

www.ifrc.org
Saving lives,
changing minds.

DREF Final Report

Bolivia: Forest Fires

 International Federation
of Red Cross and Red Crescent Societies

DREF N ° MDRBO013	
Date of issue: 8 April 2020	Date of disaster: August 2019
Operation start date: 10 September 2019	Operation end date: 9 January 2020
N° of people affected: 7,850 people	N° of people assisted: 3,350 people
Operation budget: 254,562 Swiss francs ¹	
Host National Society: Bolivian Red Cross (BRC) has nine departmental branches and 1,200 volunteers.	
National Societies involved: Swiss Red Cross is present in the country and provides technical support to Bolivian Red Cross in departmental emergency operations centres (EOC) and the International Federation of Red Cross and Red Crescent Societies (IFRC)	
Non-Movement partner organizations: Vice-ministry for Civil Defence (VIDECI), provincial and municipal governments, Armed Forces, Police, Fire Department and Ministry of Health.	

<Click [here](#) for the Final Financial Report. Click [here](#) for Contacts.>

A. Situation analysis

Description of the disaster

The department of Santa Cruz in Bolivia experienced a surge in forest fires since August 2019 with 10,844 outbreaks, peaking at 11,884 outbreaks in September. Trends in the second semester of 2019 significantly exceeded those seen in the last decade². According to the Country Humanitarian Team reports, a total of 12,000 families in 18 municipalities and 4 million hectares of forests in the department of Santa Cruz were affected³. On 17 August 2019, the Santa Cruz departmental government issued a decree to mobilize human, technical and logistic resources to fight the forest fire.

As the Government of Bolivia requested assistance to fight fires as a State priority, a national disaster declaration was not issued. Forest fires developed slowly and caused progressive negative impacts on the population and affected areas. Hot spots in 18 municipalities were controlled thanks to arduous efforts by fire-fighting teams, volunteer fire-fighters and foreign assistance. In addition, at the end of October the rains that fell in fire-affected areas helped to control several of the former hot spots.



The Bolivian Red Cross (BRC) distributed FRC Visa cards to fire-affected family in Roboré. Source: BRC.

The country experienced a period of social unrest following the announcement of the results of the presidential election that took place on 20 October 2019. This situation brought the operation to a standstill for almost a month due to the radicalization of protests, blockades along main roads and clashes, forcing BRC to suspend all activities to protect both

¹ The final balance of 38,904 Swiss francs will be returned to the DREF.

² [SATIF](#)

³ [CHT](#)

the BRC response team and the target population. Activities to assist the target population resumed in December. All fire outbreaks had been extinguished by the end of the operation.

Overview of Host National Society

The Bolivian Red Cross has its national headquarters in La Paz, with branches in each of the country's nine departments which in turn have their own municipal offices. BRC has 1,200 volunteers of which 981 are active. As part of the Country Humanitarian Team, BRC coordinated response actions and established specific tasks for each sector.

In coordination with State authorities, the National Society conducted ongoing monitoring through its branches and headquarters. From the onset of the fires, local branches functioned as donation collection centres (mainly water and non-perishable food items) and organized the handling and delivery of items arriving from across the country. BRC channelled the humanitarian aid received and transported it to affected areas as priority response.

Donated item	Weight (in kilograms)
Bottled water	22,000
Non-perishable food	10,100

The Chinese Embassy in Bolivia donated 100,000 US dollars to the Bolivian Red Cross for its humanitarian response. This donation was destined to the tropical savanna, named Chiquitania, which is mainly located in the Santa Cruz department. A specific emergency plan of action, with similar actions to those in this DREF operation, was rolled out for the populations that were not been reached by the current operation.

BRC national headquarters deployed personnel to the Santa Cruz department to support and coordinate actions and operations at the departmental and municipal branch level. BRC volunteers included a group of individuals with various technical and operational capabilities. These volunteers conducted continuous training activities and provided first aid prior to the launch of this DREF operation.

At the local level, the municipal branches in Concepción, Roboré and San Ignacio performed an important role in decision-making processes within their respective municipal Emergency Operations Centres (EOC). The Santa Cruz branch attended departmental EOC meetings until they were put on hold.

During this operation's timeframe, Bolivian Red Cross launched a second DREF operation (MDRBO014) to address the social unrest in the country and provide care and support to meet humanitarian needs, especially care to the wounded.

Overview of Red Cross Red Crescent Movement in country

Bolivian Red Cross maintains coordination with IFRC's Disaster Manager for South America, who oversaw and provided support to this operation. The country cluster support team (CCST) office for the Andean countries and the Americas Regional Office (ARO) also assisted the National Society during this emergency.

Soon after the start of the fires, the ARO's Disaster and Crisis department deployed a general regional intervention team (RIT) member to Bolivia to assist the National Society with field assessment and preparing the emergency plan of action. Two additional RIT members were later deployed. A RIT specialized in cash transfer programmes (CTP) was deployed for 1.5 months to work with the BRC to roll out this method with the affected communities. This CTP was delayed due to the social unrest. The other RIT member was responsible for working with the National Society in the implementation of this operation. The IFRC CTP Regional Coordinator was deployed to assist with the operation's implementation, and also participated in the lessons learned workshop.

The Argentine Red Cross provided support to this operation through the donation of 42,000 sachets of powdered flocculant water disinfection agents (PUR), which was shipped from Buenos Aires to the city of Santa Cruz de la Sierra.

The Swiss Red Cross donated 74,000 Swiss Francs to implement complementary actions such as food kit and jerry can distributions.

Overview of non-RCRC actors in country

Prior to the unrest, the Government of Bolivia had deployed 4,200 people from State ministries, armed forces, police, fire-fighters, volunteers and other organizations. This included the hiring of a 75,000-litre capacity super tanker aircraft to dump water in affected areas. Bolivia also received support from Russian aircraft and forest fire fighters from Argentina. Hospitals provided services around the clock, and municipalities used tanker trucks to provide water to the population. On 21 August, the government created an Environmental Emergency Cabinet that encouraged multi-

ministerial coordination, focusing on health, water, the environment, agriculture and livelihoods. The Vice-Ministry for Civil Defence (VIDECI) led the operational response.

The Humanitarian Country Team was activated on 27 August, coordinated with humanitarian organizations and worked with authorities to complement the Bolivian government's response strategy.

The COSUDE Rapid Support Group and an OCHA information management specialist also supported response operations. The Andean Development Corporation - Development Bank of Latin America (CAF) awarded a 300,000 US dollar grant and provided a soft loan for recovery. ECHO covered part of the funding for this DREF operation, and IFRC's country cluster support team (CCST) in Lima and the BRC provided support to ECHO's mission in late January 2020 to carry out an emergency impact assessment mission and learn about the operation's implementation.

Needs analysis and scenario planning

Needs analysis

The Government of Bolivia identified health, water, environment, agriculture and livelihoods needs. To complement state actions, BRC conducted initial assessments at the local level that focused particularly on community health needs; water, sanitation and hygiene promotion; livelihoods and basic needs; and recovery phases. A General RIT from the Argentine Red Cross was mobilized during the first week following the declaration of the emergency to support the National Society's assessment actions.

Forest fires affected diverse populations, including several indigenous peoples, as well as settlers from other parts of the country, in an area that maintains different land use frameworks. A differentiated approach was maintained during the DREF operation to better serve communities.

A single response method was not used since the response actions aimed to be as comprehensive as possible. A more flexible intervention that centred on the Cash Transfer Programme was implemented, which enabled the target group to identify their principal needs and to acquire the necessary assets based on these. This was done to permit a response that considered different construction materials, environments, livelihoods and others. The CTP provided an unconditional grant to targeted households so that they could acquire the products they needed or deemed essential for shelter, food and basic needs or livelihoods.

The operation was extended one month because of the protests and civil unrest in the country, especially in Santa Cruz. Access roads to affected communities were blocked, so a communication system had to be set up to be able to more consistently monitor and telephone beneficiary families to inform them of the changes in programming and to answer their queries.

Shelter: The forest fire spread to areas near the communities closest to forests in La Chiquitania. The winds and residue from the forest fire damaged the roofs of houses that were built from natural and plastic-like materials. Families opted to change to zinc roofing in order to prevent future damage. At the close of the operation, the indigenous families have returned to their homes and communities; however, some internal displacement was observed, especially among the pendular population in this region.

Health: The air pollution caused by the fires led to respiratory illnesses, burns and eye irritation. Contaminated water and food led to diarrheal and respiratory illnesses, as well as vector-borne diseases caused by vectors that migrated from their habitual jungle environments to urban areas.

First aid and community first aid actions proposed by this operation covered most of the communities' needs. As mentioned, BRC branches had already begun to gradually address these soon after the start of the fires. Community first aid training was provided to volunteers in several BRC municipal branches for subsequent community-level training.

In terms of psychosocial support (PSS), trainings began with volunteers for cascading into the communities. These volunteers gave talks and support to those affected and focusing on vulnerable groups and first responders, in line with the objectives of this operation. Health care and psychosocial support needs were reduced by the end of the operation.

Water, sanitation and hygiene: Several institutions, including BRC and the State, provided materials and supplies to meet the demand for water for both personal consumption and household use. This operation proposed the use of powdered flocculant water disinfection agents since many wells and springs were contaminated by ash from the fires.

Supplies to promote safe water management were needed, as well as hygiene promotion actions to reduce contamination of water sources, to ensure that water for consumption was kept safe and clean, and to encourage healthier hygiene practices at the community level. Water sources and networks were established and are working normally after the forest fires.

Food Security: As a quick response measure, non-perishable food products were donated to communities and prepared in collective kitchens. This continued as donations from other departments arrived. BRC branches organized collection campaigns, which were then sent to the branch in Santa Cruz for distribution to the affected areas. According to assessments, there was less access to staple food products. Farmland was affected and small livestock perished. Food needs were met through the delivery of food kits and unconditional cash transfers to meet initial needs.

Livelihoods: Residents of affected communities mainly work in agriculture and small livestock production, and some engage in legal logging activities. Crops were lost to the fires; furthermore, arable land was affected by ash sedimentation that made soil lose its permeability and harmful for agricultural use. The crops most commonly grown in affected areas include manioc, maize, plantain, almonds, *куси* fruit (*Attalea speciosa*), beans and coffee.

People in these communities also breed pigs, cows and small poultry (chickens, ducks and hens). Almost a third of production is destined for household consumption and the rest is either sold or bartered. The spreading fires killed livestock, which could have led to situations of malnutrition due to the impact to farmland, pastures, and poor access to water since it was being used to both fight the fires and for human consumption.

The fires also destroyed communities' tree plantations in which residents engaged in legally-sanctioned controlled logging, and the trees that did survive the blaze did not meet quality standards for sale and are usually used to build homes. With time, forests have begun to grow back, and livelihood activities were getting back to normal, which are being supplemented with other alternative options.

Operation Risk Assessment

Access to communities was initially risky due to the path of the fire, which complicated assessment and access for first response. Nevertheless, BRC teams were deployed to provide assistance, using personal protection equipment, with active insurance, and implementing operational security procedures.

Before this emergency, certain areas had been experiencing a drought and therefore a shortage of water. This need was compounded by the forest fires, and the impact information for both emergencies overlapped. The dispersion of and the access to communities made the evaluation teams' work even harder to perform. It sometimes took teams more than five hours to reach certain communities, only to find that there was no impact to report.

Activities on the ground had to be suspended during the civil unrest. Aid provision to municipalities resumed gradually as access and the situation returned to normal.

B. OPERATIONAL STRATEGY

Proposed Strategy

Overall Objective: Contribute to safeguarding the lives of 3,350 people affected by forest fires in the municipalities of Concepción, San Ignacio and Roboré in Santa Cruz department, through implementation of health, water, sanitation and hygiene promotion, and livelihoods and basic needs actions (through cash-based interventions).

Intervention Strategy

The following strategic lines were implemented to provide care to 3,350 people (670 families):

Health

- Provision of basic medical care and first aid
- Provision of basic medical care and first aid training to volunteers
- Provision of basic first aid medical care training to communities
- Provision of psychosocial support (PSS) to affected population and first responders.

Water, sanitation and hygiene promotion

- Distribution of powdered flocculant water disinfection agents for 670 households (60 units for two months)
- Distribution of water filters to 670 households and subsequent pH monitoring
- Distribution of 1,340 ten-litre buckets for water storage (two per family)
- Installation of four community water tanks
- Delivery of hygiene promotion sessions

Livelihoods and basic needs

- Provide cash and voucher assistance for 670 households.

Beneficiary selection criteria:

- Communities that have not been assisted by the state or another organization.
- Presence and direct impact from fires in the area.
- Households with older adults
- Households with members with disabilities.
- Total or high percentage of crop loss due to fires.
- Households with pregnant women
- Households with members with pre-existing chronic conditions.

The operation initially contemplated support to the municipalities of Concepción, San Ignacio and Roboré; however, additional assessments detected needs in the municipality of San José de Chiquitos, so coverage was expanded to this fourth affected district.

Human resources

Bolivian Red Cross hired a four-person team to be responsible for the development of operational, administrative and logistics activities.

As part of assistance and technical support provided by IFRC, a member of the Regional Intervention Team was deployed for three months to coordinate project activities, as well as a RIT member who provided assistance with cash and vouchers assistance for 45 days.

IFRC continued to provide the necessary technical guidance for the duration of this operation. The Disaster Management Coordinator for South America conducted a monitoring mission to Bolivia, and the head of the CCST for the Andean countries, based in Peru, guided operation implementation at the political and institutional level. Bolivian Red Cross also received remote technical support from IFRC on matters pertaining to communications, finance, and planning, monitoring, evaluation and reporting (PMER). The regional AVC coordinator of the IFRC, provided support in the process of activation, support and implementation of the IFRC's VISA cards.

Logistics and supply chain

All acquisitions related to this operation were made in accordance with IFRC procurement procedures. The acquisition of goods and services met necessary conditions based on the needs of the affected population and/or areas of operation so as to ensure the appropriate level of supplies and optimal performance. BRC national headquarters and Santa Cruz branch have experience in humanitarian aid provision.

The Argentine Red Cross donated the powdered flocculant water disinfection agents, and BRC coordinated its importation.

Information Technology (IT)

The National Society's technological capabilities were strengthened through the acquisition of ten mobile telephones with stylus to optimize the registration of the target population and distribution tasks, thus building an emergency ODK kit.

Communications and Information

Bolivian Red Cross used its internal and external communication channels to inform the general public about the operation's objectives and the actions implemented. The Communications Unit designed support materials for WASH, first aid and PSS training, which helped to reinforce what had been taught to the target population in affected communities in Chiquitanía.

Security

Branches adhered to operational safety regulations for volunteers and staff members, including BRC requirements. Furthermore, volunteers respected local practices, traditions and beliefs.

Institutional vehicles had basic safety features as well as three BRC emblems in different places. An operational security plan was created.

The levels of security were raised as road conditions and the long distances necessitated more stringent measures to ensure safety. Santa Cruz was one of the most affected regions in the country.

Planning, monitoring, evaluation and reporting (PMER)

The National Society maintained constant monitoring and evaluation of activities during development and implementation of this EPoA.

The following monitoring activities were planned:

- Visits by National Headquarters staff to oversee humanitarian assistance delivery.
- Regular monitoring meetings.
- Monthly activity and coordination reports prepared as part of the DREF.
- Indicators are reviewed regularly to measure progress.
- A final report will be prepared at the end of the operation.

Administration and Finance

Bolivian Red Cross has accounting and finance departments to ensure proper use of financial resources in accordance with conditions established in the Memorandum of Understanding between the National Society and IFRC. Financial resource management was according to IFRC guidelines and procedures. Points established in the Agreement Letter were used to justify expenditures.

The CCST financial team in Lima provided operational support to review and validate budgets and bank transfers, as well as technical assistance during expense justification procedures including the review and validation of invoices.

C. DETAILED OPERATIONAL PLAN

 Livelihoods and basic needs People targeted: 3,350 Male: 1,675 Female: 1,675		
Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods		
Output 1.2: Fire-affected households are provided with unconditional/multipurpose cash grants to address their basic needs.		
Indicators:	Target	Achieved
# of volunteers trained in Cash and Voucher Assistance (CVA)	25	25
Feasibility study and market analysis	1	1
# of families selected and registered in ODK	670	626
# of cash disbursements through prepaid Visa cards	670	532
# of post-distribution monitoring including market monitoring–satisfaction survey	3	1
Development and implementation of Community Engagement and Accountability (CEA) strategy for CVA	1	1
Narrative description of achievement		
According to assessments in communities, affected households would be helped by cash and voucher assistance. With a one-time unconditional cash transfer, they would be able to choose the items based on their specific requirements, including to meet health or food needs and restore their livelihoods.		
Training in CVA for volunteers A total of 25 volunteers from the BRC Santa Cruz branch were trained in cash and voucher assistance with a focus on implementation in fire-affected communities. This training also covered topics of ODK registration and distribution forms.		
Feasibility study and market analysis		

The feasibility study analysed the context and the current situation of the communities while identifying the most appropriate mechanism for cash delivery in the municipalities of Concepción, San Ignacio de Velasco, and Roboré in Santa Cruz department; In the case of San Jose de Chiquito, it was included in a study conducted in the last month of the operation.

The feasibility criteria included:

- Access to markets
- Access to cash
- Feasibility of the modality
- Additional costs related to the implementation

Registry and selection of target population using ODK

This activity started with activities to promote livelihood awareness, which initiated in the BRC Santa Cruz branch.

Families from the aforementioned communities began to be registered once the feasibility study was completed. The families chosen to receive Visa cards based on the criteria of those who had lost their jobs (mainly in forestry or agriculture) or lost small or large animals and had scarce access to water for personal consumption or use by their animals with additional factors of vulnerability such as members in the household who were older adults, people with disabilities, children, people with chronic diseases, and pregnant or nursing women.

Assessment teams toured the communities of Concepción, San Ignacio and Roboré, which had been reported as affected by local authorities. Several of these communities were included in this report due to drought and not due to forest fires. Complementary assessments included those for the municipality of San Jose de Chiquitos (626 families).

Municipalities	Number of families reached
Concepción	252
San Ignacio	125
Roboré	174
San Jose de Chiquitos	75
Total	626

Cash disbursements through visa cards

As mentioned, the feasibility study and needs analysis indicated the need for unconditional cash transfer. This manner enables the target population to purchase items according to their requirements. The cards were ready for delivery and were provided to 532 households.

Municipalities	N° VISA Card	Cash Distribution	Number of families reached
Concepción	129	2	131
San Ignacio	132	1	133
Roboré	212	0	212
San Jose de Chiquitos	56	0	56
Total	529	3	532

As mentioned above, the teams expanded assessments in affected municipalities. Many were ultimately not directly affected because they were able to control the outbreaks of fire, but were registered regardless as affected by drought, which had another set of particular needs. Selection criteria were applied to distribute this aid.

Post-distribution follow-up, including market follow-up: satisfaction survey

Monitoring by both the team and the IFRC CVA member took place immediately after the cards were distributed, maintaining fluid communication on whether the card was active, and the cash was being moved in order to make the appropriate consultation with beneficiaries and thus ensure that the aid was in fact effective. In addition, a phone line was made available to the community to resolve unforeseen issues and to provide guidance on withdrawing the funds from ATMs. This was well received by the community.

The following results were drawn from the satisfaction survey:

- 87% of respondents knew the phone number for queries.
- 99% knew the amount they were to withdraw.

- 84% recalled the period within which they had to make the withdrawals and 86% knew when it would be deactivated.
- 96% remembered which ATM they could use for withdrawals.
- 98% considered that the aid arrived in a timely manner.
- 100% considered that the support provided by Red Cross was good and very good.
- 79% of respondents were not aware that Red Cross provided this type of assistance.
- 99% considered that the information was sufficient.

Challenges

Damage and needs data initially reported by authorities included information on communities that had been affected indirectly (forest area only) and also some that had been affected by drought, which affected the scope of intervention.

The shipment of the cards was retained in Customs for almost two weeks, which impaired the team in testing a card and produce guidance materials with the precise information on the use of the cards at ATMs, on time for distributions.

Some communities are located far from urban areas, which required considerable efforts by BRC staff and the families themselves. Using the cards required using an automated teller machine, although having to travel to urban areas to do so allows families access to markets offering a wider range of products.

The targeted area also presented a low mobile network coverage, especially in terms of data. Thus, the activation of the cards was delayed until access to enough internet bandwidth was provided.

A vehicle accident occurred while mobilizing the CTP team. A, the road was in poor condition, the team suffered minor injuries but the BRC vehicle suffered significant damage, which was repaired. Due to this, the BRC's activities had to be rescheduled.

Civil unrest affected implementation due to the limited access and travel to affected communities.

Lessons Learned

The coordination with the municipal branches facilitated the movement of volunteers and all equipment to remote communities, which improved efficiency in this operation.

The BRC encouraged the target population to travel to the automated teller machines in groups and assist the members of the community who might be less familiar with the ATMs. A phone number was provided for assistance.

This is the first time BRC had implemented a cash transfer program, so this experience leaves installed capacity at the NS.



Health

People targeted: 3,350

Male: 1,675

Female: 1,675

Health Outcome 1: The immediate risks to the health of affected populations are reduced

Health Output 1.1: Target population is provided with rapid medical management of injuries and diseases

Indicators:	Target	Achieved
# of volunteers trained in first aid and CBHFA	25	25
# of branches provided with first aid equipment	4	4
# of people who receive health promotion information and basic medical care for 450 people.	450	627
# of first aid care sessions delivered to affected communities	20	26
# of first aid and self-care training workshops delivered to communities	17	26
# of families who receive self-protection kits (5 kits per family)	670	667

Health Output 1.2: Psychosocial support is provided to the target population

Indicators:	Target	Achieved
# of volunteers trained in PSS	25	25
# of PSS sessions delivered to affected communities	30	40
# of PSS sessions delivered to volunteer first responders	10	10

Narrative description of achievement

Volunteers trained in health promotion and first aid

Theoretical and practical induction was provided to 25 volunteers from the Santa Cruz branches, reinforcing the following topics: first aid; infection control; haemorrhage and wound (haemorrhage control and wound control); fever and seizures (fever control and seizure control); burns (burn control); first aid kit (required items); epidemics prevention and response.

Health supplies and equipment for first aid and basic medical attention posts

Four fully equipped first aid kits were acquired to strengthen response capacity in the Santa Cruz departmental branch and in the Concepción, San Ignacio and Roboré municipal branches.

Health promotion and basic health care

From the first interventions in the fire-affected area, the BRC provided first aid, alongside the Ministry of Health and many other groups. The BRC provided first aid to 627 people in Concepcion for issues such as dehydration, conjunctivitis, burns, allergic reactions, insect bites, intoxications from smoke and wounds.



BRC provided training in community first aid and use of protection equipment to affected communities. Source: BRC.

Basic training in medical care, self-care and eye protection

The BRC conducted 36 training sessions on medical care, self-care and eye protection that reached 667 families. The National Society distributed protection equipment during these sessions.

Municipality	Communities	N° of trainings	N° of families reached
Roboré	Naranjo	1	10
	San Lorenzo Nuevo	1	13
	San Lorenzo Viejo	1	20
	Quitunuquiña	1	28
	Yororoba	1	23
	Peniel	1	12
	El Porton	1	17
	Santiagoma	1	24
	La Hacienda	1	22
San José de Chiquitos	San Rafael	1	15
	Ramada	1	39
San Ignacio	Entre Rios	1	21
	San Lorencito de la Frontera	1	73
	Ascensión de Macoño	1	9
	Mercedita	1	8
	Consuelo	1	27
	Marfil	1	7

		Buena Hora	1	13
		Santa Teresa	1	45
Concepción		Palestina	1	40
		Santa Mónica	1	26
		Rio Blanco	1	19
		Villa Nueva	1	13
		San Fermin	1	24
		San Pablo Norte	1	20
		Palmarito	1	99
Total			26	667

Distribution of health self-protection kits

The BRC purchased 3,335 protective goggles and 3,335 bottles of saline solution eye drops for ocular protection, as well as 3,335 triangular bandages for respiratory protection. 667 kits were distributed to affected families in Concepción, San Ignacio, San José de Chiquitos and Robore.

Municipalities	N° KITS	Number of families reached
Concepción	241	241
San Ignacio	182	182
Robore	184	184
San Jose de Chiquitos	60	60
TOTAL	667	667

Psychosocial support for volunteers

The psychosocial support workshop for volunteers provided basic concepts on how to handle interventions with affected people and provide support at the personal, family and community level that seeks to restore people's emotional integrity and their environment. Two tools part of the Youth as Agents of Behavioural Change (YABC) methodology were used in this workshop: one called "Tell me about it", which aims to provide an experience of true active listening and explore some key communication techniques, both verbal and non-verbal, to create an active listening environment and atmosphere. The purpose of the other tool, "Obstacle course", is to experience the influence of emotions in decision-making and the ability to listen to oneself, especially in situations involving peer pressure. In addition, this tool focuses on personal resilience, which is a person's ability to cope with adversity (difficulties) and catastrophes as well as the ability to overcome adversity by adapting positively to it and transforming it into growth. Twenty-five volunteers were trained in the Santa Cruz branch and local branches in Concepción, San Ignacio and Roboré.

Psychosocial support for community members

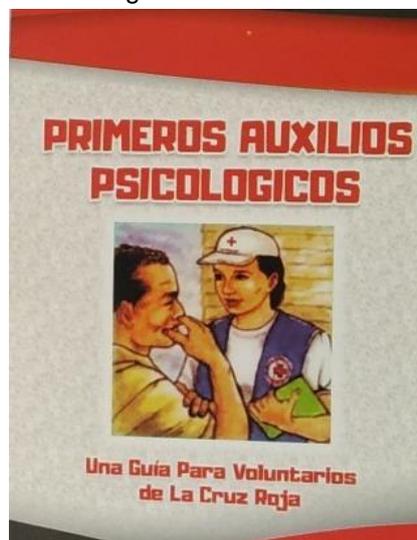
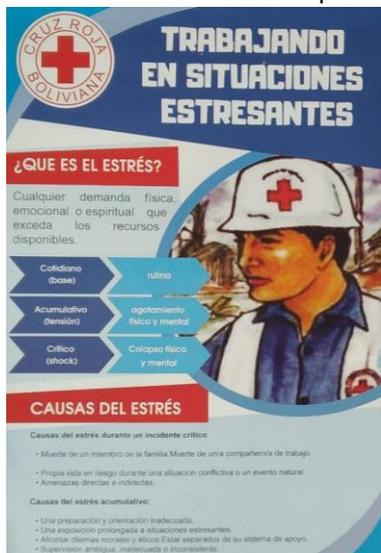
The BRC conducted 40 community-based psychosocial interventions in 20 communities. Trained volunteers, accompanied and supervised by project health professionals, provided PSP to those affected by the fires.

Municipality	Number of sessions per municipality	Communities
Roboré	14	Naranjo
		San Lorenzo Nuevo
		San Lorenzo Viejo
		Quitunuquiña
		Yororoba
		Santiagoma
		La Hacienda
San Ignacio	12	San Lorencito de la Frontera
		Ascensión de Macoño

			Mercedita
			Consuelo
			Buena Hora
			Santa Teresa
			Palestina
			Santa Mónica
			Rio Blanco
			Villa Nueva
			San Fermin
			San Pablo Norte
			Palmarito
	Concepción	14	
	Total	40	20

Design, printing and distribution of PSS materials

The PSS material has been designed that provides tools for psychosocial support interventions by volunteers and community members. The material is planned for distribution to target communities and BRC branches.



BRC volunteers were trained in psychosocial support. Source: BRC.

Challenges

Transporting volunteers to interventions in communities and municipalities where their participation is required is always a challenge, even more so with the road blockages that put volunteers at risk.

The unrest throughout the country made it difficult to purchase materials, to reschedule intervention dates in communities, and to deliver said material to beneficiaries.

Lessons Learned

It is necessary to take logistics into account before each deployment, such as everything related to team safety and all supplies necessary to carry out an intervention in full. It is important for everything to be ready; if not all supplies are available, it is important to rethink the dates for deployment to the field.



Water, sanitation and hygiene

People targeted: 3,350

Male: 1,675

Female: 1,675

WASH Outcome1: Immediate reduction in risk of waterborne and water related diseases in targeted communities

WASH Output 1.1: Daily access to safe water which meets Sphere and WHO standards in terms of quantity and quality is provided to target population

Indicators:	Target	Achieved
# of families that receive jerry cans for safe water storage (2 10-lt units per family)	670	667
# of families that receive PUR powders for water treatment (60 units for 670 families)	670	667
# of volunteers trained in water, sanitation and hygiene promotion	25	25
# of communities trained in adequate water use	17	26
# of communities that have community water storage tanks	4	5
# of water quality assessments and monitoring	3	3

Narrative description of achievement

Distribution of jerry cans

The BRC Santa Cruz branch acquired 1,334 10-litre jerry cans for distribution to target families in Concepcion, San Ignacio, Robore and San Jose de Chiquitos.

Municipalities	Number of Jerrycans	Number families
Concepcion	482	241
San Ignacio	264	182
Robore	568	184
San Jose de Chiquitos	120	60
Total	1334	667

Distribution of PUR powder

40,020 PUR sachets were distributed to 667 families in the four targeted municipalities in Santa Cruz, providing coverage to 667 families. This aid was donated by Argentine Red Cross.

Municipalities	Number of PUR	Number families
Concepción	14460	241
San Ignacio	10920	182
Roboré	11040	184
San Jose de Chiquitos	3600	60
Total	40020	667

Training in the use of PUR, safe water management and hygiene promotion

Training was delivered to 25 volunteers from the branch in Santa Cruz and its local branches in Concepción, San Ignacio and Roboré by the General/WatSan RIT member deployed, which provided basic WASH concepts such as hygiene promotion, safe water management, and using PUR sachets for water treatment.

Train the affected population in the use of PUR, safe water management and hygiene promotion

The BRC WASH team provided training on hygiene promotion and safe water to the 667 families who received PUR sachets to treat their water.



BRC volunteers distributed PUR sachets and offered training on their use for water treatment. Source: BRC.

Municipality	Communities	N° of trainings	N° of families reached
Roboré	Naranjo	1	10
	San Lorenzo Nuevo	1	13
	San Lorenzo Viejo	1	20
	Quitunuquiña	1	28
	Yororoba	1	23
	Peniel	1	12
	El Porton	1	17
	Santiagoma	1	24
	La Hacienda	1	22
	San Rafael	1	15
San José de Chiquitos	Ramada	1	39
	Entre Rios	1	21
San Ignacio	San Lorencito de la Frontera	1	73
	Ascensión de Macoño	1	9
	Mercedita	1	8
	Consuelo	1	27
	Marfil	1	7
	Buena Hora	1	13
	Santa Teresa	1	45
Concepción	Palestina	1	40
	Santa Mónica	1	26
	Rio Blanco	1	19
	Villa Nueva	1	13
	San Fermin	1	24
	San Pablo Norte	1	20
	Palmarito	1	99
Total		26	667

Installation of water storage tanks

The BRC Santa Cruz branch purchased five 3,500-litre water storage tanks, which were installed in the following communities:

- Community of San Lorenzo Viejo – Municipality of Roboré
- Community of San Lorenzo Nuevo – Municipality of Roboré
- Community of Buena Hora – Municipality of San Ignacio
- Community of Mecedita de la Frontera – Municipality of San Ignacio
- Community of Santa Monica – Municipality of Concepción

These tanks provided families with greater water capacity and availability.

Water quality assessments and monitoring

Similar to the community-level training in water management and hygiene promotion, BRC volunteers were responsible for transmitting this knowledge to community members, and thus supporting the assessments and monitoring of water quality. Evaluations were conducted periodically, once a month during the duration of the operation except while activities were suspended due to social unrest.

Challenges

There were initial challenges with the importing of international aid, which were overcome with support from the authorities.

WASH activities were also suspended due to social unrest and had to be rescheduled to complete the intervention.

It was the first time BRC had used PUR sachets in emergency operations, so the training provided by IFRC to in turn provide training to communities was essential. Trainings were well received and useful for implementation.

Lessons Learned

Logistics capacity was strengthened at the NS and its branch in Santa Cruz in terms of acquisitions with the supplier inventory. In the future, this will streamline purchase of emergency items related to water, sanitation and hygiene promotion.

Have updated data on communities that have specific needs (water storage) and establish a distribution strategy considering access and type of roads.

Support and collaboration between National Societies has been essential, specifically the PUR sachets donated by Argentine Red Cross. This aid is appreciated by the community and BRC.

National Society Capacity Building

S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform.

Output S1.1.6: National Societies have the necessary institutional infrastructure and systems in place.

Indicators:	Target	Achieved
Hiring of a project coordinator, finance officer, field coordinator, logistician	4	4
Volunteer mobilization	10	10
Travel costs for staff and volunteers	3	3
BRC monitoring missions	3	2
Lessons Learned Workshop	1	1

Narrative description of achievement

Hiring of a project coordinator, finance officer, field coordinator, logistician

This operation hired four people for the operational/ administrative team: one provided support from BRC national headquarters and the other three from the Santa Cruz branch.

Volunteer mobilization

Coordination was maintained with the Santa Cruz branch to mobilize volunteers in this response operation. Volunteer issues were always coordinated with the national headquarters.

Travel costs for staff and volunteers

Three missions to communities of Chiquitanía were conducted to select and register the target population. These actions were assisted by one volunteer from the Santa Cruz branch and other volunteers from the Concepción, San Ignacio, and Roboré branches, when available.

Due to the low availability of volunteers on the municipal branches, field missions had to be covered by the operations team. The branch was training 15 new volunteers to support the operation.

BRC monitoring missions

The national coordinator for this operation has conducted four missions. The head of communications from the national headquarters also travelled to the affected area to gather information for the production of media products, beneficiaries testimonies, and also supporting the community engagement and accountability of the interventions.

Lessons learned workshop

The Lessons Learned Workshop was held in Santa Cruz de la Sierra with 29 volunteers from the local branches that implemented the operation, which was also attended by community leaders from each municipality. This workshop

was facilitated by the BRC project team with participation by the of the IFRC CVA Coordinator from the Regional Office as well. The following were the recommendations from the lessons learned workshop:

Overall

- Have true and updated data on communities.
- Create a database of community leaders and local key stakeholders from organizations and local key stakeholders, in order to make it easier to incorporate aid and avoid the duplication of efforts.

Communities

- Have updated lists of each community and the actual residents in each.
- Maintain communication with Red Cross.

Municipal Branches

- Create an updated database of community leaders for future interventions.
- Continue communications with departmental branch to execute projects.

Departmental Branch

- Maintain constant communication with municipal branches, community representatives.
- Continue with training for volunteers in municipal branches.
- Maintain fluid communication with Headquarters.

Technical Team

- Ongoing monitoring of needs in departmental and municipal branches, whether training for volunteers or for the community.
- Enable projects for both branches and communities.
- Make contact with governmental and non-governmental organizations

Challenges

The low availability of volunteers in branches, because of personal reasons or the remoteness of intervention sites, made it difficult to have more volunteer time.

It was difficult to move within the city due to roadblocks and the social unrest in the country.

Lessons Learned

BRC branch leaders are aware of the need to train active personnel and attract new volunteers to reinforce Bolivian Red Cross capabilities in the area.

International Disaster Response

Outcome 2: An effective and coordinated international disaster response is ensured.

Output 2.1: An effective emergency response capacity mechanism is maintained and adhered to

Indicators:	Target	Achieved
Direct operational support activities conducted by IFRC staff (communication and office supplies)	1	1
IFRC monitoring mission	3	3
Deployment of General RIT	1	1
Deployment of RIT specialized in CVA (cash and voucher assistance)	1	1

Narrative description of achievement

Direct operational support activities conducted by IFRC staff

The Americas Regional Office and the CCST office for Andean countries provided the necessary support in operational, administrative and logistic matters.

IFRC Monitoring Mission

The regional programme coordination for Cash and Voucher Assistance conducted a mission to support the implementation of the program with the distribution of the IFRC prepaid Visa cards to communities, in replacement of the RIT CVA that was under medical observation after traffic accident in which was involved. The IFRC disaster management coordinator for South America conducted a mission after the second month to work with the National Society to plan a one-month extension of this operation that would enable the completion of planned actions when the safety conditions were suitable.

Deployment of Regional Intervention Team members

At the start of the operation, a RIT member from Argentine Red Cross was mobilized to support the needs assessment. The operation deployed a RIT from Chilean Red Cross, specialized in CVA, for 1.5 months. A third RIT member assisted the National Society with general operative guidance for the implementation of this operation.

Challenges

The situation in the country required putting interventions in communities on hold. Although the planning and dissemination of actions continued.

Lessons Learned

Support to the National Society contributed to strengthening local capacity as well as the institution's positioning and credibility in communities.

IFRC is effective, credible and accountable

Outcome 3: The IFRC enhances its effectiveness, credibility and accountability.

Output 3.1 Staff security is prioritised in all IFRC activities

Indicators:	Target	Achieved
# of volunteers participating in emergency response that are insured	100	303
# of volunteers that have protection and visibility materials	50	50

Narrative description of achievement

Volunteer insurance

As part of and in compliance with safety regulations, the BRC Santa Cruz branch and municipal branches created a list of volunteers that would be participating in DREF operations; this permitted the insurance policy to be activated for 303 volunteers.

Protection and visibility materials

Visibility material was acquired for the entire team that would be assisting in DREF activities. In light of the situation, special attention was given to the colours chosen to avoid any association with political parties.

Challenges

It was difficult to maintain up-to-date lists of volunteers since these do their voluntary service in rotations. This made it difficult to keep updated lists for dissemination.

The situation in the country led to the temporary suspension of operational activities.

Lessons Learned

BRC national headquarters should update its volunteer database to ease the process to insure them in future interventions, as well as serve other essential purposes for National Society actions.

The colour of protection and visibility equipment is an especially important issue. The colour chosen for these items in the previous operation is now associated with one of the political parties involved in the current conflict, which made their use impossible in this context.

D. Budget

See Annex for the [Financial Report](#).

Contact information

For further information specifically related to this operation please contact:

In the Bolivian Red Cross

- Lic. Gonzalo De la Fuente Díaz, President of the Bolivian Red Cross, email: secretaria@cruzrojaboliviana.org, Tel: +591 72560786
- Lic. J. Jhonatan Quino Soliz, Head of Research and Development Unit. Tel.: +591 2-202930 ext. 108

In the IFRC Americas Regional Office:

- Jono Anzalone, Head of the Disaster and Crisis Preparedness, Response and Recovery (DCPRR) department; email: jono.anzalone@ifrc.org
- Felipe del Cid, Continental Operations Coordinator. phone: +507 317 3050; email: felipe.delcid@ifrc.org

In the IFRC CCST Andean Countries, Peru:

- Inés Brill, Head of the CCST. email: ines.brill@ifrc.org
- Pabel Angeles, Disaster Management Coordinator for South America. email: pabel.angeles@ifrc.org

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

- Sandra Romero, Head of Partnership and Resource Development and Planning, Monitoring and Reporting unit; email: sandra.romero@ifrc.org

For contact with the media:

- Diana Medina, Regional Communications Manager; phone: +507 317 3050; email: diana.medina@ifrc.org

In IFRC Geneva:

- Karla Morizzo, DREF Senior Officer; phone: +41 (0) 22 730 4295; email karla.morizzo@ifrc.org

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.

www.ifrc.org
Saving lives, changing minds.



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

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

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/09-2020/04	Operation	MDRBO013
Budget Timeframe	2019/09-2020/01	Budget	APPROVED

Prepared on 15/May/2020

All figures are in Swiss Francs (CHF)

MDRBO013 - Bolivia - Forest Fires

Operating Timeframe: 09 Sep 2019 to 09 Jan 2020

I. Summary

Opening Balance	0
Funds & Other Income	254,562
DREF Allocations	254,562
Expenditure	-215,658
Closing Balance	38,904

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter			0
AOF3 - Livelihoods and basic needs	131,264	102,631	28,633
AOF4 - Health	36,195	18,930	17,265
AOF5 - Water, sanitation and hygiene	21,710	16,460	5,249
AOF6 - Protection, Gender & Inclusion	484	484	0
AOF7 - Migration			0
Area of focus Total	189,653	138,506	51,147
SFI1 - Strengthen National Societies	46,201	45,686	515
SFI2 - Effective international disaster management	17,085	29,968	-12,883
SFI3 - Influence others as leading strategic partners			0
SFI4 - Ensure a strong IFRC	1,624	1,499	125
Strategy for implementation Total	64,909	77,153	-12,244
Grand Total	254,562	215,658	38,904

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/09-2020/04	Operation	MDRBO013
Budget Timeframe	2019/09-2020/01	Budget	APPROVED

Prepared on 15/May/2020

All figures are in Swiss Francs (CHF)

MDRBO013 - Bolivia - Forest Fires

Operating Timeframe: 09 Sep 2019 to 09 Jan 2020

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	155,248	110,074	45,174
Water, Sanitation & Hygiene	10,130	6,012	4,118
Medical & First Aid	1,188	965	223
Teaching Materials	33,194	17,229	15,965
Other Supplies & Services	0	0	0
Cash Disbursement	110,736	85,869	24,868
Land, vehicles & equipment	0	985	-985
Computers & Telecom	0	985	-985
Logistics, Transport & Storage	11,139	20,790	-9,652
Distribution & Monitoring	1,237	1,745	-508
Transport & Vehicles Costs	8,412	18,545	-10,133
Logistics Services	1,489	500	989
Personnel	47,728	47,474	254
International Staff	23,753	24,519	-767
National Staff	0	0	0
National Society Staff	14,054	15,087	-1,034
Volunteers	8,685	6,673	2,012
Other Staff Benefits	1,237	1,195	42
Workshops & Training	6,433	3,211	3,222
Workshops & Training	6,433	3,211	3,222
General Expenditure	18,478	19,962	-1,484
Travel	4,454	9,193	-4,738
Information & Public Relations	1,287	683	604
Office Costs	5,542	3,455	2,087
Communications	2,375	1,736	639
Financial Charges	4,820	4,895	-75
Indirect Costs	15,537	13,162	2,374
Programme & Services Support Recover	15,537	13,162	2,374
Grand Total	254,562	215,658	38,904