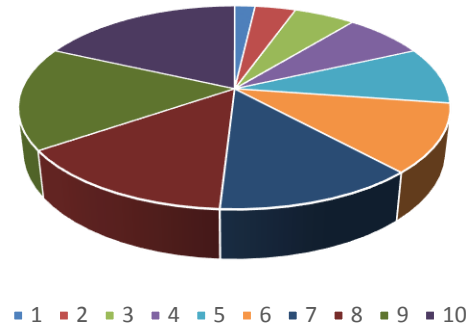
In what will you invest the cash received from the Guatemalan Red Cross?



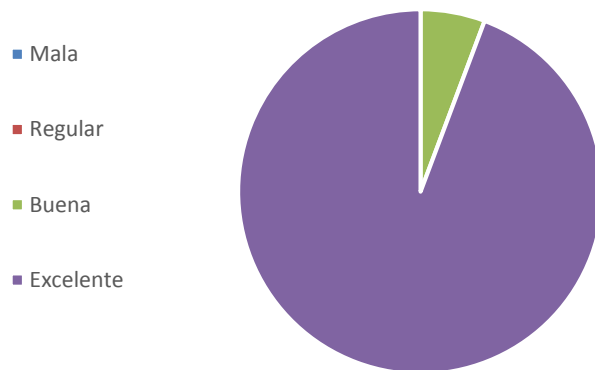
The humanitarian aid was delivered...



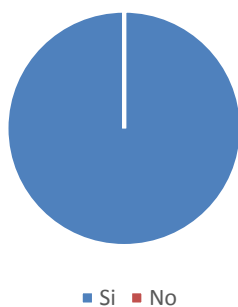
From 1 to 10 what level of satisfaction was obtained with the assistance provided by the Guatemalan Red Cross?



How would you rate the assistance received during the emergency and delivery of humanitarian aid by the volunteers of the Guatemalan Red Cross?



Was the distribution of the aid from GRC done in an orderly manner?



How would you rate the aid delivered by the GRC?

