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Final Report

Albania: Earthquake



Emergency Appeal n° MDRAL008 Final Report	Glide number: EQ-2019-000157-ALB
Date of issue: 31 May 2021	
Operation start date: 29 November 2019	Operation end date: 28 February 2021
Funding requirements: CHF 5,056,970	Operational budget: CHF 3,820,678
Number of people affected: 202,291	Number of people assisted: 74,900 via the Emergency Appeal
Host National Society: Albanian Red Cross (ARC)	
Red Cross Red Crescent Movement partners involved in the operation: American Red Cross, Australian Red Cross, Austrian Red Cross, Belgian Red Cross (Flanders), British Red Cross, Red Cross Society of Bosnia and Herzegovina, Bulgarian Red Cross, Canadian Red Cross, Red Cross Society of the Republic of China and its Hong Kong and Taiwan branches; Croatian Red Cross, Danish Red Cross, German Red Cross, Hellenic Red Cross; Italian Red Cross, Japanese Red Cross, Kuwait Red Crescent, Liechtenstein Red Cross, Qatar Red Crescent, Red Cross of Monaco, Red Cross of Montenegro, , the Netherlands Red Cross, Red Cross of The North Macedonia, Romanian Red Cross, Singapore Red Cross, Slovenian Red Cross, Spanish Red Cross, Swiss Red Cross, Turkish Red Crescent, IFRC, ICRC	
Other partner organizations actively involved in the operation: Government of Albania (GoA); Joint Union Civil Protection Mechanism/ UN Disaster and Assessment Coordination (UCPM/UNDAC), Urban Search And Rescue (USAR) teams (in the immediate aftermath) and damage assessment teams from several countries; European Commission – EU Civil Protection and Humanitarian Aid (DG ECHO), Swiss Development Cooperation/Swiss Humanitarian Aid, USAID; UN Development Programme (UNDP), UN High Commissioner for Refugees (UNHCR), UN Children’s Fund (UNICEF), UN Women, WHO; Caritas Europe, Global Aid Network (GAIN), Save the Children (SC), Terre des Hommes (TdH), World Vision International (WV), Caritas Switzerland, national and local NGOs.	
Governments supporting the operation: Canadian Government (via Canadian Red Cross), FCDO - British Government, Government of Cyprus, European Commission - DG ECHO, Danish Government (via Danish Red Cross), Government of Flanders, German Government, Irish Government, Lithuania Government, Luxembourg Government, Government of Malta, Monaco Government, Netherlands Government (via Netherlands Red Cross), Poland Government, Republic of Korea Government, Government of Romania, Spanish Government, Swiss Government (Swiss Agency for Development and Cooperation via tripartite agreement with Swiss Red Cross).	
Corporate donors supporting the operation: Lufthansa Industry Solutions, Statkraft, Shell Global, Verbund AG, Zurich Foundation	

A. SITUATION ANALYSIS

Description of the disaster

On 26 November 2019, a 6.4 magnitude earthquake hit Albania at 3.54 am local time, centered 30 km west of Tirana, at a depth of 10 km. A second earthquake of 5.4 magnitude followed at 7.10 am with the epicentre near Durrës (34 km northwest of Tirana) and aftershocks (peaking above Magnitude 4) in subsequent weeks. According to official sources a total of 51 people lost their lives¹ and 913 people were injured. The Government of Albania (GoA) declared a state of emergency on 27 November lasting for 30 days, later on extended until 31 March 2020.

The most affected administrative regions were the prefectures of Durrës, Lezhë and Tiranë. Structural damage was widespread, yet focused on old buildings and those built with poor building practice in the transition area of the 1990s and early 2000s. Additional administrative areas considered secondary affected are those where people have been evacuated to by the government, including Berat, Dibër, Elbasan, Fier, Kukës, Shkodra and Vlorë (minor damage is reported in several villages in some of these prefectures).

Structural damage assessment by Albanian experts and supported by international capacities has been completed mid-February. The Post-Disaster Need Assessment indicates that 5,080 buildings (including apartment blocks, single-family houses, hotels, schools, infrastructure, etc.) have been categorized under DS4 and DS5, equating to being uninhabitable. In the [Post-Disaster Needs Assessment \(PDNA\)](#) a total of 11,490 housing units have been classified as fully destroyed / to be demolished.

On 29 November 2019, IFRC launched an Emergency Appeal which was [revised](#) in February 2020 increasing the total budget to CHF 5,100,000 and extending the timeframe to 12 months. The aim was to support the immediate needs, early and mid-term recovery of the early operation. The timeframe of the appeal was further extended with three months until 28 February 2021 due to implications created by the COVID-19 pandemic.

COVID-19 pandemic implications

On 9 March 2020, while the Albanian Red Cross was in process of the household registration and identification of target groups for Cash and Voucher Assistance (CVA) - until 8 March, 820 families were assessed - the GoA announced the first two cases of COVID-19 in Albania, imposing restrictions across the entire territory of Albania for the movement of people, vehicles, gatherings, the closure of all schools; cancelling flights, initially until 1 June 2020.

Nevertheless, immediately after the announcement of the lockdown, ARC obtained the unrestricted permission to carry out its humanitarian activities, and on 1 April 2020, the process of the household registration for CVA has restarted and was completed in May 2020 with some 1,626 household interviews carried out in all affected areas.

Due to the outbreak some originally planned PSS and Health activities that were community-based ones were also affected and could not be carried out as originally planned. The number of volunteers planned to be trained on PSS and Health had to be reduced, to meet the Standard Protocol for COVID-19 situation in Albania meaning that the maximum of gathered people must not exceed 10.

PSS interventions which were modified due to the new circumstances have been continued, mostly online and through social media channels in order to mitigate the impact of the earthquake as well as the impact of COVID-19 and its restrictions at the same time.

Summary of response

Overview of Host National Society

Albanian Red Cross (ARC) was established in 1921 and is primarily active in community-based disaster awareness, preparedness and response activities, with a focus on first aid, assessments, community outreach and health and hygiene promotion activities.

In addition to the funding provided via IFRC appeals, ARC has an ongoing national fundraising campaign and received bilateral contributions from Partner National Societies (PNS) as well as external donors (including USAID and corporate donors).

ARC has been responding with a total of 350 volunteers and staff from the onset of the disaster. The immediate response included the provision of First Aid, food assistance (both with hot and cold food), psychosocial support (PSS) services, distribution of household items to cover basic needs and provision of RFL in particular at trauma hospitals. In subsequent weeks, focus was given to relief distributions (shelter items, food, and hygiene material) and PSS. Primary regions of activity are the prefectures of Durrës (Durrës city, Krujë, Shijak, Thumanë), Tiranë (Kamëz, Tiranë city, Vorë), Lezhë, (Laç, Shëngjin).

National Society response

ARC has been present in 99 different locations across the affected areas and ten branches and 350 volunteers have been actively involved in the response operations.

The overall response provided by Albanian RC with support from several partners, including IFRC, other donors outside the Red Cross Red Crescent Movement (USAID), ARC own contribution, and local donors show a total number of **91,810 assisted persons** of whom 44,816 (27,900 with IFRC support) persons received direct services, 20,000 persons have been reached with DRR information, and 27,000 persons were reached with Health and PSS awareness raising activities.

Livelihoods and basic needs

Since the onset of the disaster, ARC has provided in-kind assistance, sourced from its own stocks, appeal-funded goods and bilateral support, to the affected population. The focus of distributions was on people who resided near their damaged houses (often living in tents), especially in rural and peri-urban areas, as well as on people living in their not severely damaged houses / apartments or temporarily renting accommodation.

By the end of the operation, ARC has performed the distribution of 6,524 “standard packages” in total, out of which, 4,000 were sourced from IFRC Emergency Appeal funds. The standard packages consist of food items, blankets and a family hygiene kit. Although food distribution was completed in April 2020, some 290 families have been assisted in the following months with standard food packages from ARC stock. Those families were identified as extremely vulnerable during a household assessment that was conducted by ARC mobile teams in the affected areas of Kruje, Tirana, Durres and Lac.

ARC has established the necessary storage facilities and transportation infrastructure to be able to reach beneficiaries in all affected locations despite the mountainous country terrain or bad quality and narrow roads.

ARC has also distributed tents, field beds, sleeping bags, sleeping mats, female hygiene kits, baby hygiene kits, kitchen sets and clothes. Activities during the initial weeks also included the distribution of hot meals (a total of 7,329 portions were distributed).

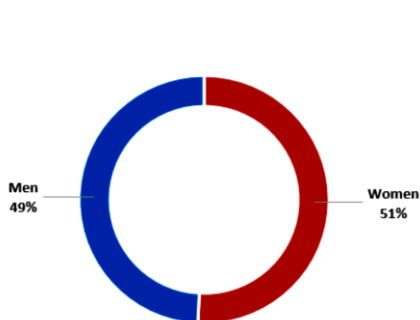


Fig 1: Gender distribution of affected families receiving ARC “Standard packages” (n= 4,535 persons)

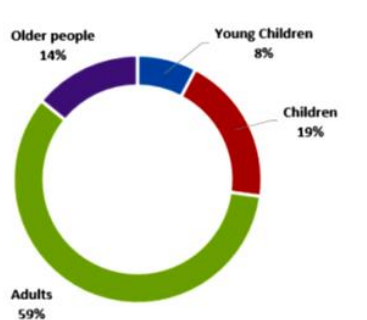


Fig. 2: Age distribution of affected families receiving ARC standard packages (U5, U18, adults, older people; n= 4,535 persons)

The overall response of ARC since the onset of the disaster until 28 February 2021 is indicated in the dashboard below.

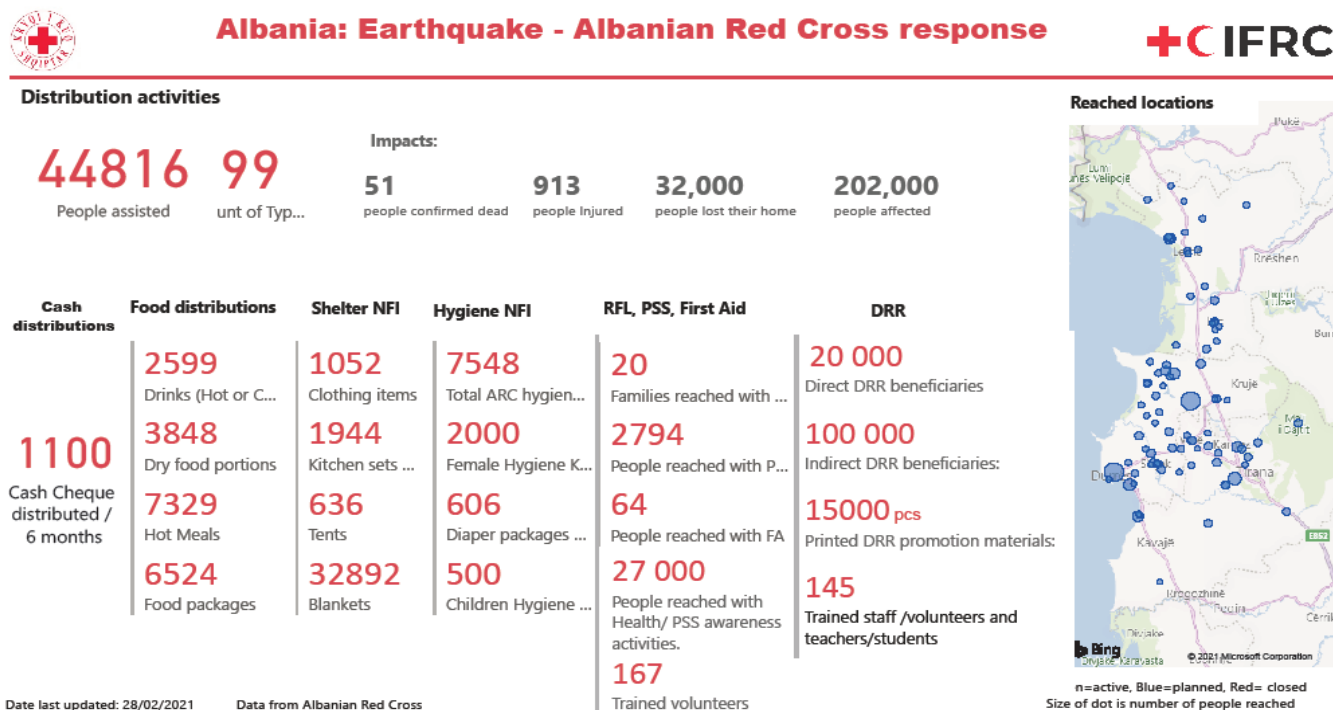


Figure 3 – Dashboard summarizing the Albanian Red Cross response from November 2019- February 2021.

Note: Total number in top left corner indicates recipients of direct or material services from all sources (Movement partners and other donors). Average household size: 5.

ARC has used two modalities to deliver food packages: 1) direct delivery of food to the final distribution points where the local branches with the support of volunteers distributed food to the beneficiaries 2) bearing in mind that transport through

some rural areas or high mountainous terrain was not available, the food distribution was done door-to-door to assisted people's houses.

A Post Distribution Monitoring (PDM) was conducted two weeks after the relief distribution was over, with 10% of the assisted HHs (sample) participating in it. PDM provided an opportunity to obtain immediate feedback from beneficiaries regarding the utilization of the received food and non-food assistance. *Please see details below, under section 'C. Detailed Operational Plan', or refer to Annex 1 for the Post-Distribution Monitoring report.*

The relief activities have continued with **Cash and Vouchers Assistance (CVA)** programme, which has widely replaced relief item distributions in month three after the earthquake and with provided funding through Emergency Appeal and bilaterally raised funding by ARC. ARC with the support from IFRC and bilateral donors distributed Cash and Voucher Assistance (CVA) among 1,100 households affected by the earthquake in six tranches. *Please see details below, under section 'C. Detailed Operational Plan'.*

Health and PSS

Volunteer teams from the Red Cross branches mobilized immediately after the earthquake, providing First aid and psychosocial support. Teams were also sent to hospitals to assist the injured people and their families with Psychosocial support (PSS). Since the first days following the disaster, ARC volunteers provided PSS including PFA to traumatised people; they offered emotional comfort, were available for any question and concern, helped with practical assistance while people were waiting for their homes to be assessed, or being linked with relevant institutions etc.

To increase the capacity of ARC staff and volunteers in provision of psychosocial support there are organized series of trainings providing knowledge on PSS and PFA with participation of 167 volunteers from the ARC local branches of Tirana, Kruje, Shijak, Durres, Lezhe, and Lac. Twelve multifunctional mobile teams were trained and set up in the affected areas. *Please refer to the Health section below for more details.*

In the following months, ARC continued to provide PSS via Mobile Teams, reaching and providing psychosocial and practical support to the most vulnerable. Visiting families living in villages, very remote areas or in tents to check how they were coping, assessing their needs and following up visits were main priorities of the PSS intervention.

In total **3,500 persons** (700 families) were provided with PSS by ARC Mobile Teams in the affected areas of Durrës, Tirana, Kruje, Thumane, Lac, Shijak and Lezhe reaching those most vulnerable (e.g. affected people in remote areas, older people and families and children sleeping in the tents in front of their houses).

To support the PSS program development, PSS training manuals and Information Education and Communication (IEC) materials were printed and handed out, reaching in total of 27,000 people.

Shelter

ARC was not involved directly in the accommodation process of affected people. their assistance in this sector was complementary and was provided mostly through governmental structures (Ministry of Defence and Civil Protection Agency). ARC provided basic household items in temporary camps set up in affected areas, in collective shelters and as well in hotels where people were evacuated to.

ARC volunteers have reached out to people who stay close to their uninhabitable houses, especially in rural areas. Immediate winterization needs for these families were tackled by the distribution of suitable tents and winterization material. In addition, a donation of 52 shelter Units was provided by 'Better shelter RHU AB' Sweden to contribute to the improvement of the shelter conditions of affected households who are still living in summer tents in affected areas. *For further details on Shelter please see section 'C. Detailed Operational Plan'.*

Overview of Red Cross Red Crescent Movement in country

The IFRC has a valid diplomatic status agreement in the country since 1994, but are not currently present in-country prior to the earthquake. The IFRC, via its Regional Office for Europe (ROE) based in Budapest, has been in regular contact with the Albanian Red Cross since the start of the disaster and immediately deployed Rapid Response personnel (13 persons in total) from the Regional Office for Europe (ROE) (i.e. Health, PMER, Communication) and through the Partner National Societies (i.e. Operations Manager / Austrian RC, PSS / Croatian RC; Logistics / British RC & Australian RC, CVA / Danish RC, Relief/Logistics / German RC, IM / Turkish RC) as well as a Shelter coordinator (German RC). The Rapid Response also provided the opportunity for development and continuous learning with the deployment of two CVA delegates in a shadowing mission (Austrian RC, Swiss RC). Remote SIMS (surge information management support) has increased the information management capacities of the operation.

This was later enhanced with additional support delegates replacing rapid response capacities in CVA, PSS and Finance sectors. The IFRC, via its Country team in Albania and Europe regional office team has continued its support in the implementation of EA activities. Cooperation and collaboration at all levels and especially at Sectors has been the main achievement.

ICRC is supporting ARC directly in RFL activities, and IFRC maintains close contact with the ICRC's office in Belgrade which supports Albania.

Bilateral Assistance (in-kind):

- **Croatian Red Cross** has provided a large truckload of humanitarian goods, including blankets and quilts.
- **Hellenic Red Cross** has assisted with two shipments of various relief goods (6 trucks).
- **Italian Red Cross** (deployment with Italian CP) demobilized after the emergency phase was over, but considering a medium-term bilateral support in PSS capacity building.
- **Red Cross of North Macedonia** provided miscellaneous household items, food and hygiene parcels.
- **Montenegro Red Cross** assisted with relief goods (clothing).
- **Turkish Red Crescent** provided and distributed a variety of humanitarian goods, making some available to ARC for use in distributions, gradually demobilizing their in-country personnel since week 3 after the earthquakes. In addition, 634 tents are donated and are distributed in the affected areas in cooperation with respective authorities

Overview of non-RCRC actors in country

The Albanian government activated the European Union civil protection mechanism (UCPM) on 26 November. The Urban Search and Rescue (USAR) teams from Greece, Italy and Romania deployed to Albania, with USAR operation closing on 29 November. An EU Civil Protection (EUCP) team, including two United Nations Disaster Assessment and Coordination (UNDAC) members, were deployed to Albania on 28 November with an expected presence until 20 December 2019. The GoA accepted the UCPM-coordinated in-kind assistance from Austria, Belgium, Croatia, Germany, Greece, Italy, Romania, Slovak Republic, Sweden and the United Kingdom and bilateral assistance from Croatia, France, Israel, Montenegro, North Macedonia, Serbia, Switzerland and Turkey and/or in kind assistance on bilateral basis.

Albanian authorities were in charge of coordination, with a crisis response and relief structure led by the Minister of Agriculture and Rural Development as the Government Special Envoy, and several Deputy Ministers in charge of specific areas of response (e.g. the Deputy Minister of Justice in charge of volunteer / NGO / humanitarian actor coordination). A GoA crisis management structure was in place and led by a special envoy for crisis response and relief, covering affected prefectures on different thematic/technical functions including accommodation, humanitarian aid coordination, etc. In the second week after the disaster, the government has started to support families with "rent bonus" program, supplementing with monthly cash for rent assistance. As a following development, the Albanian Council of Ministers allocated \$ 140 million for reconstruction to the municipality of Tirana.¹

During the first months, a number of national and local NGOs have been active on the ground, many of these with limited capacities and working in the initial phase of response only. International actors present include a joint UCPM/UNDAC, damage assessment teams (several countries), Swiss Development Cooperation/Swiss Humanitarian Aid, USAID, UNDP, UNHCR, UNICEF, UN Women, WHO, Caritas Europe, Save the Children, and World Vision International. UNDAC was requested by the GoA to assist the coordination of NGOs/INGOs and UN.

ARC and IFRC were actively participating in the established coordination mechanisms as outlined below, co-chairing the Cash working group. In addition, health and psychosocial support working group has been established and chaired by the Ministry of Health and Social Protection. The working group is mainly focused on providing psychosocial support and protection of children and coordination of systematic response in terms of coverage of all affected areas. With exception of the Order of psychologists, there are no organizations providing psychosocial support to adults and specific vulnerable groups (e.g. older people). Organizations active in the working group were as follows: ARC, UNICEF, Save the Children, Terre des Hommes, World Vision International, Albanian Order of Psychologists and some local NGOs.

The number of national and local NGOs active on the ground decreased significantly from the onset of the disaster.

The Government of Albania, the European Union, the United Nations and the World Bank jointly prepared a Post-Disaster Needs Assessment report, which was released on 5 February 2020 to mobilise the donor community. It reveals that the total impact of the disaster in the 11 affected municipalities amounts to over €980 million and nearly €1.08 billion would be needed for recovery across all sectors. Most of the damages recorded are in the housing sector, followed by the productive sector (such as business and tourism, agriculture, and cultural heritage) and the education sector.

¹ Source: Albanian Ministry of reconstruction

Afterwards, the International Donors' Conference was organized in Brussels on 17 February 2020 to mobilise support for Albania after the devastating earthquake, the EU contribution to the Albanian government for Reconstruction reached the value of 115 million euros. The Council of the European Union has approved the revised Budget 2020, approving the transfer of the fund of 100 million euros promised for Albania.² The rest of the commitment in the amount of 15 million euros will go to the reconstruction of 22 schools selected by the EU through UNDP in Albania. In addition, the Swiss and Albanian governments have signed an agreement for 1.3 million Euros for the rehabilitation of houses. The agreement will enable the rehabilitation and improvement of housing conditions for about 560 families.

In August 2020, GoA and Caritas Albania have signed an agreement for the financing of two programs of Reconstruction, respectively Cash support program - for 334 families affected by the earthquake and Construction program including reconstruction of 100 housing units with the value of 152.7 million ALL. The Albanian Development Fund has already signed a contract with the builders for 677 individual apartments in Shijak and Kavaja.

Needs analysis and scenario planning

Based on ARC assessments, analysis of the GoA and findings from other organizations present in country, the primary needs of the affected population were in shelter, basis needs assistance, community-based health, PSS, and WASH (hygiene promotion).

Shelter

Based on the [rapid assessment conducted by World Vision in December](#); the most pressing needs and priority of the affected population were shelter (85% of all affected households). A total of 11,490 housing units were categorized as fully destroyed or demolished and need to be rebuilt. An additional 83,745 of housing units were either partially or lightly damaged. The Government of Albania took immediate measures for a comprehensive earthquake emergency response, including search and rescue operations, humanitarian relief assistance, provision of temporary shelter and a preliminary damage assessment of buildings in all affected areas.

Approximately 17,000 people were displaced and living in temporary accommodation. Most of the displaced households have stayed in tents, host families or rented apartments. In the following months the affected families which were living in tents or temporary accommodation were issued rent bonus (payment in cash for house renting), until their houses were build or reconstructed.

Even though, ARC was not involved directly in the accommodation process of affected people, it provided shelter-related household items to people who stayed close to their uninhabitable houses, especially in rural areas. Immediate winterization needs for these families were tackled by the distribution of suitable tents and winterization material. Support was also provided to people evacuated in temporary camps or in collective shelters and as well in hotels.

Livelihoods

The loss and damage of property had a long-term economic impact on the affected families, many of whom have been incapable of recovering on their own without support. The economic impact of COVID-19 has further affected the population and made them more vulnerable, as many people lost their income during the pandemic.

With ongoing in-kind basic needs assistance, the ARC has identified areas for continued support for affected vulnerable households. These see an out-phasing of food and other in-kind support and roll out of a financial assistance support to cover basic needs.

After the completion of the 3rd rounds of CVA (through cash cheques distribution modality) and based on the post distribution evaluation results and the identified increased needs, it was decided to continue with the 4th, 5th and 6th tranches of unconditional cash assistance to the group of 1,100 HHs that were selected for CVA support.

Health

Health facilities were functioning almost to the extent prior to the disaster. Authorities were providing home visits in the health sector and provide medication to chronically sick persons. Specific dietary needs are widely taken care of by local authorities and local NGOs. Since the beginning of the operation, ARC teams are reaching out to communities, with special focus on community-base health actions for most at risk groups (especially in rural areas) such as older people, children and pregnant women. During home visits carried out by Mobile teams affected people are provided with health advices and with referral information about health services provider.

PSS

The [World Vision assessment](#) showed that 81% of adults and 74% of children showed signs of stress (sleep deprivation, fear and loss of appetite). Among them higher levels of distress were more prevalent in population of people living in tents (88.4%) and people living in damaged houses (85.2%). According to the ARC local branches reports, population living in tents and in damaged houses were usually older people or families with many family members in smaller villages

² Source: Albanian Ministry of reconstruction

and remote areas, with less access to required assistance. Those living alone (with family living outside the country, or with no family and social support) were the most affected.

The impact and the trauma caused by the earthquake has been exacerbated by a high degree of uncertainty and stress within the affected population caused by COVID-19 outbreak. Therefore, the need for further psychosocial support was identified, as well strengthening the NSs capacity in this area both at HQ and branch level. To support the affected people ARC has provides PSS via Mobile Teams, reaching and providing psychosocial and practical support to the most vulnerable. In addition, visiting families living in villages, very remote areas or in tents to check how they were coping, assessing their needs and following up visits were main priorities of the PSS intervention. In addition, to increase the capacity of ARC staff and volunteers in provision of psychosocial support there are organized series of trainings and support materials are printed out and are available.

WASH

Based on GoA assessments, water and sanitation systems have not been disrupted significantly and are operating on pre-disaster level. Supplementary assistance in terms of hygiene items is provided for displaced people and those staying in damaged houses, given their limited access to sanitary services.

The affected population included groups with specific hygiene-related needs, such as displaced women and families with small children, who are assisted with specific items. Promotion of good hygiene practice is required, with a special focus on the population living in tents. ARC has raised hygiene awareness (including menstrual hygiene aspects) with the affected population as supplementary support in order to maintain good hygiene and sanitary conditions and to prevent communicable diseases, as part of the activities of multifunctional mobile teams. The affected ARC branches have distributed promotional material to raise awareness of hygiene issues.

Disaster risk reduction (DRR)

Existing Governmental and ARC contingency plans in Albania were activated right after the earthquake but have proven to be incomprehensive and not appropriately implementable. There was a need to review ARC contingency planning and clarify the roles and responsibilities in GoA-led inter-agency cooperation and coordination in country.

In addition, the level of disaster preparedness on community and household-level was low, which became apparent in the initial reaction of the population to the events. The scope / methodology of DRR activities at community and household-level implemented previously appeared insufficient. As an example, more than 50% of schools in Albania do not have contingency plans in place, or do not know about its existence or how to implement. There is an apparent need to update contingency plans in schools as part of their preparedness, and to review and scale up community-based DRR activities, e.g. by creating family contingency plans. As auxiliary to the public authorities in the humanitarian field, for implementing DRR activities, ARC has collaborated and coordinated very closely with the National Agency for Civil Protection, as well as other stakeholders and institutions involved in the response actions.

Protection, Gender and Inclusion (PGI)

There was an immediate need for RFL services in the first days of the response, as people were trying to locate and get information about their relatives in the affected areas. Longer-term needs were significantly lower and has been limited to ensure that a specific target group (such as older people) can easily access information and re-establish family links. Information about the health status and whereabouts of their relatives in hospitals were provided by volunteers who were deployed there immediately after the disaster happened.

Rise in domestic and other forms of interpersonal violence usually increase during disasters. ARC multifunctional mobile teams have also observed this across the affected area, noting cases, which have been referred. If mitigation activities are not offered, this might turn into more harmful behaviours. There was a need to provide response in a safe and dignified way, considering different needs, vulnerabilities and barriers in accessing services. Assessment data was collected according to sex, age and disability; disaggregated data being critical to capture diversities and promote a more inclusive response. In collective shelters with a high number of individuals, protection risk were high and exposure to harm is a threat especially for groups like children, older people and women alone: concerns have been raised by multiple actors on the ground, especially related to the safety of children in these locations.

Community engagement and accountability (CEA)

Information needs of the population are crosscutting. Information as aid - ensuring people are able to access information and informed of risks and safe/protective behaviors - is particularly important following an earthquake.

It was also important to clearly communicate to people the specific role of the Red Cross in the response; what actions and services the Red Cross is / will be providing, who will receive support and why including the clear communication of selection criteria - and how people can access support. Field assessment and direct discussions with the households in need were a decisive factor to successfully identify the neediest beneficiaries of the assistance. The use of communication tools such as the hotline as mechanism to ensure that affected populations are provided with and

properly informed about the humanitarian assistance, and use of PDMs to enable beneficiaries to provide their feedback through enhancing through the monitoring activities, was a very successful action.

Targeting

In accordance with previous practices in Albania, identification and targeting of people in need is primarily based on information of 1) affectedness (house/apartment damaged, lost family members) and 2) vulnerability. Information is widely provided by local authorities and validated by ARC with additional assessments. In addition, assessments and information on people in need from NGOs are used. Primary selection criteria are damage to houses/apartments and vulnerability, the latter is based on welfare system status and on assessment results.

Affected categories:

- House/apartment of affected person destroyed (needs to be reconstructed) DS4 and DS5 (*equalling to severe damage, the housing unit being uninhabitable*)
- House/apartment of affected person is damaged but can (and needs to) be restored
- House/apartment of affected person is slightly damaged / not damaged

Vulnerability criteria:

- pre-existing reliance on state welfare system (inclusion in GoA welfare system)
- household member lost in earthquake
- single female-headed household
- persons with disability in household
- older people in household
- pregnant women
- people who lost their source of income due to the earthquake

ARC has built its in-kind assistance widely on information of local authorities, complemented by *own rapid assessments*. The CVA programming comprised of *detailed household level assessment* for all potential target households. Based on primary lists provided by respective municipalities ARC has identified households through face-to-face interviews/assessment process (using KoBo system) by visiting the affected households of DS4 & DS5 damage-level which also met the established vulnerability level criteria mentioned above.

The activities focused on the most affected administrative regions of Durrës (incl. its administrative units Shijak, Kruje, Thumane and villages), Lezhë (incl. Lac, Shengjin and villages) and Tiranë (incl. Vora, Kamez and villages).

Operation Risk Assessment

Risk identified	Mitigation measures
<p>Limited staff and volunteer capacities (medium) Implementation capacities may be limited by the number of ARC staff and volunteers available to sustain the implementation of the operation, both on HQ and branch level, with continued high workload. Volunteers are widely at university age. Given limitations may also result in frequent turnover of volunteers involved in the operation in the longer run.</p>	<p>Mitigation measures identified are (prioritized): 1) involvement of volunteer capacities of additional branches beyond the affected areas, focus on specific labour-intensive tasks (such as household-level assessments), 2) training of newly recruited volunteers (attracted in the early response phase of the disaster) 3) hiring additional staff to compensate gaps (on a daily basis or short-term assignments), 4) intensified cooperation with local / national NGOs to implement activities. Strengthening of ARC volunteer management capacities as part of the appeal, with focus on national volunteering strategy, volunteer recruitment and retention.</p>
<p>Non-acceptance of CVA approach (low) A gradual shift from in-kind support to CVA is foreseen from month 3 onwards. Governmental non-acceptance of the CVA approach may result in a prolonged need for in-kind support.</p>	<p>Ongoing advocacy with the GoA in a well-aligned inter-agency approach of cash working group partners has resulted in increased understanding of cash approaches and wide acceptance of authority partners. Transparent programming including local authorities will sustainably facilitate CVA programming.</p>
<p>Targeting issues (low) Given deficiencies in availability of comprehensive information on the affected population and in coordination may result in gaps in targeting or double-assisting vulnerable persons, with a lack of data on the affected population.</p>	<p>Appropriate assessment of affected households (by ARC/IFRC) sharing of result amongst involved agencies and inter-agency alignment of assistance. Cooperation with local authorities, especially for CVA programming.</p>

<p>Insufficient fleet capacity (low) ARC fleet capacities are limited, fleet over-aged and in danger of default. Both cargo and personnel transportation capacities are at the upper limit of capacity.</p>	<p>Improved fleet management (supported by IFRC Logs), accelerated repair of non-operational vehicles (or scrapping non-repairable fleet). Rental of additional fleet capacity (both trucks and cars, including drives). Procurement of vehicles necessitates proper fleet management in place.</p>
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Please see implications of the COVID-19 pandemic on operational activities on page 2, as well as the 'Challenges' sections related to sectorial activities below. For further information regarding the impact of COVID-19 on operational outcomes, please refer to the [Final Evaluation Report](#).

B. OPERATIONAL STRATEGY

The [Revised Emergency Appeal](#) and aimed at meeting immediate needs and supporting the early and mid-term recovery of the most vulnerable population affected by the earthquake in Albania with focus on the most affected population of Durrës (priority areas: Durrës city, Krujë, Shijak, Thumanë), Tiranë (priority areas: Kamëz, Tiranë city, Vorë), Lezhë (priority areas: Laç, Shëngjin).

Implemented strategy

This IFRC Emergency Appeal has contributed to the overall ARC plan of action responding to the earthquake, complementing the national and bilaterally funded activities of ARC in the respective sectors. The operation has taken an integrated approach for activities in the sectors of Livelihoods and basic needs, WASH, health/PSS, Shelter, PGI (including RFL) and DRR through multifunctional mobile teams.

The targeted groups through this operation included people whose homes were damaged (collapsed, severely damaged or lightly damaged) and are vulnerable due to having lost a family member, low level of income, and household composition (disability, single female heads of household, older people, pregnant women).

With the support of IFRC, in total, there are 74,900 people whose vulnerability has been reduced through the provision of following support|:

- 1) **4,000 standard packages including food items, household items and hygienic kits (approx. 20,000 people assisted);**
- 2) **distribution of 6 tranches of unconditional multipurpose cash grants among 1,100 HHs (4,400 persons);**
- 3) **provision of PSS/PFA and Health to 700 families (3,500 persons) through ARC Multifunctional Mobile teams face-to-face/ home visit services.**
- 4) **In addition, 20,000 people (80,000 people indirectly) have been reached with community based DRR, while 27,000 people reached with PSS and health activities through awareness programming.**

The actions outlined in the EPoA not only sought to support the communities affected, but also has provided support in strengthening the National Society's capacity and preparedness for future disaster response.


In this context, IFRC has provided continued technical support through surge and long-term deployments where ARC has limited experience in or have identified as areas to further develop and improve, in the area of CVA program, PSS, IM, PMER, finance and logistics.

At the end of operation, ARC has significantly increased its operational capacities, particularly in the areas of: managing of larger emergencies, providing unconditional cash voucher assistance to beneficiaries; providing psychological support and psychological First Aid, establishing need assessment methodologies and feedback mechanism. Thereby, the appeal operation contributed to a sustainable long-term NS development.

As part of the activities to strengthen logistic ARC capacity, repairment and rehabilitation of ARC NHQ premises and the reconstruction of central warehouse took place with complete both rehabilitation of HQ offices and reconstruction of National Warehouse affected by the EQ. In addition, existing vehicles have been inspected and repaired, and three new Vehicles have been purchased for operational needs. Also, the ARC contingency stocks has been replenished. To increase the visibility and ARC image, 500 RC uniform units for staff and volunteers are purchased ready to be used in future operations.

In the framework of project titled “Building communication and coordination capacities for efficient preparedness and response in South Eastern Europe”, the ARC Emergency Operations Centre (EOC) at HQ and three emergency office at branch level are already equipped and established.

C. DETAILED OPERATIONAL PLAN

 <p>Shelter People reached: 20,000³ Male: 9,894⁴ Female: 10,106</p>		
Indicators:	Target	Actual
Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions		
<i># households provided with emergency shelter and settlement assistance</i>	2,000	4,000
Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.		
<i># of people reached with household items</i>	10,000	20,000
Narrative description of achievements		
<p>ARC was not involved directly to accommodation process of affected people. The National Society’s assistance in this sector was complementary and was provided mostly through governmental structures (Ministry of Defence and Civil Protection Agency). However, ARC provided shelter-related household items in temporary camps set up in affected areas, in collective shelters and as well in hotels where people were evacuated to.</p> <p>Initially, it was planned to assist 2,000 households (10,000 people) in a duration of two months, nevertheless, after the needs assessment was completed, the figures showed that the number of affected people in need of immediate support was higher. Hence, after consultation with IFRC country team It was decided to support a number of 4,000 households (approx. 20,000 persons) for one month in order to address their immediate needs. Shelter support was mainly provided in the form of ‘standard packages’, which among others, included household items. The support received through IFRC was also used to replenish ARC stocks.</p> <p><i>Since the onset of the disaster, beyond the support provided via the IFRC emergency appeal, ARC has distributed:</i></p> <ul style="list-style-type: none"> ○ 636 tents provided from existing ARC stocks and with donation of the Turkish Red Crescent; ○ Winterization material (including 458 sleeping bags, 360 sleeping mats and a similar number of field beds, 3,052 clothing boxes from various sources; ○ 2,000 kitchen sets (DFID) ○ 32,892 blankets are delivered: 2,245 through RCRC partners; 5,295 from national donations (USAID), with 11,000 blankets financed through the IFRC Appeal (out of which 4,350 from DFID) and 14,352 from ARC stock (from which 9,000 blankets will be replenished through IFRC Appeal). <p>In addition, 52 shelter units were donated by “Better shelter RHU AB” Sweden and habitat’ to contribute to the improvement of the shelter conditions of the affected households, who are still being accommodated in summer tents in the affected areas, Experts from the “Better shelter RHU AB” organized a training for the team composed of Albanian RC staff and volunteers how to set up the shelter units. After that, 7 shelter units are set up for HH-s who were still living in tents by replacing them with those Shelter Units which were donated to ARC.</p>		
Challenges		
Due to COVID-19 restrictions, the distribution and the set-up of 52 shelter units have been delayed and it is still going on at the time of publishing this report.		
Lessons Learned		
The people living in the rural areas preferred to stay close to their damaged houses instead of to using the accommodation places offered by the GoA. Their decision for not moving from their houses affected the ARC		

³ Total number of people reached is estimated based on an average household size of 5 people.

⁴ Sex disaggregation numbers in all sectors are estimations based on assessment and registration data collected in the KoBo system.

response as well, as it required slightly different approaches and adaptation as well as human and material resources to provide them with more individualized support than it was initially operationally planned.



Livelihoods and basic needs

People reached: **20,000**

Male: **9,894**

Female: **10,106**

Indicators:	Target	Actual
Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods		
<i># of people reached with food assistance or cash for basic needs</i>	10,000	20,000
Output 1.2: Basic needs assistance for livelihoods security including food is provided to the most affected communities		
<i># of people reached with food assistance for basic needs</i>	10,000	20,000
Output 1.5: Households are provided with unrestricted/multipurpose cash grants to address their basic needs		
<i># of households supported with cash or vouchers for basic needs</i>	1,100	1,100

Narrative description of achievements

Until 28 February 2021, **6,524** standard (family) food packages were distributed (40.5kg of food items each) from which **4,000 packages were funded from the IFRC Appeal**; **580** through RCRC partners; **1,000** from national donations and **944** from ARC stock. Standard food parcels were procured from the local market.

In addition, ARC has distributed 2,600 hot or cold drinks, 7,329 portions of hot meal and 3,848 dry food portions from own stocks and donations.

Initially, it was planned to assist 2,000 households (10,000 people) in a duration of two months, however, after the needs assessment was completed, the figures showed that the number of affected people need immediate support was higher. After the consultation of IFRC country team It was decided to support a number of 4,000 households (20,000 persons) for one month in order to address their immediate needs.

The distribution of food items has been carried out in all affected areas based on lists of affected and vulnerable people received from municipalities, and based on rapid assessment conducted on local level by ARC branches.

The packages consisted of the following food items (40.5kg of food items each):

Food Items	Quantity
white flour	20 Kg
rice	4 kg
vegetable oil	4 kg
white beans	4 kg
pasta	4 kg
sugar	4 kg
salt	0,5 kg

The food distribution was completed in April 2020, however, some 290 additional extremely vulnerable families have been assisted beyond April with standard food packages from ARC stock. Those families in need were identified during the family assessment from mobile teams in the affected areas of Kruje, Tirana, Durrës and Lac.



Bank cheque distribution by ARC staff and volunteers.
Photo: ARC

A Post Distribution Monitoring (PDM) was conducted two weeks after the relief distribution was over, with 10% of the assisted HHs (sample) participating in it. PDM provided an opportunity to obtain immediate feedback from beneficiaries regarding the utilization of the received food and non-food assistance.

The monitoring team interviewed 400 households via phone from the relief beneficiaries' lists entered in KoBo system,

selected randomly from all the affected areas. KoBo Toolbox is a free open-source tool for mobile data collection made available by IFRC.

The focus of this post-distribution monitoring included (a) basic information of the target beneficiaries; (b) effectiveness and relevance of the distribution; (c) the satisfaction of target beneficiaries on quantity and quality of received goods; (d) transparency of selection process and (e) some recommendations.

Based on the answers received from PDM responders, 96,25% of HHs were very satisfied with the assistance received by ARC, and 95,5% of them expressed that ARC was the first responder that have assisted them immediately after the earthquake struck.

96,25% of respondents were satisfied with the food parcels received, 63% of them said they were happy with the quantity, and 37% of them answered that the quantity was not enough to cover all the needs for a period for one month. However, 97% of respondents were very satisfied with quality of the food parcels.

More details are available in the PDM report (please refer to Annex 1).

Cash and Voucher Assistance CVA

The relief distribution was gradually shifted to cash assistance (CVA) for vulnerable households in the third month of the operation.

ARC with the support from IFRC and bilateral donors distributed Cash and Voucher Assistance (CVA) among **1,100 households** affected by the earthquake. Each of the selected HHs received 6 unconditional / multipurpose cash grants over the period of 6 months (June to November 2020). The initial plan to provide 3 months of CVA support was increased to 6 months, which was made possible through new donations to the IFRC appeal that have covered first three tranches, half of 4th and 6th tranches, while the rest of the amount has been covered through bilateral funds donated to ARC (See table 2).



Bank cheque distribution by ARC staff and volunteers.
Photo: ARC, Tirana Branch

The table below shows distribution of HHs who have been provided with cash grants based on regions.

Region	Municipality	Population (census 2011)	HHs selected
Durrës	Durrës	175,110	329
	Shijak	34,513	75
	Kruja	59,814	196
Lezha	Lac	46,291	200
Tirana	Tirana	557,422	173
	Kamza	104,190	50
	Vora	36,230	77

Table 1- Distribution of HHs based on regions

More than 90 volunteers from different ARC branches and 15 staff were oriented/ trained on the 'Kobo' system, and CVA basics as well. IFRC was involved and provided technical support throughout the CVA process.

During the assessment phase, a total of 1,626 HH assessment door-to-door interviews were conducted using the 'KoBo' data collection system in the 6 most affected areas of Laç, Krujë, Shijak, Durrës, Vore, Kamez, Tirana of Albania and finally 1,100 HHs were selected based on the selection criteria. All aspect of CVA activities (from HH selection to distribution) were completed according to the approved Standard Operating Procedures (SoPs). A leaflet describing the details of the CVA support i.e. selection criteria, hotline number, amount of money distributed to each HH, procedure for encashment etc. was distributed among HHs to provide a good understanding of the CVA program. In addition, a telephone hotline services (a toll free number) were also established in the Headquarter of ARC.

The transfer value was calculated from the latest household budget survey in 2018 compiled by INSTAT, National Statistics Office. It covers HHs basic needs such as: food and non-alcoholic beverages, clothing and footwear, transport, communication, miscellaneous goods and services.

The value distribution was provided as following:

- A HH with one member: ALL 13,600 / month
- A HH with two members: ALL 27,200 / month
- A HH with three members: ALL 40,800 / month
- A HH with four members: ALL 54,400 / month

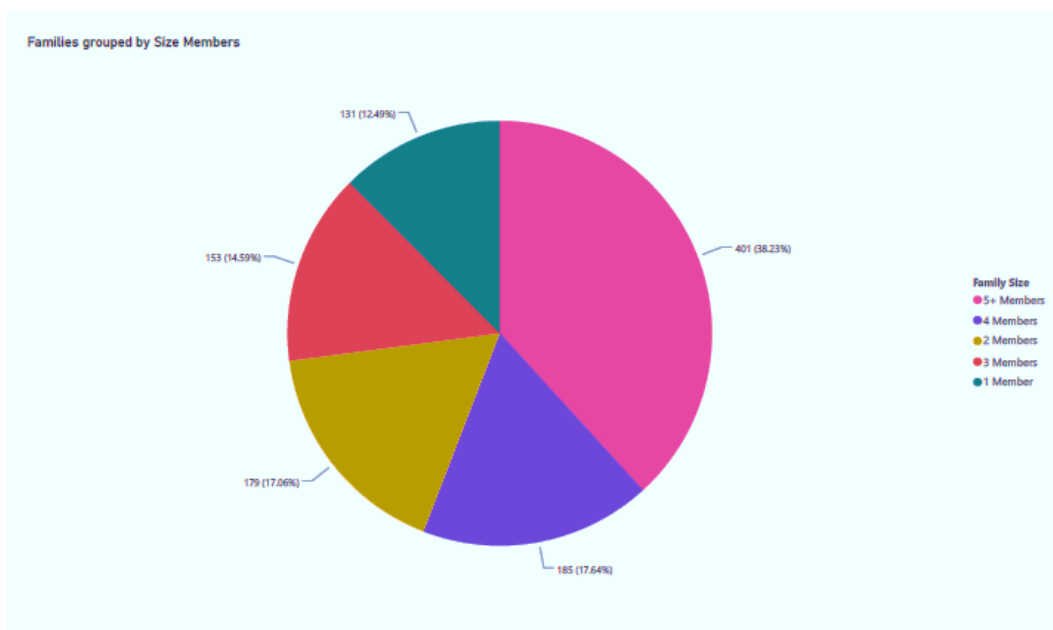


Figure 4: Recipients of CVA by family size.

After the completion of the 3rd round of CVA (through cash cheques distribution modality) and based on the post distribution evaluation results and the identified needs, it was decided to continue with the 4th, 5th and 6th tranches of unconditional cash assistance to the group of 1,100 HHs that were selected for CVA support.

The next table below provides details on the distributed amount with IFRC and bilateral funds.

Month/ Tranche	Amount (LEK)	Amount (CHF)	Amount (LEK)	Amount (CHF)
	IFRC Funds		Bilateral Funds	
June,2020 (1 st Tr.) IFRC contribution: 100%	47,110,400	412,075.07		
July,2020 (2 nd Tr.) IFRC contribution: 100%	46,988,000	407,069.92		
August,2020 (3 rd Tr.) IFRC contribution: 100%	47,001,600	413,432.76		
Sept,2020 (4 th Tr.) IFRC contribution: 50%	23283200	211,818.43	23,754,200	204,665
October,2020 (5 th Tr.) bilateral funds			47,151,200	405,229
Nov./Dec. 2020 (6 th Tr.) IFRC -50%	23,52,800	214,771.98	23,568,800	203,835.
Total	187,911,200	1,659,168.16	94,474,200	813,729

Table 2- Cash grant distribution for the operation

Primary lists of targeted people were provided by respective municipalities which were advised to include in the list those affected people, who met criteria established by ARC, such as DS4 & DS5 damage-level, and some vulnerability level criteria listed below. Based on these lists, ARC has identified households through face-to-face interviews/assessment process (using KoBo system) by visiting the affected households of DS4 & DS5 damage-level.

The HHs who scored 15 or above on a scoring system used to guide selection, were selected as final targeted HHs for cash grant. All HHs scoring 15 have been addressed but some needed to be replaced (e.g. they have left the country in the meantime), therefore a few HHs were finally also taken with score 14.

On top of the original pre-selection criteria (with property damage-level of DS4/ DS5), the selected people had to fulfil one or more of the following vulnerability criteria based on the scoring system:

- Household member lost in earthquake
- Single female-headed household
- Persons with disability in household
- Older people in household (over 65)
- Pregnant women

- People who lost their source of income due to earthquake.

The distribution mechanism was via bank cheque. ARC opened a separate bank account for CVA at Raiffeisen Bank of Albania where the money was directly transferred from IFRC. Cheques were distributed by ARC staff at distribution points. All recipient HHs, after proving identity by showing their ID cards, signed the list (muster-roll) and the cheque itself (plus its photocopy). ARC checked every day the number of encashments, as well as bank statements and reports. Bank statements copy of cheques and muster-roll were used for the reconciliation process and are stored at ARC for further necessity (e.g. audit).

During the distribution, exit surveys are conducted at the distribution phase (with the participation of 26% of the recipient HHs), showed that HHs' satisfaction level with regards to the CVA process, procedure, selection, distribution was 99.9%.

Post Distribution Monitoring (PDM) were also conducted after the distribution of each tranche on a sample of 20% HHs. After analyzing the survey results, where 806 interviews are held it has been found that most of the HHs spent the money on food (97%), health and medicine (74%), paying debt (26%), paying house rent (18%), repairing their house (4%) and other (3%).

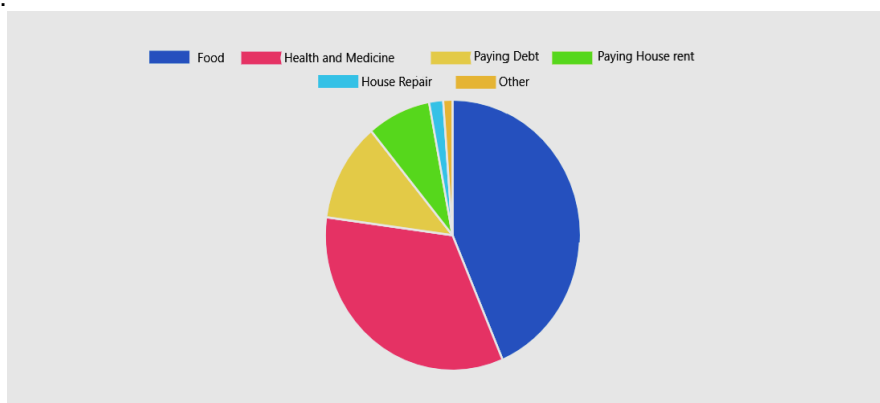


Figure 5: CVA PDM results

In addition, hotline services (toll free phone number) were also established in the Headquarter of ARC. More than 250 phone calls were received and HHs communicated their satisfaction as well as posing questions or asking for information. Some of the HHs also asked why they were not selected for the cash support. In these cases, ARC has provided an appropriate explanation and described the HH selection criteria as needed. ARC has employed a full-time dedicated staff for the hotline service.

More than 90 volunteers from different ARC branches and 15 staffs were oriented/ trained on the KoBo system, CVA basics as well as on the process and procedure. IFRC was involved and provided technical support throughout the CVA process.

Two Lessons Learnt Workshops were organized to evaluate entire CVA implementing process.

The first Lessons Learnt Workshop was organized in July 2020, with the purpose to review the implementation of the CVA scheme until the date and to identify best strategies and methodology to finalize the performance. The second lessons learned workshop took place in December 2020. It provided the opportunity to reflect the process, realistically evaluate its relevance, logistics and organizational aspects, and transparently assess different stakeholders' roles and to provide recommendations, conclusions and to outline the main aspect of further NS capacity.

Challenges

Hiring of Financial Service Provider (FSP) for the cash assistance has been a major challenge. Despite the fact that tendering process has been done in a timely manner and after long negotiations with the selected FSP regarding the contractual details of the cash distribution, Albanian Red Cross decided not to move on in the collaboration with this provider. This decision came since the agency has been procrastinating and did not show sufficient level of seriousness and interest in this collaboration.

As an alternative solution to move as quickly as possible with the cash distribution, ARC together with the IFRC country team decided to use bank cheques modality (directly from the ARC bank account opened specifically for the CVA program). ARC has a previous experience using this modality, which has led to a smooth and successful implementation of the three planned rounds of distribution during the reporting period.

An unexpected challenge for the CVA intervention was the situation created by COVID-19 pandemic which caused delays in the start of the distribution, as proper procedures and equipment to protect staff, volunteers and the affected

population had to be designed, procured and implemented.

To mitigate the risk of the COVID 19 infection among ARC staff and volunteers as well as the recipients during the distributions, PPEs (i.e. gloves, mask) were distributed for the selected households, physical distance was maintained and the households were invited for the distributions in pre-set time slots to avoid large gatherings.

It was noticed during the first round of distribution that some of the selected HHs left the country. To overcome this challenge, HHs were selected from the waiting list based on vulnerability criteria scoring system.

Lessons Learned

The following lessons learned have been compiled based on the CVA lessons learned report (accessible below):

- The advantages of the CVA experiences within the IFRC network proven to be valid in the context of Albania: **1) empowering for the communities giving choices and respecting dignity; 2) positive impact in the local economy with the circulation of money; 3) high satisfaction levels among beneficiaries; 4) cost efficient compared to other options of support; 5) potential to address long term impact of the earthquake (spending on health, education, housing, etc.).**
- It has contributed significantly to the development of the capacity of Albanian Red Cross as the biggest humanitarian organization in the country and with a recognized role in disaster response and recovery operations by the Albanian authorities, communities and other organizations. In more concrete terms this means: **1) trained staff and volunteers on CVA procedures and protocols; 2) a solid base (resources, routines, procedures) for designing future CVA interventions; 3) enhanced cooperation with the local authorities and structures responsible for emergency response.**
- Furthermore, **international expert support, training and on-the-job training** significantly raised ARC potential to implement CVA programmes, in extremely demanding circumstances and quickly.
- **Gender mainstreaming in the disaster relief and post-recovery;** CVA has contributed to women economic empowerment and increased role of women in decision making in the family.
- **Field assessment and direct discussions with the households** in need were a decisive factor to successfully identify the neediest beneficiaries of the assistance. The use of communication tools such as the telephone hotline as mechanism to ensure that affected populations are provided with and properly informed about the humanitarian assistance, and use of PDMs to enable beneficiaries to provide their feedback through enhancing though the monitoring activities, was a very successful action.

A detailed report on the lessons learned process related to the CVA program can be [accessed via this link](#).



Health

People reached: 27,000⁵

Male: 13,357

Female: 13,643

Indicators:	Target	Actual
Outcome 1: The immediate risks to the health of affected populations are reduced		
Output 1.1: The health situation and immediate risks are assessed using agreed guidelines		
<i># of assessments conducted</i>	4	1
Outcome 2: The immediate risks to the health of the affected populations are reduced through improved access to medical treatment		
<i># of people reached with community-based disease prevention and health promotion programming</i>	10,000	27,00
Output 2.1: Improved access to health care and emergency health care for the targeted population and communities.		
<i># of people reached with home visits</i>	2,000	1,350
<i># of people trained in FA/CBHFA</i>	140	101
Outcome 6: The psychosocial impacts of the emergency are lessened		

⁵ Including people reached via PSS awareness raising.

# of people reached with psychosocial support (directly via mobile teams visits)	10,000	3,500
Output 6.1: Psychosocial support provided to the target population as well as to RCRC volunteers and staff		
# of RC staff and volunteers reached with PSS training	140	167
Narrative description of achievements		
<p>Volunteer teams from the Red Cross branches mobilized immediately after the earthquake, providing First Aid and psychosocial support (PSS). Teams were also sent to hospitals to assist the injured people and their families with PSS. Since the first days following the disaster, ARC volunteers provided PSS including PFA to traumatised people; they offered emotional comfort, were available for any question and concern, helped with practical assistance while people were waiting for their homes to be assessed, or being linked with relevant institutions etc.</p> <p>In the following months, ARC continued to provide PSS via Mobile Teams, reaching and providing psychosocial and practical support to the most vulnerable. Visiting families living in villages, very remote areas or in tents to check how they were coping, assessing their needs and following up visits were main priorities of the PSS intervention.</p> <p>In total, 3,500 persons (700 families) were provided with PSS by ARC Mobile Teams in the affected areas of Durrës, Tirana, Kruje, Thumane, Lac, Shijak and Lezhe reaching those most vulnerable (e.g. affected people in remote areas, older people and families and children sleeping in the tents in front of their houses). In addition, during those visits, 270 families or 1,350 people are provided with health advices and have been provided with referral information about health services provider.</p> <p>The most common psychosocial issues people mentioned during the family visits were related to socio-economic impacts e.g. loss of livelihood, loss of family interconnectedness, loss of future perspective and grief. While the most urgent needs expressed during the family visits were related to basic needs such as food and livelihood, permanent accommodation and social cohesion.</p> <p>In order to strengthen ARC, PSS activities to the affected population, a full-time officer was hired in mid-January 2020. PSS officer attended a three-day ToT on peer support in Croatia, hosted by the IFRC Reference Centre.</p> <p>To increase the capacity of ARC staff and volunteers in provision of psychosocial support, a series of trainings were organized:</p> <ul style="list-style-type: none"> - Three one-day trainings on "Psychological first aid and peer support" were conducted 11 to 17 December 2019 with the participation of 53 staff and volunteers from the ARC local branches of Tirana, Kruje, Shijak, Durres, Lezhe, Lac and Shkoder. Participants gained knowledge in psycho-education and awareness raising, became able to provide PFA to people in distress, and to assess the situation of affected families. <p>During these trainings additional information on CBHFA activities in Emergency was provided to participants by Health Coordinator.</p> <p>One of the main pillars of the PSS program included the setup and training of multifunctional mobile teams who were (and are) responsible for the outreach and provision of PSS on the family level, reaching those most vulnerable.</p> <ul style="list-style-type: none"> - To establish these teams, three two-day Trainings for "Multifunctional Mobile Teams" were conducted from 21 to 28 January 2020 with the participation of 48 volunteers from the ARC local branches of Tirana, Kruje, Shijak, Durres, Lezhe, and Lac. <p>After the training, twelve multifunctional mobile teams were set up and were operational in Durres (3 teams) Tirana (3 teams), Kruja (2 teams), Shijak (1 team), Lezhe (1 team), Lac (1 team) and Shkodra (1 team).</p> <p>The mobile teams have provided multi-sectoral support to people affected by the earthquake such as: Assessment of physical health condition of people; Provision of PFA; Provision of information about available services and earthquake response; Referral (to mental health institutions, social service, local authority or other); Identifying potential protection issues (e.g. violence, neglect, unidentified disability); Raising awareness about hygiene; Provide practical assistance with food and household items.</p> <p>In continuation, during June- July 2020, two series/types of PSS trainings were held:</p> <ol style="list-style-type: none"> 1. <i>Refresher trainings on Psychological First Aid (PFA)</i> Four trainings were conducted from 23 June to 2 July (three different locations involving seven branches -Tirana, Kruje, Shijak, Durres, Lezhe, Lac and Shkoder) with the participation of 48 volunteers. The trainings follow the three PFA action principles: LOOK, LISTEN & LINK and is based on the PSS intervention principles (identified by Hobfoll et. Al.) 		

2. *Safety, Calming, Self-and Collective Efficacy, Connectedness and Hope.*

Due to COVID-19 outbreak, to ensure the safety of staff and volunteers the number of participants per session was reduced, and four trainings have been organised instead of three planned originally. This modification did not affect the planned total budget.

- Training of Trainers (ToT) was conducted from 14 to 17 July (four days) with the participation of 18 staff and volunteers.

Participants were selected by the branches in accordance with criteria set by Albanian RC. Themes covered were: Crisis events and Psychosocial Support, Stress and Coping, Loss and Grief, Community-Based Psychosocial Support, Psychological First Aid and Supportive Communication, Children, Supporting Volunteers and Staff with participation of 18 staff and volunteer.

PSS support was provided to the staff and volunteers who were frequently exposed to stressful situations since the onset of disaster. During the PSS trainings, different methods and advices on how to find out what causes them stress, how to cope with it or difficult situation and how and to whom to share their concerns were provided. The team leaders of multifunctional teams in affected branches were strongly encouraged to hold different types of support meetings with volunteers based on their needs and the situation. This support included "short spontaneous meetings" especially after the work to assess how they are doing, or if they need more support. As well the "end of the week" informal gatherings regularly took place to discuss about work done and of course to show some appreciation, while "be my buddy" method was widely used by volunteers during the field.

To support the PSS program development, PSS training manuals and Information Education and Communication (IEC) materials were printed and handed out, reaching in total, 27,000 people:

- a) Four leaflets (in total 20.000 pcs, 5.000 per each) on (1) Coping with stress (2) Children's stress (3) PFA (4) Working in stressful situations, (5) Psychological First Aid were printed and handed out especially for volunteers. They were sent via post to branches that were not affected by the earthquake and handed out to the affected branches during CASH distribution.
- b) A Handbook on PFA (28 pages) was translated and printed in 2,000 copies, for handing out to all volunteers interacting with beneficiaries (with stock will be kept at HQ).
- c) Trainer's manual + Participant's manual were translated and printed (each in 50 copies): one set for each of the 38 branches and a stock kept at HQ.
- d) 500 PSS T-shirts were designed and distributed to all ARC branches.
- e) During February 2020, ARC PSS focal point was invited to Friday mornings' 20-minute psycho education sessions, four times in row. Topics included: (1) ARC PSS program, (2) fear and how to cope with it, (3) sleeping problems and how to handle them, (4) special sessions on how to care about the children symptoms.
- f) In addition, PSS messages for social media were produced/translated into Albanian and published on ARC Facebook page. Information and photos on all the organized trainings were also posted on Facebook and a special session about PSS was published in ARC magazine which is distributed in the entire country. From Social & mass media an estimated of 4,500 individuals were reached.

Related to health sector, two leaflets (in total 20,000 pcs, 10,000 per each) with themes 'Advices for children and their health in disasters' and 'Advices for personal health in earthquake' were printed out and distributed to the affected areas.

Challenges

Due to the outbreak of COVID-19 crisis and associated measures (such as restriction of movement, closure of all schools, cancellation of mass gatherings), some originally planned Health and PSS activities that are community based could not be carried out as originally planned. Events with the involvement of many unknown people are stressful, and the psychosocial dimensions of this outbreak needs to be addressed early to minimize individual and population-based anxiety that may pose a threat to public health and safety.

PSS interventions which were modified to the new conditions have been continuing, mostly online and through social media channels in order to mitigate the impact of the earthquake, as well as COVID-19 and its restrictions at the same time.

Lessons Learned

It has been confirmed that psychosocial support and related follow-up was highly demanded by affected people, especially among those who lost their family members, were injured during the earthquake, or lost their livelihood or their jobs.



Water, sanitation and hygiene

People reached: 20,000

Male: 9,894

Female: 10,106

Indicators:	Target	Actual
Outcome1: Immediate reduction in risk of waterborne and water related diseases in targeted communities		
# households reached with key messages to promote personal and community hygiene	10,000	10,000
Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population		
# of people reached by hygiene promotion activities	10,000	10,000
Output 1.5: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population		
# of people provided with hygiene kits	10,000	20,000
Narrative description of achievements		
<p>Water and sanitation infrastructures were functioning well in the affected areas and the needs were for supplementary support for maintaining good hygiene and sanitary conditions and to prevent communicable diseases.</p> <p>Since the onset of the disaster, ARC has distributed in total 7,548 hygiene kits; out of which a total of 6,522 distributed kits were covered by the IFRC Appeal funding, addressing the needs of more than 20,000 people provided with:</p> <ul style="list-style-type: none"> - 4,022 hygiene kits; - 2,000 female hygiene kits and - 500 baby hygiene kits. <p>The PDM which was conducted two weeks after the relief distribution included questions related to the satisfaction with the quantity and quality of items received showed the following results:</p> <ul style="list-style-type: none"> - <u>Regarding the quality of hygiene kits</u> 98.44% of the respondents said they were satisfied with the quality of hygiene kits; 100% were satisfied with female hygiene kits; 93.33% were satisfied with quality of baby hygiene kits, - <u>Regarding the quantity of hygiene kits</u> 94.03% of the respondents said they were satisfied with the quantity of hygiene kits; 98.74% were satisfied with female hygiene kits; while 46.67 % of them were <u>not</u> satisfied with the quantity of one of the items of the kit (baby diapers). <p>ARC have been raising hygiene awareness with the affected population as supplementary support in order to maintain good hygiene and sanitary conditions and to prevent communicable diseases, as part of the activities of multifunctional mobile teams.</p> <p>Two leaflets (in total 20,000 pcs, 10,000 per each) with themes 'Advices for children and their health in disasters' and 'Advices for personal health in earthquake' are printed out and distributed to the affected areas.</p>		
Challenges		
<p>Due to the outbreak of COVID-19 crisis and associated measures (such as restriction of movement, closure of all schools, cancellation of mass gatherings), some originally planned Health and PSS activities that are community based could not be carried out as originally planned.</p>		
Lessons Learned		
<p>The raise of hygiene awareness (including menstrual hygiene aspects) as supplementary support to maintain good hygiene and sanitary conditions was an important integrated part of the activities of multifunctional mobile teams.</p>		



Protection Gender and Inclusion

People reached: **380**

Male: **171**

Female: **209**

Indicators:	Target	Actual
Outcome 1: Communities become more peaceful, safe and inclusive through meeting the needs and rights of the most vulnerable.		
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 people reached with PGI services	Up to 200	380
# of people trained in RFL	50	53

Narrative description of achievements

There was an immediate need for RFL services in the first days of the response, as people were trying to locate and get information about their relatives in the affected areas.

Since the beginning of the operation, ARC has been providing RFL services to connect and maintain communication between family members in and outside of the affected areas. Volunteers were present on evacuation points, and a hotline was set up in the HQ. A total of 20 families (approx. 80 people) have been supported with RFL and approximately 300 people have been supported by deployed volunteers with information about the health status and whereabouts of their relatives in hospitals. Longer-term needs were significantly lower and has been limited to ensure that a specific target group (such as older people) can easily access information and re-establish family links.

'RFL in emergencies' has been integrated into the agenda of PSS trainings where 53 volunteers were trained. To strengthen the NS capacity in provision of 'RFL in emergencies', four RFL backpacks are been procured locally to be used by local branches for future response actions.

ARC multifunctional mobile teams have observed domestic and other forms of interpersonal violence across the affected area which have been referred to respective structures and specialised services to the most in need such as children, older people and women alone.

Issues of gender mainstreaming were integrated into in CVA program. ARC has prioritised women from the selected households as the bank cheque recipients, in line with gender mainstreaming recommendations during the disaster relief. This approach directly fortified the likeliness that the women will actually access the support and had the additional effect of upgrading their in-household status and external communication opportunities.

Challenges

No major challenges faced.

Lessons Learned

There is an indispensable need to provide response in a safe and dignified way, taking into consideration different needs, gender, disability, vulnerabilities and barriers in accessing services. In order to provide a more inclusive response deeper need assessments based on disaggregated data including sex, age disability and vulnerability should constantly take place.

Mapping of service providers since first stage of operation, it was crucial especially during the field work giving the Mobile Teams the opportunity not only to provide adequate information about services but as well to refer the most in need to specialized ones.



Disaster Risk Reduction

People reached: **20,000**

Male: **9,894**

Female: **10,106**

Indicators:	Target	Actual
Outcome 1: Communities in high-risk areas are prepared for and able to respond to disaster		
<i># people reached with public awareness and education campaigns using harmonized messages to reduce, mitigate and respond to identified risks</i>	50,000	20,000 (80,000 indirectly) ⁶
Output 1.1: Communities take active steps to strengthen their preparedness for timely and effective response to disasters.		
<i># of people reached through DRR activities in communities and schools</i>	50,000	20,000
Narrative description of achievements		
<p>For implementing DRR activities, ARC has collaborated and coordinated very closely with the National Agency for Civil Protection, as well as other stakeholders and institutions involved in the response actions, such as the Ministry of Health and Social Protection; Ministry of Education, fire brigade units, 12 Prefectures (Durrës, Tirana, Lezhë, Shkodër, Elbasan, Kukës, Dibër, Korçë, Berat, Fier, Vlorë dhe Gjirokastrë), Regional Education Directorates, Regional Health Directorates, Ambulance services, Rescue Teams in Shkodra and 57 primary and high schools countrywide.</p> <p>The following main DRR activities were organized:</p> <ul style="list-style-type: none"> - On 17-18 September and on 19-20 September 2020, two trainings were held in HQ on community based DRR, with participation of staff from HQ and 38 ARC branch representatives, staff and volunteers, in total 45 participants. - A competition was organized among 17 ARC branch volunteer teams for humanitarian values and disaster preparedness and risk reduction issues. - The following disaster risk reduction promotion materials were designed and printed: Manual for DRR in schools (15,000 pcs); Roll-ups (16 pcs); Risk maps: 8 pcs national maps and 38 regional maps; Three different leaflets with themes: DRR messages for earthquake, floods and Civil Protection structure (15,000 pcs each); - The printed DRR materials have been distributed to 57 schools and 38 ARC branches as well. - Info sessions were organized with all actors responsible for implementing the activities in Prefecture level, in total 12 Prefectures have been reached. - Contacts were established between Red Cross branch representatives and each of selected schools and training of students and teachers (4-5 in each school) for community-based disaster risk reduction. - DRR components are prepared and presented by ARC and National Civil Protection Agency representatives to selected schools. Based on the newly-gained knowledge, the respective schools will be able to adapt their contingency plans. - 52 volunteer members of multifunctional mobile teams were trained in PSS and Public Awareness and Public Education (PAPE) and in DRR components as well. - After intensive preparation and coordination with the stakeholders, on 13 October 2020, to mark the International Day for Disaster Risk Reduction, hundreds of Red Cross representatives and partners, up to the level of the National Director of Civil Protection, went to schools and city center's all over the country. They conducted info sessions with their student/teachers in small groups (not more than 10 persons in the room) in respective schools on topics what are risk threatening their communities, what to do during and after disaster strike what to be prepared and order to raise awareness about risks and prepare the contingency plans. COVID-19-related measures such as obligatory masks wearing for all participants, small groups with maximum of 10 people, social distancing were duly kept and respected during all activities organized. 		

⁶ The calculation of people reached directly and indirectly is as follows:

- People reached directly: 5 persons were trained for each school, who later on trained 100 students - in total, this adds up to 5,700 persons in 57 schools; 1,400 persons from institutions were involved; 800 ARC staff and volunteers; 3,500-4,000 people reached from 12 teams who set up tents (as temporary shelter) in the middle of the cities; 7,500-8,000 people were contacted and provided with awareness raising materials in 38 ARC Branches, 17 branches were involved with 4 volunteers per team each in total 58 volunteers. In total, this makes approx. 20,000 people reached directly with DRR activities, mostly children and adolescents at schools.

- People reached indirectly: people in households of people reached directly, calculated with an average household size of 5 people.



DRR activity in school. Photo: ARC

Challenges

Community drills, FA and DRR training public awareness campaigns, and some school related dissemination activities and the development of community contingency plans had to be postponed due to COVID-19 restrictions, but all planned activities were still conducted and covered within the emergency appeal timeframe.

Lessons Learned

Working together with State institution and local authorities is a key of the success and implementing the auxiliary role of ARC. The DRR Campaign, organized jointly with State Agency Civil Protection, Ministry of Education and local authorities was a perfect example of cooperation in a very important subject like DRR. Also, it helped ARC to be recognized as a reliable partner to local and Governmental institutions.

Strengthen National Society

Indicators:	Target	Actual
Outcome S1.1: Strengthen National Society capacities and ensure sustained and relevant Red Cross and Red Crescent presence in communities		
<i>NS contingency plan has been updated and revised</i>	1	<i>in progress</i>
Output S1.1.4: National Societies have effective and motivated volunteers who are protected		
<i># of volunteers benefitting from learning and educational activities throughout the operation</i>	200	300
Output S1.1.7: NS capacity to support community-based disaster risk reduction, response and preparedness is strengthened		
<i>An EOC is in place by the end of the appeal implementation</i>	1	1

Narrative description of achievements

ARC has significantly increased its operational capacities, particularly in the areas of: managing of larger emergencies, providing unconditional cash voucher assistance to beneficiaries; providing psychological support and psychological First Aid, establishing need assessment methodologies and feedback mechanism. Thereby, the appeal operation contributed to a sustainable long-term NS development.

National Society capacity development in cash preparedness is significantly increased, hence mmore than 90 volunteers from different ARC branches and 15 staff were oriented/ trained on KoBo system and CVA fundamental and process and procedure.

An important achievement was in development of PSS program. The recruitment of a PSS officer, as well as the numerous trainings, helped the ARC, its branches and volunteers to be better equipped and prepared to support the population affected by the earthquake and the general population in relation to COVID-19, as well as future matters which may require PSS interventions. Several series of PSS/PFA trainings and CBPSS ToT (described under the health section above) where 167 trained volunteers have increased the capacity of the ARC to provide more adequate service to people in distress. The trainings have been facilitated jointly by the ARC PSS focal point and the IFRC PSS delegate.

Improvements have been achieved in data management and mobile data collection with the support of the IM delegates. Through several trainings of all ARC volunteers in the KoBo data collection and analysis system, with the support of IFRC, ARC has created a powerful capacity for responding to future emergency operations and for addressing community-level disaster risk reduction. More than 90 ARC volunteers are familiar with and can use the KoBo platform for different activities.

To complement the existing project titled “Building communication and coordination capacities for efficient preparedness and response in South Eastern Europe”, the ARC Emergency Operations Centre (EOC) at HQ is already established. In addition, three EOC-s in local branches are being established.

The ARC contingency plan is currently in the process of being revised and is planned to be finalized after the EA.

As part of the activities to strengthen logistic NS capacity, repairment and rehabilitation of ARC NHQ premises took place with complete rehabilitation of HQ offices affected by the EQ. The work included repairing cracks, checking the stabilization of some walls, painting and adapting space for EOC. In addition, it is finished the reconstruction of its Central warehouse which was damaged by the earthquake. Renovated roof, solid floor and paint works have been successfully finished and last works of Car park/ garage have been finalized.

To support the operation needs, existing vehicles have been inspected and repaired, and three new vehicles have been purchased (one mini cargo truck and two passengers’ vehicles).

As well, the replenishment of the emergency stock of Albanian RC with 200 tents; 100 winterization kits; 1200 tarpaulins; 750 camping type beds and 750 sleeping bags was completed.

Please see the [Final Evaluation report](#) for a detailed analysis of achievements.

Challenges

The warehouse renovation and repair was a key success for NS and the operation. It took enormous efforts and time to stabilize the WH infrastructure and start the rehabilitation. The actual status of the warehouse of ARC – good condition, newly renovated roof without any leaking, solid new build flooring and painted front and site with space for cars/trucks who are covered by weather related events/ true car park/ garage. Challenge was the procedure and implementation of the re construction, but at the end all went in the right direction.

Lessons Learned

Planning and exact calculation is a key for success. In the case of the warehouse repair, it was difficult to estimate the real work to be done, preliminary costs and prognosis have been far away from the reality. In the future, use of more detailed preparatory phase, with the involvement of independent experts may support the process better.

International Disaster Response

Indicators:	Target	Actual
Outcome S2.1: Effective and coordinated international disaster response is ensured		
<i>% of coordination meetings where IFRC is present along with ARC representative</i>	100%	100
Output S2.1.1: Effective and respected surge capacity mechanism is maintained.		
<i>% of Surge requests with positive response</i>	80%	100
Output S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved		
<i>Community feedback mechanism is established</i>	1	1
Output S2.1.4: Supply chain and fleet services meet recognized quality and accountability standards		
<i>Adequate warehouse management systems and procedures in place</i>	Yes	Yes

Narrative description of achievements

ARC and IFRC representatives regularly attended coordination meetings since the beginning of the operation. ARC and IFRC were actively participating in the established coordination mechanisms in the areas of Health, PSS, and general inter-agency coordination, co-chairing the Cash WG, and will be part of an upcoming DRR in education working group.

Since the beginning of the operation all rapid response requests received positive response, with a total of 15 delegates deployed during the lifetime of the operation, covering the following roles (*including multiple rotations for some roles*):

Operations Manager, Logistics, Finance & Administration, Relief / Logistics, CVA, CVA trainee, PSS, IM, and remote SIMS

The use of communication tools such as the hotline as mechanism to ensure that affected populations are provided with and properly informed about the humanitarian assistance, and use of PDMs and exit survey to enable beneficiaries to provide their feedback through enhancing though the monitoring activities, was a very successful action.

SoPs for fleet management, car maintenance and service have been elaborated with the support of IFRC. The SoPs were adapted to Albanian RC conditions and it was presented to the Board of ARC and put in place for the whole ARC structure.

Challenges

There was a long process of retrieving old/ non-functioning vehicles which after being repaired have been delivered to ARC Branches. The NS got as replenishment of their Operational cars with three new vehicles that have been purchased (one mini cargo truck and two passengers' vehicles) for future operations

Lessons Learned

Through the valuable support of IFRC and international community, ARC got significant support for Building up the Capacity of NS. Among others NHQ building repair, WH repair, Car replenishment, emergency stock replenishment, new ARC uniforms purchased and received, EOC was set up in NHQ and 3 other main branches

Influence others as leading strategic partner

Indicators:	Target	Actual
Outcome S3.1: The IFRC secretariat, together with National Societies uses their unique position to influence decisions at local, national and international levels that affect the most vulnerable.		
# of ARC staff trained in Comms	1	1
Output S3.1.1: IFRC and NS are visible, trusted and effective advocates on humanitarian issues		
# of international press releases	5	3
Output S3.1.2: IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming.		
# of final evaluation	1	1
Outcome S3.2: The programmatic reach of the National Societies and the IFRC is expanded.		
# of ROE PMER missions	3	2
# of NS staff trained in PMER	5	3

Output S3.2.1: Resource generation and related accountability models are developed and improved

Narrative description of achievements

Technical assistance by IFRC ROE has been provided through

- the deployment of an Communications Manager in the first two weeks of the disaster, followed by a continuous remote support from the regional comms team. The IFRC ROE and Albanian Red Cross communication teams have prepared and launched a video that showcased the cash and voucher assistance provided to the affected people. Communications support was also provided through training a volunteer who served as a focal point within the NS.
- IFRC ROE PMER provided support in two missions during the early stages of the operation, and provided support in the drafting of the Emergency Appeal and the EPoA, provided PMER briefing to three staff of ARC, and supported the NS in establishing an initial monitoring system.
- Remote day-to-day support by the ROE Operations Coordinator through providing direct support to the Ops manager and the IFRC country team and liaising as needed with all relevant technical colleagues within the Disasters, Climate and Crisis Department, as well as other relevant departments (finance, PMER, PRD, etc..)

A final evaluation Earthquake Emergency Appeal was carried out during January-February 2021. The EA final evaluation was commissioned by the International Federation of Red Cross and Red Crescent Societies (IFRC – Regional Office for Europe (ROE)). The Final Report:

- elaborates on ARC structures, systems and planning processes, focusing on efficiency, effectiveness, relevance, appropriateness of the operation, and on accountability;

- assesses key programmatic areas with regard to efficiency and effectiveness, relevance and appropriateness of intervention, and possible sustainability;
- explores the support provided by the International Federation of Red Cross and Red Crescent Societies (IFRC), Regional Office for Europe (ROE), and other Movement partners with a view to efficiency and effectiveness as well as actual impact;
- draws conclusions from the above and provides recommendations to move forward, either to address shortcomings or to further support and enhance achievements and positive developments.

The EA final evaluation report has been published and is [available here](#).

Challenges

Due to COVID-19 travel restrictions, only 2 of the 3 PMER missions were completed. Two more communications missions were foreseen during the operation timeframe, but they had to be cancelled due to COVID-19 travel restrictions. However, remote communication support is ensured to the ARC and the country team. All other travels, planned by IFRC ROE have been cancelled, due to the restrictions related to COVID-19 and quarantine measures. Nevertheless, remote support was continually provided by IFRC ROE.

Lessons Learned

The situation with COVID19 outbreak was very challenging for all – IFRC ERO, IFRC Team Albania and ARC on first place. Some of the implementation of EA planned activities have been postponed due to the lockdown and no possibility for direct contact with communities, other activities as PSS and DRR have to be re- designed, so to fit to the current situation with COVID19 restriction and regulations. Despite all, ARC with the support of IFRC succeed to implement all planned activities and provide support to people in need.

Effective, credible and accountable IFRC

Indicators:	Target	Actual
Outcome S4.1: The IFRC enhances its effectiveness, credibility and accountability		
Output S4.1.2: IFRC staff shows good level of engagement and performance		
Output S4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders		
<i># of NS personnel dealing with finances</i>	2	2
<i># of audit carried out</i>	1	0

Output S4.1.4: Staff security is prioritized in all IFRC activities

Narrative description of achievements

Technical assistance from IFRC ROE was provided since the beginning of the implementation of the emergency appeal on operational management and coordination, information management, communications, PSS, health, planning, monitoring, evaluation and reporting, logistics and procurement during technical staffs` mission to country. The IFRC delegates in the country worked in close cooperation with their counterparts based on a sectoral approach.

The IFRC, via its Surge Team in the emergency phase and Country delegation team in Albania, has continued its support in the implementation of all activities until the end of EA- February 2021. The support were dedicated to: 1) Immediate support to affected people during the Emergency phase such as: livelihoods, health and PSS, CVA - 2) Continued midterm support such as: cash and voucher distribution, PSS activities and DRR activities.

To support ongoing activities, new staff members have been appointed by ARC to cover the PSS, IM and finance needs.

Challenges

The same as it is described in the section above.

Lessons Learned

The same as it is described in the section above.

D. Financial Report

The Final Financial Report for this Emergency Appeal (MDRAL008) [is annexed to this report](#).

- The total Emergency Appeal budget was 3,820,678 CHF
- The total Funding received was 3,820,733 CHF
- The total expenditure was 3,730,755 CHF

The remaining balance of funds CHF 89,978 will be transferred to the 2021 IFRC Operational Plan for Europe Region, to support the ongoing disaster, climate and crisis related activities in the region.

Partners or donors who have any questions in regards to this balance are kindly requested to contact Andrej Naricyn, Head of Partnerships and Resource Development at the IFRC Regional Office for Europe (email: andrej.naricyn@ifrc.org) within 30 days of publication of this final report.

Contact information

Reference documents



Click here for:

- [Previous appeals and updates](#)

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

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- Seval Guzelkilinc, Head of Disaster, Climate and Crisis (Prevention, Response and Recovery), Phone: +36 1 888 4505 email: seval.guzelkilinc@ifrc.org
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- Andrej Naricyn, Head of Partnerships and Resource Development, email: andrej.naricyn@ifrc.org

In the IFRC Secretariat in Geneva

- Antoine Belair, Senior Officer, Operations Coordination; email: antoine.belair@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.

Annex 1 – Findings of the Post-Distribution Monitoring (PDM) survey

Overview

Since the earthquake struck on 26 November 2019, resulting in 51 deaths and up to 913 people injured, the Albanian Red Cross has been continuing to respond to the needs of the people affected. Aftershocks have decreased in magnitude but are still ongoing. A total of 11,490 housing units were categorized as fully destroyed or demolished and need to be rebuilt. An additional 83,745 of housing units were either partially or lightly damaged. Approximately 17,000 people are displaced and living in temporary accommodation. Most of the displaced households are staying in tents, host families or rented apartments.

The Albanian Red Cross (ARC) has received a huge support from the International Federation of Red Cross and Red Crescent Societies (IFRC), the International Committee of the Red Cross (ICRC) as well as National Societies in the region and beyond to assist the affected population.

ARC has been present in 99 different locations across the affected area and ten branches have been actively involved in the response operations. Initially, ARC has distributed relief items from its own stock and incoming in-kind assistance. ARC has completed the “Standard Package” distribution (in total, 6,374 packages were distributed 4,000 packages out of which from IFRC Appeal funds). The packages consist of food items, blankets and a family hygiene kit. ARC has also distributed tents, field beds, sleeping bags, sleeping mats, female hygiene kits, baby hygiene kits, kitchen sets and clothes.

This PDM survey helped Albanian RC to assess beneficiaries’ access to, use of, and satisfaction with overall assistance provided.

Methodology

The PDM was undertaken two weeks after the relief distribution was over to provide an opportunity to obtain an immediate feedback from beneficiaries regarding the utilization of the received food and non-food assistance.

The monitoring team interviewed via phone 400 households (10 % of beneficiaries who have been assisted from IFRC Appeal fund) from the relief beneficiaries’ lists selected random from all the affected areas entered in KoBo system. Actually, On KoBo system, are registered 5000 families that have received assistance during the relief operation.

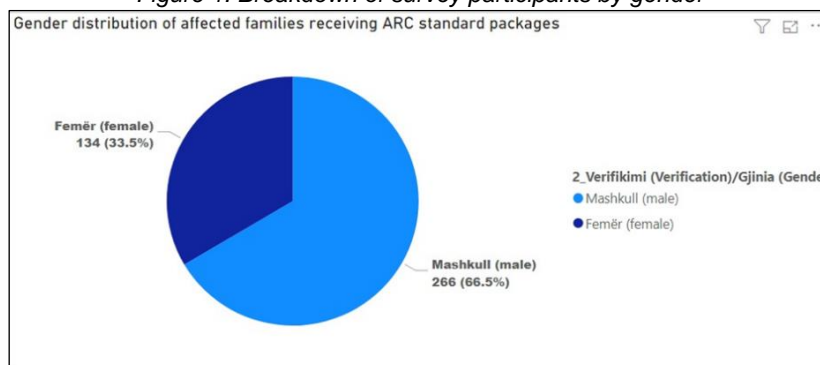
The focus of this monitoring included: basic information of the target beneficiaries; effectiveness and relevance of the distribution; the satisfaction of target beneficiaries on quantity and quality of received goods; Transparency of selection process and some recommendations. The questionnaire involved a combination of qualitative and quantitative questions to collect information.

FINDINGS OF PDM

Profile of respondents

A total of 400 respondents were interviewed for the PDM. Of which, 134 (33.5%) are female and 266 (66, 5 %) are male.

Figure 1: Breakdown of survey participants by gender



Distribution of respondents by affected areas

The respondents of PDM were sampled randomly from the relief beneficiaries’ lists selected affected areas entered in KoBo system

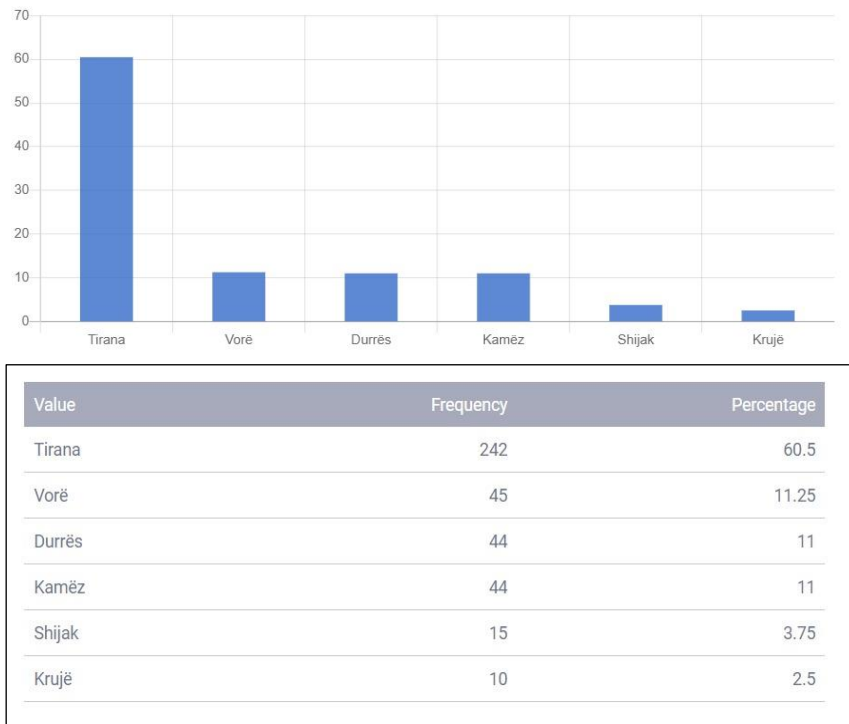
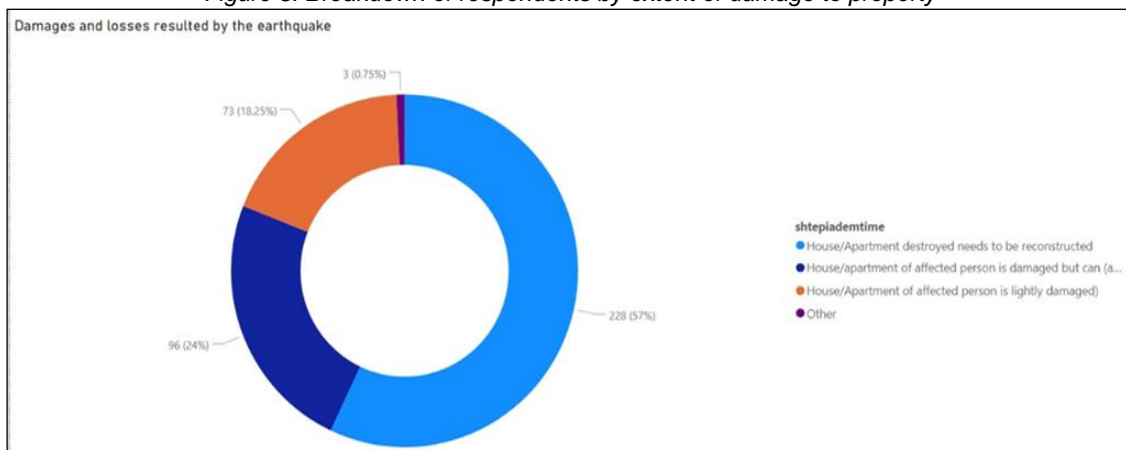


Figure 2: Breakdown of survey participants by affected areas

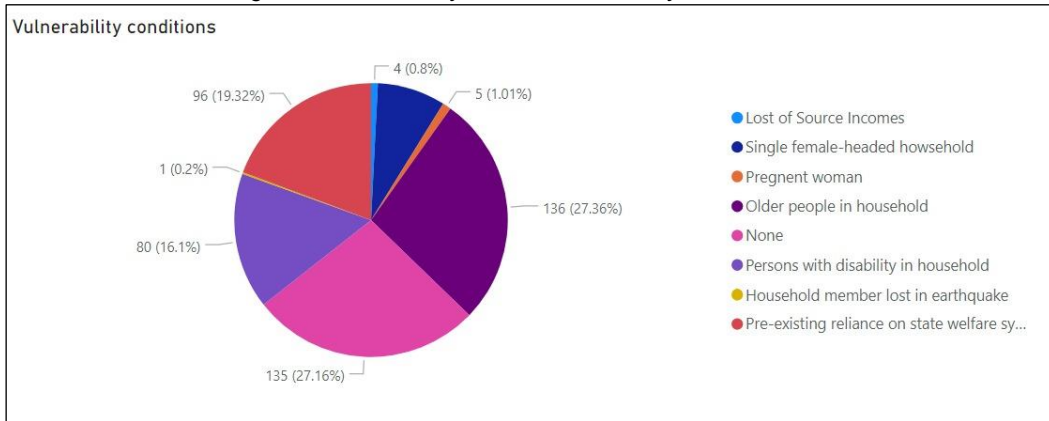
Concerning the question about damages and losses caused by the earthquake results showed:
 - Responders with houses needed to be reconstructed were 228 or 57%; with houses for restoration 96 or 24%; with houses lightly damaged 73 or 18, 25% and others 3-0, 75%

Figure 3: Breakdown of respondents by extent of damage to property



Regarding the vulnerability living conditions, 27,36 % of respondents answered they have older people in the house; 19,32% answered they were beneficiaries of state welfare system, 16,1% had persons with disability, 9,97% were families with single female-headed household, 1,1% had a pregnant women, a percentage under 1 % had lost a family member or the source of income due to earthquake. Other 135 families or 27, 16 % didn't meet any of listed conditions.

Figure 4: Vulnerability conditions in surveyed households



Satisfaction of Selection process

Almost all of the respondents, 99, 75 % said they were happy with the selection process.

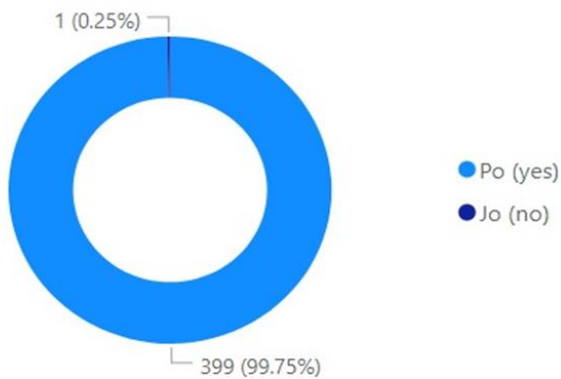


Table 5: Percentage of Satisfaction of Selection process

Satisfaction of Assistance received

Based on the answers received, 96,25 % of HH have been very satisfied with assistance received by ARC, and 95,5 % of them have expressed that ARC was the first responder that have assisted them immediately after the earthquake struck.

Figure 6: Satisfaction with timing and with received assistance



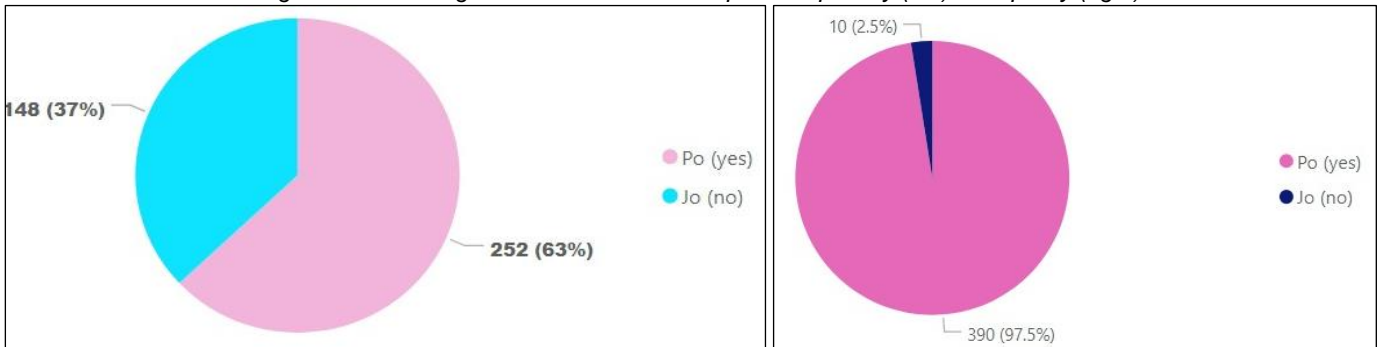
The satisfaction of Assistance received

The ARC “Standard packages” provided to the beneficiaries consisted on food items, blankets and a family hygiene kit. Based on the needs it also are provided female hygienic kits and baby kits, kitchen sets, sleeping bags and other shelter items. The questions addressed to general items; Food parcels and non-food items.

Satisfaction of food parcels quantity/quality

Even though 96.25 % of beneficiaries were satisfied with the food parcels received, 63% of respondents said they are happy with the quantity, 37 % of them answered that the quantity was not enough to cover all the needs for a period for one month. However, 97% were very satisfied with quality of the food parcels.

Figure 7: Percentage of Satisfaction of food parcels quantity (left) and quality (right)

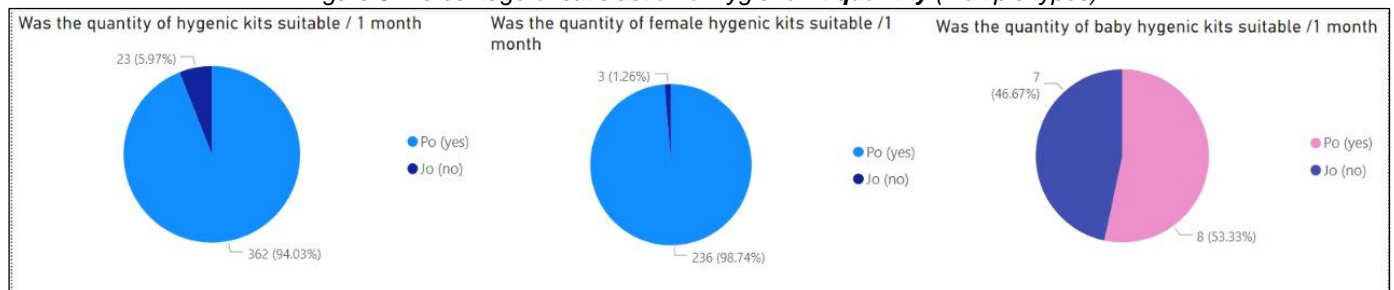


Hygiene kits

Satisfaction of hygienic kits quantity

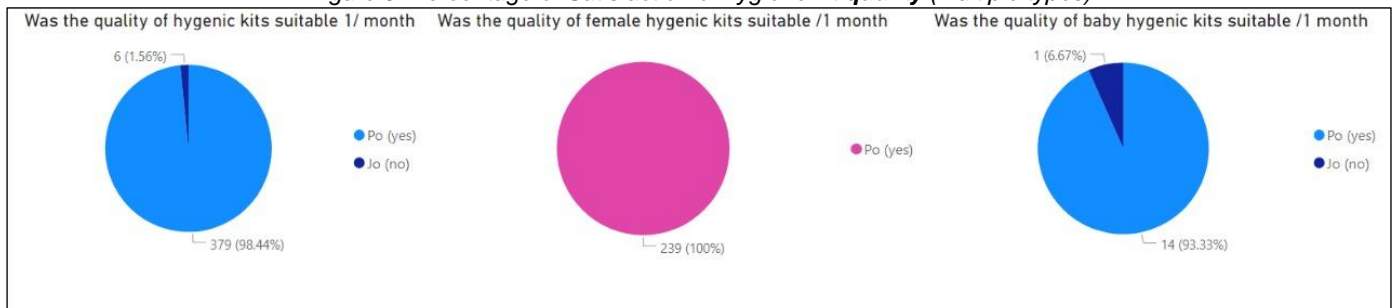
94,03 % respondent said they were satisfied with the quantity of hygienic kits; 98,74 were satisfied with female hygienic kits; 53,3% were satisfied, while 46,67 % of them were not satisfied with the quantity of one of the items of the kit (baby diapers).

Figure 8: Percentage of satisfaction of hygiene kit **quantity** (multiple types)



Regarding the **quality** of hygienic kits; 98,44 % respondent said they were satisfied with the quality of hygienic kits; 100% were satisfied with female hygienic kits; 93,33% were satisfied with quality of baby hygienic kits.

Figure 9: Percentage of Satisfaction of hygiene kit **quality** (multiple types)



Emergency Appeal

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/11-2021/04	Operation	MDRAL008
Budget Timeframe	2019/11-2021/02	Budget	APPROVED

Prepared on 20 May 2021

All figures are in Swiss Francs (CHF)

MDRAL008 - Albania - Earthquake

Operating Timeframe: 29 Nov 2019 to 28 Feb 2021; appeal launch date: 29 Nov 2019

I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	80,000
AOF2 - Shelter	330,000
AOF3 - Livelihoods and basic needs	2,920,000
AOF4 - Health	325,000
AOF5 - Water, sanitation and hygiene	130,000
AOF6 - Protection, Gender & Inclusion	25,000
AOF7 - Migration	0
SFI1 - Strengthen National Societies	655,000
SFI2 - Effective international disaster management	360,000
SFI3 - Influence others as leading strategic partners	40,000
SFI4 - Ensure a strong IFRC	235,000
Total Funding Requirements	5,100,000
Donor Response* as per 20 May 2021	3,820,531
Appeal Coverage	74.91%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	163,524	13,649	149,875
AOF2 - Shelter	172,479	280,654	-108,174
AOF3 - Livelihoods and basic needs	2,875,344	2,917,492	-42,148
AOF4 - Health	80,265	80,265	0
AOF5 - Water, sanitation and hygiene	37,957	37,957	0
AOF6 - Protection, Gender & Inclusion	0	0	0
AOF7 - Migration	0	0	0
SFI1 - Strengthen National Societies	45,276	1,540	43,737
SFI2 - Effective international disaster management	194,184	215,933	-21,749
SFI3 - Influence others as leading strategic partners	25,571	20,831	4,740
SFI4 - Ensure a strong IFRC	226,077	162,434	63,643
Grand Total	3,820,678	3,730,755	89,924

III. Operating Movement & Closing Balance per 2021/04

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	3,820,733
Expenditure	-3,730,755
Closing Balance	89,978
Deferred Income	0
Funds Available	89,978

IV. DREF Loan

* not included in Donor Response	Loan :	250,000	Reimbursed :	250,000	Outstanding :	0
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Emergency Appeal

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/11-2021/04	Operation	MDRAL008
Budget Timeframe	2019/11-2021/02	Budget	APPROVED

Prepared on 20 May 2021

All figures are in Swiss Francs (CHF)

MDRAL008 - Albania - Earthquake

Operating Timeframe: 29 Nov 2019 to 28 Feb 2021; appeal launch date: 29 Nov 2019

V. Contributions by Donor and Other Income

Opening Balance							0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income	
American Red Cross	20,849				20,849		
Belgian Government - Flanders	189,926				189,926		
Belgian Red Cross (Flanders)	13,489				13,489		
British Government		79,389			79,389		
China Red Cross, Hong Kong branch	24,927				24,927		
Croatian Red Cross	27,910				27,910		
Danish Red Cross (from Danish Government*)	723,252				723,252		
European Commission - DG ECHO	322,668				322,668		
German Red Cross	4,998	76,894			81,892		
German Red Cross (from German Government*)	160,667				160,667		
Government of Malta	53,471				53,471		
Government of Romania	106,402				106,402		
Great Britain - Private Donors	1,663				1,663		
Iraqi Red Crescent Society	929				929		
Irish Government	328,634				328,634		
Japanese Red Cross Society	88,665				88,665		
Liechtenstein Red Cross	30,100				30,100		
Lithuania Government	10,893				10,893		
Luxembourg Government	109,545				109,545		
Monaco Government	10,593				10,593		
On Line donations	7,066				7,066		
Poland Government	25,298				25,298		
Red Cross of Monaco	10,743				10,743		
Republic of Korea Government	294,296				294,296		
Spain - Private Donors	54				54		
Spanish Government	27,564				27,564		
StatKraft	54,750				54,750		
Swiss Government	200,000				200,000		
Swiss Red Cross	100,000				100,000		
Swiss Red Cross (from Caritas Switzerland*)	416,000				416,000		
Taiwan Red Cross Organisation	7,513				7,513		
The Canadian Red Cross Society (from Canadian Gov	128,471				128,471		
The Netherlands Red Cross (from Netherlands Govern	119,826				119,826		
The Republic of Cyprus	21,400				21,400		
United States - Private Donors	96				96		
Verbund	21,787				21,787		
Total Contributions and Other Income	3,664,450	156,283	0	0	3,820,733	0	
Total Income and Deferred Income					3,820,733	0	