

DREF Final Report

El Salvador: Tropical Storm Amanda

DREF Operation n°	MDRSV014	Glide n°:	TC-2020-000142-SLV
Date of issue:	02/02/2021	Expected timeframe:	3 months
		Expected end date:	30/09/2020
Category allocated to the of the disaster or crisis: National RED ALERT for arrival of Tropical Storm Amanda			
DREF allocated: CHF 258,498			
Total number of people affected:	149,840 people (29,968 families)	Number of people reached:	3,505 people
Host National Society presence (n° of volunteers, staff, branches): - Santa Tecla Branch - Santa Lucia Branch - El Puerto de La Libertad Branch - Sonsonate Branch			
Red Cross Red Crescent Movement partners actively involved in the operation: The International Committee of the Red Cross and Red Crescent (ICRC) supported various activities in communities targeted by the DREF. The Partner National Societies (PNS) that have a presence in the country include the Spanish Red Cross, Norwegian Red Cross, American Red Cross and Swiss Red Cross. These National Societies have made human resources and vehicles available for the emergency.			
Other partner organizations actively involved in the operation: -Local community organizations -Community health centres			
Modifications: The operation was extended for one month due to issues related to COVID-19. The operation ended on 30 September. The total amount spent by El Salvador Red Cross was CHF 227,470. The remaining CHF 31,028 will be returned to the DREF fund.			

<For the Final Financial Report, click [here](#). For contact information, click [here](#).>

A. Situation analysis

Description of the disaster

On 31 May 2020, Tropical Storm Amanda hit El Salvador (as well as Guatemala, simultaneously) packing 40 to 70 km/h winds. It began as a low-pressure system off the coast of El Salvador and Guatemala on 28 May, becoming Tropical Depression 2E on 30 May and weakening over Guatemalan territory by 1 June. Then, it became a low-pressure system over Yucatán.



El Salvador RC team supporting the construction of a contingency wall at Mizata Community. Source: SRC

Records show that this storm dropped between 110.4 mm (Acajutla, Sonsonate) and 282.7 mm (Conchagua Volcano, La Unión) of water. According to forecasts, between 15 and 18 cyclones were expected to form in the Pacific Ocean between 15 May and 15 November.

El Salvador, with 6.6 million inhabitants in just 20,742 km² of territory, is vulnerable to hydrometeorological phenomena. The situation is complicated by the fact that 87% of the population have limited economic resources. Due to the level of rain, drainage and sewers become clogged. Deforestation also causes less water absorption by the soil, which saturates roads and increases flooding.

As of 6 June 2020, El Salvador reported 27 deaths (18 male and 9 female), 5 missing and 29,968 affected families³. There are 210 authorized shelters that are accommodating 12,154 people, primarily in the departments of San Salvador, La Libertad, Sonsonate, and San Vicente, according to the El Salvador

Government report issued on June 2. Physical distancing measures are implemented to prevent outbreaks of COVID-19 in the shelters. Shelters are set up and managed by the National Civil Protection System. The geographical selected targets have considered the most affected areas. Other affected areas are not included in this DREF operation as authorities are already responding to the humanitarian needs. The Government of El Salvador, as well as public and private institutions are providing resources to respond to the emergency and safeguard people's lives. The Salvadorean Red Cross is supporting the Civil Protection System and national emergency response activities. At least 23 places have registered high levels of flooding in different areas of the country, affecting residential areas such as the Colonia Málaga in Barrio Santa Anita and Colonia Santa Lucía in Ilopango in San Salvador, as well as Santa Tecla and Villa Lourdes in the Municipality of Colón, among other places. El Salvador remains affected by COVID-19. According to the latest data from Johns Hopkins University⁵, as of 6 June 2020, El Salvador reported 3,015 cases, 53 deaths and 1,305 recoveries. Beyond COVID-19, the threat of vector transmitted diseases such as dengue, chikungunya or Zika remains a concern for the country as the rainy season is starting.

The floods have gradually reduced during the implementation period of the operation and the families hosted at the evacuation centres returned little by little to their houses. There were few changes in terms of humanitarian needs during the implementation of the DREF operation. The most affected families kept requesting support on to fulfil their basic needs. There was a specific need of support on water distribution in some concrete communities that were struggling to get potable water during the first weeks after the strike of Tropical Storm Amanda.

Interinstitutional coordination

Both the government of El Salvador and public and private institutions made available all the resources necessary to address the emergency in order to safeguard people's lives.

The commissions that make up the National Civil Protection System, of which Salvadorean Red Cross is a member, were responsible for coordinating and ensuring search, rescue and evacuation operations, as well as ensuring adequate attention in active collective centres, including compliance with biosafety measures dictated by MINSAL.

The Sectoral Technical Commissions of the National Civil Protection System maintained communication and coordination with each member institution and at various levels, and immediately activated the necessary Incident Command Systems (ICSs). All Municipal Civil Protection Commissions conducted damage assessments and needs analyses.

The official government report stated that 20 people died, six are missing, 29,968 families were affected and approximately 900 homes were damaged as a result of the storm. Large-scale flooding was reported in at least 23 locations across the country, affecting residential areas such as Colonia Málaga in Barrio Santa Anita in San Salvador, and Colonia Santa Lucía de Ilopango, Santa Tecla and Villa Lourdes in the municipality of Colón, among others.

The government opened 210 collective centres to house some 11,179 people from the departments of La Libertad, San Salvador, Sonsonate, Ahuachapán and San Vicente. The Ministry of Public Works reported that some 50 Ministry of Public Works (MOP in Spanish) crews had been deployed to reopen 34 roads affected by landslides, especially the most affected: the Santa Ana highway and the road to Los Chorros. In addition, 26 fallen trees were cleared from streets.

The flooding in farmlands mainly affected vegetable and basic grain production, which generated food insecurity.

The COVID-19 pandemic made it necessary to better plan the humanitarian aid approach and preventive (constant handwashing, use of personal protection equipment, surface disinfection) and restrictive measures (physical distancing, small meetings only, no public transport), which in turn required thinking of alternative ways of engaging with communities considering the impossibility of holding meetings with large numbers of people. The technical team and volunteers implemented hygiene measures in all sessions and activities throughout the implementation. The COVID-19 protocols that El Salvador Red Cross developed were put in place to ensure the implementing humanitarian response considering multiple scenarios, both for pandemics and flood-related interventions.

Summary of Response

Overview of Host National Society Response Action

- Tracking and monitoring the phenomenon via official means.
- The authorities were notified, and a Red Alert declaration was issued, in compliance with institutional procedure.
- Monitoring through 45 active branches nationwide by teams of volunteers.
- Go reports were uploaded to the IFRC Go platform.
- Specialized teams were deployed to the affected areas (TREPI & DANA).
- Evacuations were carried out.

Damage assessment and monitoring of tributary overflows.

NIT/DANA teams were activated and deployed nationwide to perform assessments in several areas, such as Juayúa, Cojutepeque, Santa Lucía Ilopango, Armenia, Zacatecoluca and San Salvador. The Santa Ana branch performed DANA actions in Colonia Apanchacal, and the Chinameca branch monitored the cantons of Las Marías, Arenales and El Pacayal as well as the most vulnerable urban areas in Chinameca near the Chaparrastique volcano. The Jucuapa branch performed DANA actions in rural and urban areas of Jucuapa, reporting homes affected by flooding and falling trees. The branch also cleared the road of branches, small trees and small landslides to allow the passage of vehicles. The Apopa branch performed DANA actions in the communities of Las Cañas, Los Naranjos, Suchinango and Chintuc 1, and conducted a census at the collective centre set up in the Duarte school in Apopa. The San Miguel branch visited the communities of El Cedral, La Pelota and Las Tablas in the canton of Miraflores de San Miguel, which experience flooding on an annual basis. The Cojutepeque branch performed DANA actions in the municipality of Carmen, Cuscatlán, reporting one collapsed home and material damage to an affected family with a two-week-old infant.

Assessment of damage and monitoring of water overflow.

National Disaster Intervention Teams (NIT)/ 32 Damage and Needs Analysis Teams (DANA) teams at a national level were activated to conduct assessments in various areas, including Juayúa, Cojutepeque, Santa Lucía Ilopango, Armenia, Zacatecoluca and San Salvador.

Santa Ana Branch deployed its DANA in the Apanchacal Colony while the Chinameca Branch was monitoring the Las Marías, Arenales and El Pacayal cantons, as well as in the urban area, colonies and most vulnerable villages in Chinameca such as Conacastal canton, located at the foot of the Chaparrastique Volcano.

Jucuapa Branch reported that it carried out a DANA in the city of Jucuapa in both rural and urban areas. The analysis identified flooded houses and houses damaged by falling trees and had unblocked roads that were affected by branches, trees, and small landslides. The Apopa Branch deployed its EDAN in the communities of Las Cañas, Los Naranjos, Suchinango and Chintuc, while a census was conducted in the Duarte school shelter in Apopa.

San Miguel Branch reported that their team visited Caserío El Cedral, La Pelota and Las Tablas, places in Cantón Miraflores de San Miguel that experience annual flooding. The Cojutepeque Branch conducted a damage assessment in the municipality of Carmen, Cuscatlán. A house collapsed in this municipality affecting one family that has a two-week old baby.

Actions by the Technical Rescue Units for Floods (TREPI)

El Salvador Red Cross mobilized the Technical Rescue Units for Floods (TREPI) with 6 members from the Santa Ana Branch, 8 from the Usulután Branch and 9 from the Central Office who supported the evacuation of the Santa Lucia, Granjero #2 and 75 Av. Norte neighbourhoods in this provincial capital. Affected people were evacuated to the San Antonio Abad market in the Nuñez Arrué community. In the latter two neighbourhoods' families refused to be evacuated. In addition, the Chalchuapa Branch's TREPI team supported the Ahuachapán Branch to monitor the vulnerable areas of Garita Palmera and Barra de Santiago. In the afternoon, El Salvador Red Cross staff and volunteers helped recover the bodies of a family of six who were swept away in the Ayagualo River and located in a swimming hole. Support was provided by the Rescue and TREPI units to facilitate the recovery of these bodies.

Evacuations

The Santa Rosa de Lima Branch conducted rescue and evacuations in Barrancones, Pasaquina, where a total of 10 at-risk families refused to be evacuated. Aguilares reported that in the El Cariño, La Florida and Colonia Palacios neighbourhoods, several families were evacuated due to flooding in most of the homes in the area. A total of 15 families were transported to the Modesto Barrios School Center, which was established as a shelter. The Santa Tecla Branch facilitated the evacuation of 50 people who had been trapped due to flooding in an area where the Bimbo factory is located. The TREPI team travelled to Mizata Beach in Sonsonate to evacuate 40 people who had been evacuated by staff from Tamanique and Puerto de La Libertad but because of blockages on the Coastal Highway it meant that they could not reach the site.

Similarly, the CR-48 Rescue Unit supported the verification of an accident on Av. La Mascota where a tree had fallen on a vehicle and a child was trapped, but there was only material damage. The Civil Protection unit responded to a call about a person who was trapped in the community of Altamira de Soyapango but by the time they had arrived community members had rescued the individual.

Humanitarian Aid deliveries

As of 6 June 2020, 25 humanitarian assistance deliveries have been provided to 25 shelters consisting of 227 mattresses, 27 family hygiene kits and 1,047 blankets. During the following weeks the total amount of different relief items was distributed according to the plan. El Salvador Red Cross responded at the end of October 2019 ([DREF Operation MDRSV013](#)) to the floods that affected a considerable number of people across the country. Most of the members of the previous team (staff and volunteers) remained available and were involved in the proposed intervention and the lessons learned from that operation were considered. Salvadorean Red Cross is currently responding to COVID-19 pandemic. All the proposed actions have been arranged in close coordination with Minister of Health and National Civil Protection System.

The main actions delivered so far within the COVID-19 response, have been focused on following activities: design the contingency and response plan, awareness campaign and protection measures, guidelines and procedures to Salvadorean Red Cross staff and volunteers, primary health services, pre-hospital services, distribution of water and non-food items, communication campaign to answer concerns and provide guidelines related to COVID-19 to the general public. All these actions were synchronized with the proposed activities to response to the Tropical Storm Amanda.

The value of the support from the COVID-19 Global Emergency Appeal to Salvadorean Red Cross so far is 1,719,620 CHF. This contribution is channelled through cash transfer to the National Society, the procurement of personal protection equipment and the procurement of several ambulances. The National Society is currently responding to the dengue outbreak as part of the Dengue Regional Emergency Appeal. The implemented actions under the Tropical Storm Amanda DREF operation were well aligned and complement the current efforts to response to the COVID-19.

Beyond the COVID-19 this humanitarian response, El Salvador Red Cross, the DREF has implemented reached the following number of people providing humanitarian assistance to the affected families in targeted communities - Mizata, Rio Mar, Don Conce, El Cacao I, Santa Lucia and Las Victorias:

- 1,500 people reached through the Shelter area. A total of 1,500 blankets and 1,500 mats were delivered, complementing interventions by other humanitarian actors.
- 401 families reached through the Livelihoods area.
- 1,308 people reached through the Health area.
- 1,308 people reached through Water, Sanitation and Hygiene Promotion.

Overview of the Red Cross and Red Crescent Movement's actions in the country

The Partner National Societies (PNS) that have a presence in the country include the Spanish Red Cross, Norwegian Red Cross, American Red Cross and Swiss Red Cross. These National Societies have made human resources and vehicles available for the emergency. It is important to note that the support provided has been very significant, as staff have collaborated in conducting damage assessments and needs analysis, information management in the Emergency Operations Centres and other actions.

The inter-institutional coordination procedures followed by the Salvadorean Red Cross consider the Civil Protection and Disaster Mitigation Law, cooperation agreements, the National Response Plan and related procedures. The Emergency Operations Centre was activated. The staff and volunteers from the National Society's branches placed at the most affected areas were very active from early beginning of the disaster. Their contribution was crucial specially since there were several roads that were blocked and was not possible to bring support from the National Office at the early stage of the response.

Humanitarian actions delivered through a component from the Movement was implemented using a single action plan to have a greater impact on the communities. The Salvadorean Red Cross was the responsible for coordinating and directing the plan.

Overview of the actions of other humanitarian actors

The Community Civil Protection Commission for Toluca and El Majahual Beaches carried out actions to unblock river mouths and prevent flooding in the area. At San Diego Beach the Municipal and Community Civil Protection Commissions, together with the Ministry of Public Works, carried out prevention works to facilitate river flows and avoid flooding in the area. Civil Protection distributed supplies to equip shelters in the country's coastal area for families affected by the emergency.

The Ministry of Public Works carried out the removal of fallen debris and trees on different roads in the country. The Ministry of Public Works (MOP in Spanish) reported that they deployed 50 crews to repair 34 roads damaged by landslides.

Needs analysis, targeting, scenario planning and risk assessment

The following prioritized needs have been identified based on the assessments carried out in the field:

Shelter: Civil Protection and Salvadorean Red Cross conducted several evaluations; 2,578 people have been evacuated by Salvadorean Red Cross. 12,600 people were in temporary accommodation in 352 shelters in the municipalities of Soyapango, San Salvador, Ilopango, La Libertad, Ciudad Delgado, Aguilares, Nejapa, Santa Tecla, Panchimalco, San Luis Talpa, Cojutepeque, El Carmen, San Rafael Cedros and others. Most of the affected houses have been damaged partially and or completely damaged. According to Government sources, there are 83 houses completely damaged, 407, particularly damaged, and 2,060 houses that have suffered some damages.

The shelters required support to access the resources to ensure minimum comfort and hygiene conditions while complying with protection and physical distancing measures for the COVID-19 pandemic. There were also concerns about the increase in respiratory, diarrhoea, dengue, chikungunya and zika infections, among others, due to the limitations of the national health system as it has been overloaded due to the COVID-19 pandemic. Education in the country had already been moved online due to the pandemic, but all virtual classes were suspended from June 1 to 8. The families that have been taken to shelters, flagged the need to get basic items to meet their immediate needs such as mattresses, blankets, personal hygiene items and others. The affected people that had to be placed at the evacuation centers demanded some basic items to contribute to their comfort and wellness. In some communities there was a need to evacuate people that were at risk due the floods. El Salvador Red Cross met the shelter needs of 1,500 people in collective centres across the country through provision of mattresses and blankets.

Livelihoods: El Salvador has been experiencing a period of mandatory home quarantine in which many livelihoods and enterprises have already been affected by the COVID-19 emergency. This situation was hindered due the effects of Storm Amanda. As expected, there was a loss of crops, effects on livestock, in the municipalities of Puerto de La Libertad, Tamanique, Soyapango, Apopa, Aguilares, Santa Tecla.

A massive number of families has been suffering the depletion of their incomes and savings during the last months due to the social and economic impact of COVID-19. The level of remittances has suffered a relevant reduction. This situation has jeopardized the already weak situation of the families in terms of their livelihoods. This is a quite dramatic situation for many families since the remittances represents around the 17% of Gross Domestic Product. The economic impact of the reduction in remittances is one of the most relevant examples in the Americas when it comes to the connections between COVID-19 social and economic impact during 2020.

In terms of agriculture, the emergency has primarily affected the production of vegetables and basic grains, which could lead to household economic security.

Based on selection criteria, the Livelihoods component contributed to the support of the affected families to rehabilitate their livelihoods and to meet other needs such as repairing or rebuilding their homes. The cash transfer programme implemented helped meet the basic needs of 401 families.

Health: Health needs were identified in families affected and people sheltered, including assistance required for diarrheal diseases, respiratory diseases, and skin conditions. This scenario required interventions such as medical assistance sessions and psychosocial support sessions to meet the needs of most vulnerable populations observed in the affected communities. All the health intervention followed blindly the COVID-19 protocols and new procedures on social distances and triage were in place during the community health primary sessions.

A total of 521 people in prioritized communities were reached through health sessions including general consults and medicine for the most common illnesses in this type of emergencies, and a total of 1,308 people were reached through health promotion campaigns.

Water and Sanitation: There was a need to assess the quality of water for human for populations returning to their homes. This will avoid outbreaks and epidemics caused by the aftermath of the flood. Before the strike of Tropical Storm Amanda, El Salvador Red Cross carried out water distribution to support the population with its hygiene activities for the prevention of COVID-19 infections.

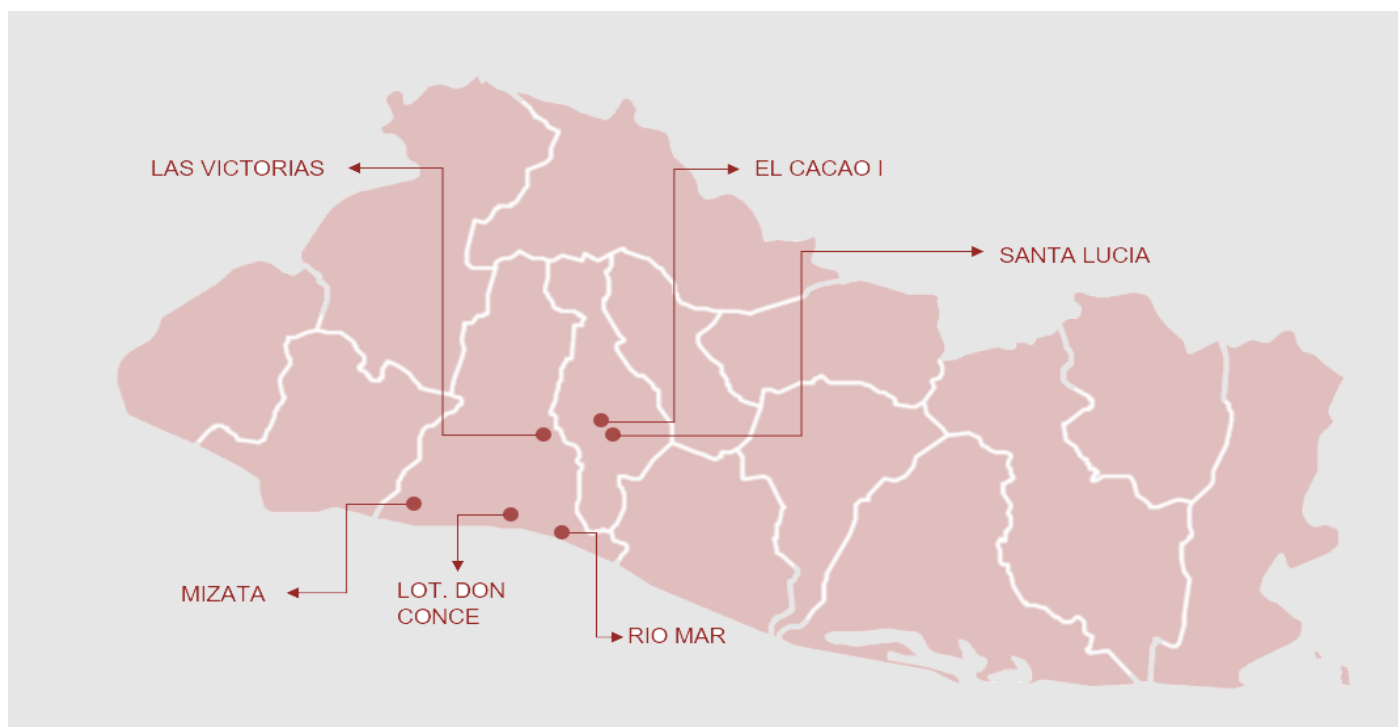
Targeting: Initially, the proposed actions were aimed at two target populations:

- a) **395** affected families whose homes were lost or suffered partial damage due to floods and landslides in the municipalities of La Libertad, Soyapango and San Salvador.
- b) **200** women heads of households who lost their livelihood due to floods.

Beneficiary families were selected based on the following criteria:

- Level of impact (to housing, livelihoods, health, etc).
- Have not received aid from other entities.
- Especially vulnerable populations (children, women who are pregnant, older adults, people with disabilities, etc.)

The map below shows the location of the communities targeted by this Plan of Action:



Objectives

Disaggregated data for population targeted.

Under this operation, an estimated target of 3,150 people (630 families) was expected to be reached. More than half of these families suffered from the losses of their livelihoods and total or partial loss of their homes due to floods and landslides in the municipalities of La Libertad, San Miguel, Soyapango, and San Salvador.

The beneficiary families within the target populations were selected based on different criteria, such as:

- Level of affectation (housing, livelihoods, health, etc.)
- Absence of assistance received from other entities.
- Specifically, vulnerable population (children, pregnant women, single parent family, elderly people, people with disabilities, etc.)

The population reached has been calculated based on the highest number of people served by the areas of focus to avoid double counting as several families will be reached with various services. The water distribution is an intervention for two communities where their water system has been damaged. The difference among the number of people to be targeted is based on different needs and different levels of affectation by the impact of the Tropical Storm Amanda.

On one hand, 1,500 blankets and 1,500 mattresses were delivered during one intervention in collective centres. On the other hand, the bulk of the operation's disbursement of funds went to cash transfers to 401 families, six more than initially planned.

The 512 people who participated in health sessions resided in the same location where the cash transfers were made, which means that they received assistance twice through different interventions and therefore do not represent an increase in the total number of people reached. This situation also occurred with the water and sanitation intervention that provided drinking water to the population in collective centres, so the number of end beneficiaries does not change.

Please find below the breakdown by sector:

Area of focus	# People reached	Without double counting
Shelter/ Relief (NFI)	1,500	1,500
Livelihood	2,005	2,005
Health	1,308	
WASH	1,130	
Protection	521	
Total	6,464	3,505

Scenario planning

Scenario	Humanitarian consequence	Potential Response
According to forecasts provided by the National Observatory, rainfall activity is expected to continue during the next 48 hours. Likely scenario: if the National Observatory's forecast is correct, the affected population will have to stay in the temporary shelters while those who return to their homes will be at risk of suffering from different types of diseases.	It has been possible to reach 179 affected people in the days following this event. The generation of gastrointestinal diseases such as outbreaks of Rotavirus and Arbovirus as well as increased infections from SARS- CoV-2 will most probably be constant factors in these conditions.	Initially, the population is being supported through evacuations to shelters for affected families in areas flooded that have been flooded or are at risk of landslides in the departments of La Libertad, San Salvador, La Paz and Ahuachapán.
COVID-19 epidemic worsens in the country and the region	The numbers of the confirmed cases and death toll will increase. There could be confirmed cases of COVID-19 among the staff and volunteers of El Salvador Red Cross.	There is a scale up response to COVID-19 increasing the financial, equipment and HR support to the NS. El Salvador Red Cross adjusts the current Plan of Action with more emphasis on protection measures and procedures for staff and volunteers.

Operation Risk Assessment

One of the main risks identified during in the implementation of the operation was the contagion of volunteers and staff with COVID-19 due to their interactions with the public. Another risk that was considered was the possibility that another event related to the hurricane season will occur at the same time, fortunately, this was not case since Eta and Iota hit the Central America when Tropical Storm Amanda was already finalized.

There were concerns during the implementation that, other emergencies could occur, such as landslides, mudslides, rivers breaking their banks and the collapse of slopes, bridges, and roads. As a measure to mitigate these risks, communication, and monitoring of the institutional security policy occurred continuously. These processes helped to visualize operational and social context risks, as well as providing reminders and designing protocols for the control of biosecurity measures and the correct use of personal protection equipment. Another critical point was that only staff who were appropriately trained and qualified were involved in the operation.

Fortunately, there were no impact of other disasters during the implementation of the DREF operation. The COVID-19 emergency didn't get worse however the social and economic impact has been consistent across the whole country.

B. Operational strategy

General Operational Objective

The Salvadorean Red Cross contributed to the national response to the Amanda Tropical Storm in the following specific municipalities; Mizata, Puerto de La Libertad, Santa Tecla, Soyapango that belong to the departments of San Salvador (San Salvador) and, Puerto la Libertad (La Libertad) with an initial target of 3,150 people. The response plan prioritized the emergency needs in the areas of Shelter, Health, WASH, and Protection, Gender and Inclusion.

There were some minor adjustments on the programming based on the most pressing needs and the updated information provided by the Salvadorean Red Cross staff and volunteers involved in the humanitarian response. Close coordination with the local authorities was another key element to ensure the efficiency related to the implementation of the operational strategy.

Some of the mechanisms that were established to achieve the stated objective:

- Inform the implementation team about the results of previous lessons learned to replicate best practices and avoid actions that were not successful during previous implementation processes.
- Maintain the coordination of actions with community leaders and facilitate community involvement.
- Implement CEA actions using various tools.
- Conduct regular program and financial monitoring, as well as implementing target group perception studies.
- Local actors were identified to inform and coordinate actions. It helped to optimize the operation of the project without duplicating efforts and contribute to the sustainability of actions.
- Hold accountability sessions with the community and stakeholders and design workshops and lesson plans that generate learning. Some strategies to support this operation included:

Human Resources:

- Hiring of a full-time response team formed by the Project Coordinator, two Field Staff, and a Procurement Officer.
- Mobilization of 529 volunteers to support activities related to the distribution of NFIs, cash transfer distributions.
- It was not possible to deploy the Rapid Response Personnel as it was planned due the COVID-19 travel constrains, however remove support was provided by the IFRC CVA focal point.

Logistics:

- The processes of purchasing goods and services, transport, and storage were centralized at the Salvadorean Red Cross Central Office. This work followed the existing procedures and guidelines, which give conformity to the minimum requirements of the IFRC.

COVID-19:

- There was a pressing need to ensure that all the proposed actions followed in consistent manner the COVID-19 protocols and guidelines.
- Specifically, the health planned activities were directly affected; on one hand to set up triage approach within the health promotion activities and on the other hand less people than expected participated in the planned activities.
- There was a constant and systematic refresh on the key COVID-19 messages to the volunteers and the target communities to increase the awareness of the protective measures.

CEA:

- The Salvadorean Red Cross carried out some exercise to foster the participation of the affected population to get their views and throughs this regards to their needs and preferences.
- PDMs and market assessments were carried out related to the CVA.
- Members of the response team and volunteers participated in the lessons-learn exercise that was part of the IFRC COVID-19 lessons-learn report.

C. Detailed Operational Plan



Shelter

People targeted: 1,500

People reached: 1,500

Men: 750

Women: 750

Needs analysis: As a response to Tropical Storm Amanda, preventive evacuations were conducted with 373 families affected by flooding in the municipalities of Soyapango, San Salvador and La Libertad. These families were taken to shelters, which generated the need to ensure that evacuees had basic items to meet their immediate needs such as mattresses, blankets, personal hygiene items and others. There was a very close coordination with the local authorities to ensure that most pressing needs were fulfilled. Based on this coordination it was defined the number of mattresses and blankets that were necessary to standardize the NFIs distributions

There were 153 families whose homes have suffered total or partial damage. These families were located in: The Community El Cacao 1 and the Las Cañas and Las Margaritas neighbourhoods in the Municipality of Soyapango; Community Nueva Israel in the Municipality of San Salvador; Community Rio Mar in the Municipality of La Libertad; and Barra de Santiago in the Municipality of Jujutla.

Some people got stuck during the first 72 hours from the strike of Amanda and some search and rescue actions were demanded to ensure that people at risk were evacuated to a safer space.

Population assisted: This intervention supported a total of 1,500 people in 18 shelters located in the municipalities of Soyapango, San Salvador, and Mizata, Cangrejera communities located in La Libertad by providing mattresses and blankets to help meet some of their needs. The selection of this population was based on damage assessments and needs analyses. The Salvadorean Red Cross is part of the National Civil Protection System. Through this mechanism, emergency assistance was prioritized and coordinated to avoid the duplication of efforts.

There was a significant amount of mattress that were initially distributed by different humanitarian actors, however there was a smaller number of blankets. There was a need to make adjustments on the planned NFI distributions to ensure that all the families were covered with the same number of mattresses and blankets.

Programme standards/benchmarks: The proposed actions meet the Sphere standards.

Indicators:	Target	Actual
Shelter Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.		
# of mattresses procured and distributed	1,500 mattresses	1,500
# of blankets procured and distributed	1,500 blankets	1,500

DESCRIPTION	EXPECTED NUMBER	NUMBER REACHED	PERCENTAGE ACHIEVED
Blankets	1,500	1,500	100%
Mattresses	1,500	1500	100%

Description: At the beginning of the emergency, in coordination with Civil Protection delegations, Salvadorean Red Cross was notified of the collective centres most in need of support, proceeding to carry out the necessary damage assessments and a census of sheltered families. Based on the information collected and the needs seen in collective centres, humanitarian aid was sent from the very first night of the emergency and during the following days. Mattresses were not provided in certain collective centres as civil protection had already done so, so only sheets were provided.



Livelihoods

People targeted: 1,975

People reached: 2,005

Men: 1,003

Women: 1,002

Needs analysis: The pressing needs with regards to livelihoods were initially grounding in the families that were located at the evacuation centres and were severely affected by the strike of Amanda. There was a lack of cash to meet basic needs for around 395 families that the Salvadorean Red Cross pre-identified from the 32 DANA that have been carried out from the early beginning of the disaster. The main needs gather from the consultations were the need to get food and to repair their houses. In addition, there is growing concern about their livelihoods that were already affected by COVID-19. Finally, the further analysis indicated the priority to target other families beyond the initial population that was originally identified and there located at the evacuation centres.

People assisted: This intervention supported a total of 401 families (2,005 people) located in the municipalities of Soyapango, San Salvador, and Mizata, Cangrejera communities located in La Libertad by providing cash and voucher assistance to meet some of their basic needs. The selection of this population was based on damage assessments and needs analyses. El Salvador Red Cross is part of the National Civil Protection System. Through this mechanism, emergency assistance is prioritized and coordinated to avoid the duplication of efforts. Unconditional multipurpose cash and voucher assistance for 395 people in urban areas with 300 American dollars (USD) was budgeted based on the preliminary market assessment carried out at the early stage of the response. However, further analysis defined the need to address the different reality of the population located in rural and urban areas in terms of the damages caused by Tropical Storm Amanda. In the urban area the main damages were related to the strong winds that causing damages specially on the roofs, so people use the cash transfer assistance to repair their roofs. In the rural context, Amanda caused mainly beyond the impact of the strong wind. This situation drove to the conclusion that the affected people in rural areas suffered slightly higher impact of TS Amanda. Based on this analysis Salvadorean Red Cross defined that for urban area the amount that was given to the participants in the cash transfer activity were USD 300 as it was stated from the early beginning while the affected people located in urban areas the total amount was USD 285. So, 275 people with 300 located in rural areas while 126 affected people located in urban areas received USD 285 summing up a total amount of 401 affected families reached, whose homes have been partially or totally damaged. The Salvadorean Red Cross has some staff and volunteers that have been trained on the cash and voucher

assistance interventions. During the orientation sessions to the targeted population there were some instructions to avoid negative coping actions with regards to the use of the cash transfers.

Due the COVID 19 restrictions there were some constrains to get access to the Bank; however, it was shorted out by the Salvadorean Red Cross team and all the participants got access to the CVA through ATMs.

Initially, 300 USD contributions was budgeted for each family, based on the initial market analysis from El Salvador Red Cross. The amount of 300 USD should address the basic needs for one month related to food (175 USD) and some basic materials to make minor repairs of their houses (75 USD) in addition to some other needs like clothes and school materials (35 USD) Small pocket for contingency (15 USD). Health needs will be covered through the health care promotion and hygiene needs will be addressed through the hygiene kits in specific geographical areas where hygiene concerns have been captured through EDAM teams.

Programme standards/benchmarks: The implemented activities considered the analysis of the needs for families with an average of 5 members per family. The considerations were based on the indication that in most of the cases the families will come back their house in a period that will not last more than one to two weeks.

Indicators:	Target	Actual
Livelihood and basic needs Output 1.5: The households received unconditional/ multipurpose cash transfer to meet basic needs.		
# of families received 300-dollar cash transfer to meet their basic needs	395 families	401 families
% of families reported that their basic needs for one month have been fulfilled	75%	89%

DESCRIPTION	EXPECTED NUMBER	NUMBER REACHED	PERCENTAGE ACHIEVED
Families	395	401	101%
% families	75%	89%	119%

The following were main conclusions drawn from the satisfaction survey conducted following the cash transfers:

- Most people considered that the locations where the cash deliveries were made were safe.
- Most families invested most of the cash, and only a small percentage had put it into savings or were waiting to make purchases.
- The cash delivered was most frequently spent on building materials and paying for labour to make the repairs, non-food items and medicines, which is consistent with the needs identified prior to delivery.
- Overall, the community was satisfied with the aid provided because it has responded to their needs. They prefer cash deliveries to other types of assistance.



Health

People targeted: 2,000

People reached: 1,308

Male: 654

Female: 654

Needs analysis: Priority care was given to water-related diseases such as skin diseases, respiratory illnesses, and diarrhoeal processes. Psychosocial support was provided to the children housed in collective centres and to the volunteers engaging in rescue and evacuation efforts.

Getting back to normal after the floods, the loss of crops and overcrowding in collective centres caused stress among the population, making it necessary to provide psychosocial support to both children and adults.

Risk analysis: Due to the COVID-19 pandemic, the government imposed several restrictions and guidelines to prevent contagion that limited Red Cross actions and made it harder to reach and engage with families due to social distancing and the limit on the number of people who were allowed to gather. Furthermore, there is always the latent risk of presence of criminal groups in targeted areas. The number of planned sessions was reduced from 8 to 4. There was some fear from part of the communities to participate in the health promotion activities due the risk to get infected by COVID-19. There were less people reached than expected, in similar previous health promotion activities there were around 200 to 250 people reached in each session. However, in the COVID context, the amount of the people was reduced to half of the estimated population.

As part of the COVID-19, El Salvador Red Cross distributed gloves, gowns, hats, shoemakers, KN95 and surgical masks, alcohol gel, Wet Towels, Sunscreen, protective lenses and even waterproof layers for rain protection. All this equipment becomes indispensable for the realization of field activities in an effective and safe way for all.

Population assisted: This operation prioritized communities that reported cases of diarrhoeal diseases, acute respiratory infections and skin conditions, usually in places with flooded lands or homes, specifically people from the municipalities of San Salvador, Apopa, Soyapango, Puerto de La Libertad and Mizata in the departments of San Salvador and La Libertad.

Justification of variation:

The low number of people served, and health sessions held during the DREF's timeframe can be attributed to several factors specially related to COVID-19 context. Furthermore, sessions had to be held on weekdays, which were workdays for most people, and doctors had little time available to devote to this activity as most were on the 'front lines' in hospitals treating COVID-19 cases. The population's psychological mindset regarding COVID-19 was also an issue, as the fear of getting infected and infecting their loved ones kept many away from health centres (where the likelihood of getting infected is greater) and therefore from medical sessions.

Indicators:	Target	Actual
Health Output 1.1: The health situation and immediate risks are assessed using agreed guidelines.		
# of health promotion sessions that are delivered to provide primary health services	8 sessions	4
# of people that have access to primary health services.	2,000 people	512

DESCRIPTION	EXPECTED NUMBER	NUMBER REACHED	PERCENTAGE ACHIEVED
People reached	2,000	512	26%
Sessions conducted	8	4	50%

Indicators:	Target	Actual
Health Output 4.6: Improved knowledge about public health issues among [target population] in [area]		
# of people reached by health promotion campaigns, and disease prevention and control activities	1,150	1,308

DESCRIPTION	EXPECTED NUMBER	NUMBER REACHED	PERCENTAGE ACHIEVED
People reached	1,150	1,308	114%

Activity's implementation: Health promotion activities were held on the same days as CTP awareness sessions in order to be able to reach a greater number of people. Activities mainly addressed COVID-related aspects such as hand-washing and correct use of masks, as well as health and its relationship to food security. These activities were attended by both children and adults, where proper handwashing was demonstrated and practiced, face masks were used, and physical distancing measures were followed at all times.

Five sessions were held under defined schedules to prevent large gatherings of people.



Indicators:	Target	Actual
Health Output 6.1: Psychosocial support provided to the target population as well as to RCRC volunteers and staff		
# of target population receiving psychosocial support	200 People	357
# of volunteers and staff reached with psychosocial support actions	50 Volunteers	50

DESCRIPTION	EXPECTED NUMBER	NUMBER REACHED	PERCENTAGE ACHIEVED
People reached	200	357	179%
Volunteers reached	50	50	100%

Description: As a team focused on mental health and psychological care, people affected by tropical storm Amanda were convened to receive psychological first aid (PFA) and psychological assistance.

The team discussed normal human reactions to crises, and that it is normal to suffer from anxiety and anguish; have physical reactions such as fatigue, increased heart rate, physical aggression, changes in appetite, hyperventilation and sweating; cognitive symptoms such as confusion and disorientation, difficulty providing opinions, recurring dreams and nightmares, questioning of spiritual beliefs, disordered thoughts - always accompanied by emotions such as sudden mood swings, deep sadness, irritability, anger and resentment.



The purpose of these sessions for people was to be aware that what they were experiencing was normal, and that it was advisable to seek professional help if symptoms persist for more than three months. The team also highlighted that, despite the circumstances, they only suffered material losses, which could have been replaced over time with work and effort, that they should have been thankful for their lives, and that they should have remained united as a community in order to have a support network between neighbours, which was a very important thing to have.

Contribution by the psychologists who provided PFA/PSS interventions.

The goal of providing psychological first aid was to provide support, reduce risks and link affected individuals with the resources that can assist them.



Water, sanitation and hygiene

People targeted: 1,150

People reached: 1,130

Men: 495

Women: 655

Needs analysis: There was an urgent need to review the quality of water for human consumption and preventive health actions for populations in shelters when they return home to avoid epidemic outbreaks due to post-flood conditions where water sources may be contaminated and/or there is a lack of water that is safe for human consumption. Gradually the people hosted at the shelters came back to their homes a few days after the strike of Tropical Storm Amanda. Beyond that, there were 2 water systems that were disrupted in two communities located in two departments, one in Soyapango el Salvador and the other one in La Libertad. There has been a request coming from the municipalities to address access to safer water.

Population assisted: For this operation, priority was given to assisting 1,150 people, specifically inhabitants of the El Cacao community in the Municipality of Soyapango and the Río Mar Community in the Municipality of Puerto de La Libertad. However, the priorities changed quickly during the first days of the operation and both communities were able to manage the water supply without Salvadorean Red Cross support. The response team at the field level learnt that there was a gap in Las Victorias in La Libertad Department since Las Victorias didn't have access to safe water. It was a pressing issue specially at the collective centers in Las Victorias and that's why it was prioritized

Programme standards/benchmarks: The implemented WASH activities followed the Sphere standards when it comes to the water distribution and the content of the IFRC family Hygiene kits.

Indicators:	Target	Actual
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		
# people benefit from water that is fit for human consumption	1,150 people	1,130

DESCRIPTION	EXPECTED NUMBER	NUMBER REACHED	PERCENTAGE ACHIEVED
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People reached	1,150	1,130	98%
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Activity's implementation: Water supply was not a massive growing concern in most targeted communities, except in Las Victorias where many collective centres were located, and the water supply system was affected by landslides. Several water deliveries were made, and aid intended for other communities was reallocated to Las Victorias. The assistance was reconsidered, deciding on providing water tanks to the community, which would directly help the people in collective centres and the entire community as well.

Justification of variation:

Water did not have to be distributed in communities except for Las Victorias, where the percentage of people reached was high. There was an adjustments in term of the communities that were initially identified. There is a slight decreased on the amount of the people that were finally targeted.

Indicators:	Target	Actual
WASH Output 1.2: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population		
# of WASH assessments	1	1
# of volunteers trained on hygiene promotion	N/A	54
# of people reached by hygiene promotion campaigns	1,150 people	1,130

DESCRIPTION	EXPECTED NUMBER	NUMBER REACHED	PERCENTAGE ACHIEVED
# of WASH assessments	1	1	100%
People reached	1,150	1,308	114%

Activity's implementation:

Health promotion activities were held on the same days as CTP awareness sessions in order to be able to reach a greater number of people. Activities mainly addressed COVID-related aspects such as hand-washing and correct use of masks, as well as health and its relationship to food security. These activities were attended by both children and adults, where proper handwashing was demonstrated and practiced, face masks were used, and physical distancing measures were followed at all times.

Five sessions were held under defined schedules to prevent large gatherings of people.



Indicators:	Target	Actual
WASH Output 1.3: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population		
# of hygiene kits delivered to target population	230 Kits	135

DESCRIPTION	EXPECTED NUMBER	NUMBER REACHED	PERCENTAGE ACHIEVED
Kits delivered	230	135	59%

Activity's implementation:

To achieve greater reach and better assist affected families, multipurpose sessions were held that included stations for health and hygiene promotion, PSS, CTP awareness and kit deliveries (food, hygiene and surface disinfection kits), including the support from ICRC. Families went from station to station, getting their kits at the final station and a small snack. All stations and logistics considered COVID-19 prevention measures.

Hygiene kits contained: toothpaste, toothbrush, comb, shampoo, bath soap, toilet paper, sanitary towels and other personal hygiene and care items. The purpose was to improve families' hygiene habits, considering that most families are low-income, and they live in rural areas quite far from cities and commercial establishments.



Justification of variation:

The low number of kits delivered is attributed to the receipt of 376 family hygiene kits, 351 food kits, 375 cleaning kits, 30 mattresses and 30 blankets donated to Salvadorean Red Cross by the ICRC. These supplies were allocated to the DREF Amanda project and distributed to the communities most in need (Mizata, El Cacao 1, Rio Mar, Las Victorias and Don Conce) targeted by the project, in which censuses, damage assessments, needs analysis, reassessments and contact with community leaders and beneficiaries had previously been conducted, so the remaining 95 will remain in stock at the National Society for rapid response to future emergencies. Basically, the target of 230 families committed under the DREF operation was met, through the support coming from IFRC and the contribution from ICRC. The hygiene kits provided by ICRC left 95 kits procured with the DREF funds that were not able to be distributed since the target population was fully reached.



Protection, Gender and Inclusion

People targeted: 500

People reached: 521

Men: 375

Women: 125

Needs analysis: as expected women, girls, vulnerable groups and children were more exposed to risks specially at the evacuation centers. Fortunately, there were not mayor issues that were reported related to Gender-based violence incidents. One of the key contributions was to establish preventative measures in the evacuation centres.

Population assisted: Women who were living in evacuation centres and groups of at-risk women that are vulnerable from the protection gender and inclusion perspective. The target population was defined based on surveys at evacuation centre and assessments that were carried out by volunteers in the field.

Programme standards/benchmarks: The implemented sessions followed the IFRC PGI programming standards.

Indicators:	Target	Actual
PGI Output 1.1: Programmes and operations ensure safe and equitable provision of basic services, considering different needs based on gender and other diversity factors		
# of SRC members reached with outreach on PGI issues	500 members	521

# of sessions delivered with regards to PGI at the evacuation centres	17 sessions	17
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DESCRIPTION	EXPECTED NUMBER	NUMBER REACHED	PERCENTAGE ACHIEVED
Members	500	521	104%
Sessions	17	17	100%

Description: This indicator required conducting tours to several branches in eastern and western El Salvador with the project's technical personnel and meetings with branches from central areas to discuss the code of conduct and explain its importance for humanitarian aid and the Movement. Attendees later replicated the information with other volunteers and staff in their branches. After learning about and participating in this initiative, they signed a letter to commit to this code. People involved in these activities were given articles related to the code of conduct designed to motivate them.

Strategies for Implementation

To strengthen the National Society, both operational-human and material aspects were addressed, providing psychosocial support sessions to certain groups of volunteers who worked during this emergency in order to prevent emotional problems due to fatigue or load generated by the emergency; training on the code of conduct necessary to better respond to any emergency; acquisition of PSS supplies; acquisition of equipment to strengthen the TREPI unit as the main entity responsible for rescue and evacuation efforts during storms and floods; visibility and protection items for volunteers (acquisition of shirts, raincoats, caps and lanyards) necessary for the proper performance of activities by and the safety of field teams; as well as preventive, corrective and aesthetic maintenance of water trucks and priority institutional vehicles in all emergencies (pick-ups, vehicular rescue unit and water trucks).

The lessons learned workshop was replaced by a lesson learned exercise on DREF operations in a COVID context, which was carried out in conjunction through virtual consultations with staff from Guatemalan Red Cross and the Population Movement DREF. Four members of Salvadorean Red Cross participated in this advisory process by IFRC.

Indicators:	Target	Actual
Output S1.1.4: National Societies have effective and motivated volunteers who are protected		
Number of volunteers insured.	Target: 529	0
Number of volunteers that are guided about their roles and responsibilities and code of conduct.	Target: 529	529

529 volunteers received sessions related to the Code of Conduct and good practices. IFRC's insurance was not activated because coverage related to COVID-19 was not entirely clear. The initially planned for staff was hired according to the initially identified recruitment plan; therefore, an operation coordinator, two technicians and one procurement assistant were hired.

The volunteers were not insured since there were not insurance that had a coverage in terms of COVID-19 treatment coverage.

Indicators:	Target	Actual
Output S 1.1. 6: Number of staff hire by the National Societies.		
Target: 1 DREF coordinator and 3 officers are hired	4	4

The proposed team was hired as it was plan including 1 DREF coordinator, 2 technicians and 1 procurement assistant.

Indicators:	Target	Actual
Output S2.1.1: Effective and respected surge capacity mechanism is maintained.		
Monitoring visit is completed	1	0

The RIT member could not travel because of movement restrictions imposed because of COVID-19; however, IFRC's CTP expert provided remote support to the cash transfer component.

Annexes

“Link and QR Code to view photos of various project activities”



<https://drive.google.com/drive/folders/1KAP8J7afKTi9xLqL2RBxGOMBy11etR6m?usp=sharing>

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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).

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.

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.

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.**

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/6-2020/12	Operation	MDRSV014
Budget Timeframe	2020/6-2020/9	Budget	APPROVED

Prepared on 01/Feb/2021

All figures are in Swiss Francs (CHF)

MDRSV014 - El Salvador - Tropical Storm Amanda

Operating Timeframe: 08 jun 2020 to 30 sep 2020

I. Summary

Opening Balance	0
Funds & Other Income	258.498
DREF Allocations	258.498
Expenditure	-227.470
Closing Balance	31.028

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter	41.109	36.349	4.760
AOF3 - Livelihoods and basic needs	131.858	126.337	5.521
AOF4 - Health	13.898	11.244	2.655
AOF5 - Water, sanitation and hygiene	20.331	21.788	-1.457
AOF6 - Protection, Gender & Inclusion	6.353	361	5.991
AOF7 - Migration			0
Area of focus Total	213.548	196.078	17.470
SFI1 - Strengthen National Societies	32.116	29.205	2.910
SFI2 - Effective international disaster management	12.833	2.186	10.647
SFI3 - Influence others as leading strategic partners			0
SFI4 - Ensure a strong IFRC			0
Strategy for implementation Total	44.949	31.391	13.558
Grand Total	258.498	227.470	31.028

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/6-2020/12	Operation	MDRSV014
Budget Timeframe	2020/6-2020/9	Budget	APPROVED

Prepared on 01/Feb/2021

All figures are in Swiss Francs (CHF)

MDRSV014 - El Salvador - Tropical Storm Amanda

Operating Timeframe: 08 jun 2020 to 30 sep 2020

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	181.735	177.044	4.691
Shelter - Relief		941	-941
Clothing & Textiles	30.150	34.627	-4.477
Food		103	-103
Water, Sanitation & Hygiene	9.200	10.803	-1.603
Medical & First Aid	8.900	8.656	244
Teaching Materials	14.985	9.648	5.337
Cash Disbursement	118.500	112.266	6.234
Logistics, Transport & Storage	17.685	10.081	7.604
Transport & Vehicles Costs	17.685	10.081	7.604
Personnel	30.796	18.889	11.907
International Staff	8.000		8.000
National Society Staff	13.592	18.068	-4.476
Volunteers	9.204	821	8.382
Workshops & Training	1.000	1.558	-558
Workshops & Training	1.000	1.558	-558
General Expenditure	11.505	6.016	5.489
Travel	1.200		1.200
Information & Public Relations	2.300	1.717	583
Office Costs	2.700	1.576	1.124
Communications	3.870	1.299	2.571
Financial Charges	1.435	1.419	16
Other General Expenses		5	-5
Indirect Costs	15.777	13.883	1.894
Programme & Services Support Recover	15.777	13.883	1.894
Grand Total	258.498	227.470	31.028