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Final Report

Indonesia: North Sulawesi Floods

 International Federation
of Red Cross and Red Crescent Societies

DREF operation	Operation n° MDRID018
Date of Issue: 02 June 2021	Glide number: FF-2020-000179-IDN
Operation start date: 10 August 2020	Operation end date: 28 February 2021
Host National Society(ies): Palang Merah Indonesia (PMI)	Operation budget: CHF 95,469
Number of people affected: 4,308	Number of people assisted: 4,308
Red Cross Red Crescent Movement partners currently actively involved in the operation: The IFRC Country Cluster Delegation (CCD) in Jakarta is providing technical support to PMI in planning and implementing this DREF operation.	
Other partner organizations actively involved in the operation: Provincial and district government agencies such as provincial-level Indonesian Disaster Management Authority (<i>Badan Penanggulangan Bencana Daerah</i> or BPBD), Indonesian Search and Rescue Authority (<i>Badan SAR Nasional</i> or BASARNAS) and Department of Social Affairs (<i>Dinas Sosial</i> or DINSOS), Ministry of Public Work and Housing (<i>Dinas Pekerjaan Umum</i> or PUPR), Ministry of Health (<i>Kemetrician Kesehatan</i> or Kemenkes) and Community Health Centre. Local organizations such as Rumah Zakat, BAZNAS, local youth organizations and various community-based organization.	

A. SITUATION ANALYSIS

Description of the disaster

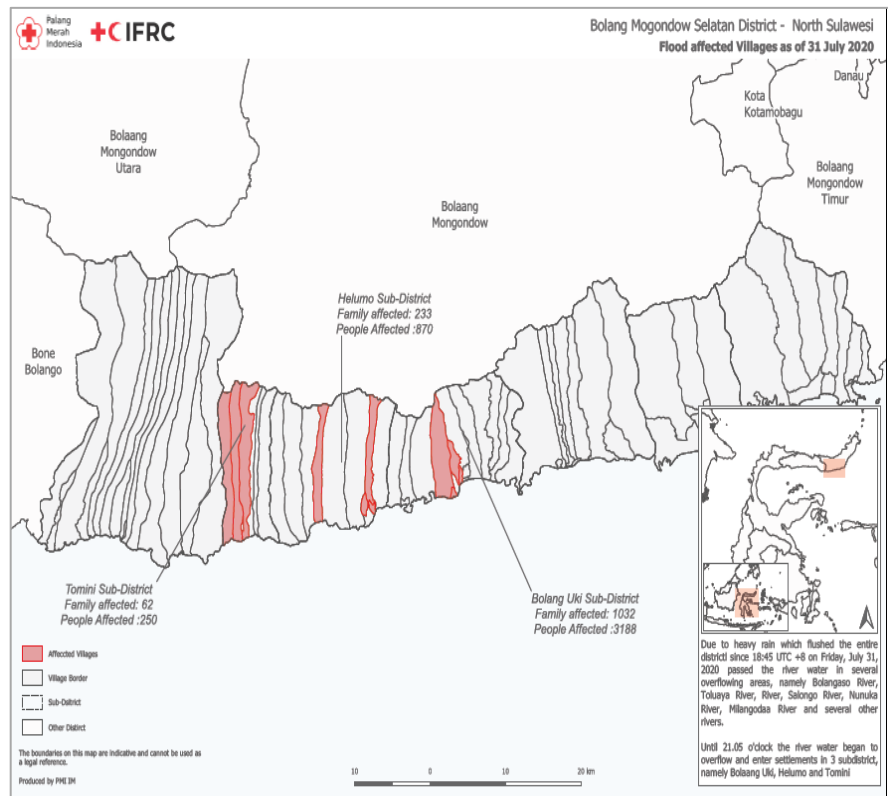
On Saturday 1 August 2020, a flash flood washed away 29 houses and damaged 64 houses in South Bolaang Mongondow district, North Sulawesi province. Prior to the flash flood, communities were already dealing with floods due to continuous heavy rain since 26 July 2020. The flash flood was triggered by heavy rainfall that lasted from 18:45 to 19:05 hours local time on 31 July 2020 causing overflow of several rivers in Bolangaso, Toluaya, Salongo, Nunuka, Mongolidia and Milangodaadan.

Based on a report from the Provincial Indonesian Disaster Management Authority (*Badan Penanggulangan Bencana Daerah*, BPBD), a total of 1,327 households (4,308 people) from 11 villages in three sub-districts were affected by the flash flood. In Salongo, Toluaya, Soguo and West Salongo villages in Bolaang Uki sub-district the floods affected 1,032 households (3,188 people); Biniha, South Biniha, Halabolu and Sindaka villages in Helumo sub-district affected 223 households (870 people); and in Pakuku Jaya, Milangodaa and West Milangodaa villages in Tomini sub-district 62 households (250 people) were affected. One person was also reported missing due to the flash flood. The flash flood collapsed four bridges in the area, making access difficult. However, the community constructed a temporary bridge using wood and local resources.

In responding to the flood emergency that began on 25 July 2020, South Bolaang Mongondow district government declared an initial emergency status for the area from 26 July to 6 August 2020. Due to the impacts from the flash flood,

which occurred on 1 August 2020, a decision was made to extend the emergency status until 26 August 2020 (based on the Head of District of Decision Letter number 158/2020 about the emergency status declaration for South Bolaang Mongondow floods and landslide response). According to field reports, the flood receded in most of the affected areas.

From 4 August 2020, there were eight confirmed cases of COVID-19 in South Bolaang Mongondow district, with seven people recovered. To date, no positive cases have been reported from the evacuation zone. Conversely, dengue cases were reported within the affected area earlier in the year. From January to November 2020 there were 12 dengue cases and 1 fatality reported in South Bolaang Mongondow. According to the local health authority, this was due to the rainy season and poor drainage system in the area.¹ Water borne diseases such as bacterial diarrhea, typhoid, Hepatitis A and Hepatitis E are all prevalent in Indonesia. Diarrhea remains one of the top ten causes of death in the country. Dengue is endemic in many cities and towns in the country and the infection rate increases every year. It is estimated that about 80 per cent of regencies and cities are affected.



Map of affected areas. (Source: IFRC)

Summary of response

Overview of Host National Society

PMI South Bolaang Mongondow branch is a relatively new established branch and when the flash flood struck the area, the branch had limited resources and capacity to respond to the situation. Neighbouring PMI branches such as East Bolaang Mongondow, Kotamobangu city and North Sulawesi province however, mobilized their personnel and resources to South Bolaang Mongondow district to enable and support PMI local branch responding to the emergency. In the emergency phase, PMI deployed 19 personnel from local branch to support the distribution of food items, clean water and to coordinate with relevant stakeholders and carry out assessments. Most of the implemented activities were carried out at the evacuation centre where BPBD further supported with the establishment of a field kitchen.

As the situation improved and the flood receded, displaced households started to return to their house and by November 2020 all evacuation centres were left empty. Post-flood needs assessments were carried out to determine the needs due to the changing situation. Based on the assessment report and coordination with the local authority and the affected communities, PMI South Bolaang Mongondow moved their activity focus from evacuation centres to affected villages. Additionally, post-emergency activities such as conducting health and hygiene promotion, continuing distribution of clean water, cleaning and rehabilitating contaminated communal wells, distributed food items, post-flood cleaning activity at vital public facilities (mosques, bus stations and markets). With additional household items received in November 2020, distribution activities were implemented by door-to-door distribution. All activities were conducted in the four affected sub-districts with 41 volunteers actively assisting implementation of the operation from August 2020 – February 2021.

Overview of Red Cross Red Crescent Movement in country

IFRC Country Cluster Delegation (CCD) for Indonesia and Timor Leste consists of a head of office and technical capacities in Disaster Management, Health, Water, Sanitation and Hygiene (WASH), National Society Development, Communication, Community Engagement and Accountability (CEA), Shelter Cluster Coordination team and support services in Finance, Human resources and Administration.

¹ *Tribun News*, 2020, "Hingga November 2020 ada 12 kasus DBD di Bolsel, Satu orang meninggal dunia", [online] available at: <https://manado.tribunnews.com/2020/12/23/hingga-november-2020-ada-12-kasus-dbd-di-bolsel-satu-orang-meninggal-dunia>. Last accessed 28/05/2021

Partner National Societies present include American Red Cross, Japanese Red Cross Society and Qatari Red Crescent. The ICRC is also present in-country to support PMI on Restoring Family Link (RFL) services in other ongoing operation in Aceh.

Overview of non-RCRC actors in country

PMI South Bolaang Mongondow branch and North Sulawesi province have coordinated closely with the local authorities who have been involved in every planned activity, including the latest needs assessment and in monitoring the distribution of household items in targeted areas.

Needs analysis and scenario planning

Needs analysis

Based on initial field assessment and reports from PMI, immediate needs such as food package or items, access to clean water, essential household utensil and items and hygiene kits in the evacuation centre were identified. Besides the immediate needs, PMI also received several reports from the communities that their wells were contaminated by mud and could not be used as a safe water resource. The water pipelines which connected the communities with other water resources were also damaged by the flash flood. Responding to the report, as soon as situation improved and access to the affected was regained, PMI South Bolaang Mongondow rehabilitated the contaminated wells reported by the community.

As displaced households returned to their houses and the flood receded, follow up assessments were conducted to determine the specific post-flood needs. PMI found that post-flood cleaning activities were needed to reduce the risk and spread of diseases heightened by the flooding events. Cleaning activities would also help to maintain hygiene around the affected areas especially in public facilities areas. Furthermore, PMI South Bolaang Mongondow branch also deployed volunteers to support the communities and BPBD volunteers to clean public facilities and houses by request. This new activity was aligned with the health and hygiene promotion activities. To complement the cleaning activity, PMI also conducted health and hygiene promotion in the affected area.



PMI preparing for relief distribution. (Photo: PMI)

Operation Risk Assessment

Throughout the operation some risks that may occur and hamper the operation have been identified:

- Government's long-term plan for the affected communities is non-existent. There have yet to be any plans from the authorities to relocate the affected households or to provide these households with housing solutions. As a result, affected households are forced to remain displaced for an extended period of time.
- Logistics and relief items did not reach the affected area on time due to COVID-19 lockdown measures and restricted access to the affected area due to damaged roads and bridges.
- In November 2020, gubernatorial election that took place in North Sulawesi. This event has put PMI in a difficult situation. PMI was distributing household items and providing services in several sectors. There was a risk that PMI's activities might be claimed by or associated to certain gubernatorial candidates.
- At the time of the disaster, PMI branch in South Bolaang was newly founded. The branch did not have registered volunteers ready for deployment. Moreover, the chapter's staff and board members were newly acquainted to RC system, thus, they were facing challenges in running a DREF operation. The provincial government was expected to support the newly established branch; however, the provincial government did not extend enough support for the branch.
- Due to COVID-19, PMI NHQ and IFRC staff movement was significantly limited. As a result, close monitoring and technical support to the operation became more challenging. This condition affected the quality of the services delivered. PMI solved this issue by hiring dedicated staff to supervise the operation.

B. OPERATIONAL STRATEGY

Proposed strategy

The operation aimed to respond to emergency needs in a timely, effective, and efficient manner. This included the provision of basic needs and other health related supplies to ensure safety and reduce morbidity amongst children and affected households especially from dengue due to stagnant water in the flooded areas. PMI ensured all interventions were aligned with its own as well as the IFRC minimum standards (Sphere) and commitments to protections, gender, and inclusion (PGI) during emergencies.

This DREF six-month operation aimed to assist 4,308 people through water trucking, health and hygiene promotion following the floods. This, combined with messaging on hygiene and sanitation, COVID-19 and dengue prevention were also implemented. In addition, directly impacted communities by the flash flood were targeted for more intensive support including provision of blankets, tarpaulins, cleaning kits, family kits, hygiene kits, baby kits and COVID-19 kits based on specific needs.

As the situation improved and the floods receded, post-flood cleaning activities at public facilities and rehabilitation and cleaning of community wells were added to the operational plan. The operation also aimed to address community health needs such as psychosocial support (PSS) and health promotion that was related to the 3M policy. Health and hygiene promotion continued throughout December 2020 through scheduled sessions with limits on participants to ensure Covid-19 prevention protocols were adhered to. PMI also encouraged the communities to actively engage and communicate by providing feedback, comments and/or concerns via feedback mechanisms to PMI. A lesson learned workshop was also conducted in February 2021.

PMI received in-kind donations from various individual or organizations from around the affected area but most of the donations were in the form of food items. With limited resources and capacity to process the food donations, PMI distributed the food items to established BPBD field kitchens at the evacuation centre. PMI also distributed emergency supplies (household items) by working closely with local governments to comply with policies on social distancing. With the national government's campaign on the '3M' policy², PMI worked closely with the government to ensure that distributions could proceed, while accounting for new social distancing requirements. To minimize the risk of Covid-19 transmission and limiting mass-gathering event, household items were delivered to recipients by a door-to-door strategy. PMI ensured all volunteers were equipped with personal protective equipment (PPE) not only to ensure volunteers were protected from activity risk but also from Covid-19 transmission risk.

Additional household items dispatched by PMI NHQ from PMI Regional Warehouse from Makassar and Banten, follow up recipient assessments conducted in October – November 2020 and with close communication with the government and community leaders such as heads of villages. Due to the political election in North Sulawesi, PMI South Bolaang Mongondow built close coordination and communication with the government and communities while ensuring that program objectives and targets were well informed across all levels of the community whilst emphasising the seven fundamental principles of Red Cross and Red Crescent movement. This proved to be vital to prevent political and social friction that could have occurred due to unclear implementation in the field. Before distribution took place, PMI South Bolaang Mongondow ensured final recipient lists, distribution activities and promotion activities were carried out based on justified needs, transparency, accountability, and most importantly neutrality.

PMI South Bolaang Mongondow district is a newly established branch with newly appointed board members and limited trained volunteers available to carry out implementation. Therefore, to support the affected branch responding to the emergency situation, resources were dispatched and deployed from neighboring branches with PMI Province present as coordinator. However, it must be noted that there were significant challenges due to limited mobilization of human resources especially technical expertise and monitoring support due to the COVID-19 to continue the 6-month operation. By the end of the operation, there were 41 volunteers who actively supported the operation with only 10 volunteers deployed from PMI South Bolaang Mongondow branch.

A Lesson learned workshop took place in February 2021. From the beginning of the operation to its closure, PMI South Bolaang received various positive feedback and responses from the communities and local authority, in addition to a growing number of volunteer applications received by the end of the operation.

² 3M Policy: 'Menggunakan masker' or wearing facemask, 'Mencuci tangan' or hand washing and 'Menjaga jarak' or maintain safe distance.

C. DETAILED OPERATIONAL PLAN



Shelter

People reached: 838

Male: 385

Female: 453

Indicators:	Target	Actual
# of people reached with safe and adequate shelter and settlement assistance (Target: 532)	532	838
# of household provided with emergency shelter and settlement assistance (Target: 133)	133	308

Narrative description of achievements

As the flood inundated affected areas, people began evacuating themselves to several evacuation centre. As per August 2020, PMI identified five evacuation centres occupied by an average of 50 household in each of the locations. To support the displaced households, BPBD established their standard field kitchens in the evacuation centres, supported by in-kind food donations, donated by partners. In the emergency phase, PMI South Bolaang Mongondow received various donations from individual and organization donors. Most of the donations were in the form of food items and since PMI South Bolaang Mongondow has limited capacity and resources to process or to cook the food, PMI distributed the food items to the field kitchen in the evacuation centres.



Hygiene Kit and Baby kit distribution. (Photo: PMI)

Additional household items dispatched from Makassar and Banten (PMI Regional Warehouse) to South Bolaang Mongondow by PMI NHQ and reached the affected area by November 2020. Therefore, household items distribution started from November to December 2020. By this time, displaced households had begun to return to their own houses, and therefore, distribution took place at affected villages rather than in evacuation centres that had been left empty. PMI managed to distribute the items in five different villages located in Tomini, Helumo and Boluki sub-district and 308 household/ 838 people (385 male and 453 female). Due to the limited items, not all households received all the items ie. Baby kit and tarpaulins. PMI only distributed items to families with severely damaged houses and families with babies or children under 3 years old. As mentioned earlier, PMI distributed set of items to recipients. Identified recipients received 2 pcs tarpaulins (two per household), 2 pcs of blankets (two per household), 1 box of family kits which contains bath soaps, shampoo, washing detergent, toothpaste, toothbrush, towel, plastic plate, glass and eating utensil, candle, hand towel, flip flops, sarong and garbage bag, 1 box of baby kits and 1 pcs sleeping mats. Please refer below table for detailed distributed items in South Bolaang Mongondow.

Items	Total	
	Target	Actual
Blankets	266	266
Tarpaulin	266	266
Baby kit	75	75
Family kit	133	133
Sleeping Mats	266	65

Challenges

Due to the pandemic situation, several provincial authorities-imposed lock down to their province. While North Sulawesi was not under lockdown when the disaster struck the area, some of the items had to be dispatched from Banten PMI regional warehouses which at the time was under lockdown and considered as red-zones for Covid-19 transmission. As a result, items were allowed to leave the warehouse, but they could not leave the province, making distributions challenging.

In November 2020, the election for Governor of North Sulawesi province took place. The election coincided with PMI's household items distribution period and therefore, before the distribution take place, PMI had to ensure that the community understood that the activity was not related to any political party or agenda and purely for humanitarian purposes and emphasizing the seven fundamental principles of Red Cross and Red Crescent Movement.

Lessons Learned

Due to the pandemic situation and social restrictions, PMI South Bolaang Mongondow found that door-to-door distribution strategies were more effective, in addition to minimizing mass-gathering activities. Local government were also in favour of door-to-door distribution mechanisms as there was less security concern than concentrated distribution.



Health

People reached: 12,027

Male: 5,532

Female: 6495

Indicators:	Target	Actual
# of people who are directly reached to lessen immediate risk to the health	4,308	12,027
# of people reached with health promotion activities	4,308	12,027
# of households reached with mosquito nets	133	133
# of people that are reached with dengue prevention messaging	4,308	771
# of people reached through psychosocial support activities	572	214
# of affected people reached with psychosocial support	532	214
# of volunteers attending debriefing sessions	40	41

Narrative description of achievements

In the emergency response phase, there were limited health-related activities implemented on the field. This was due to both, resource availability and limited capacity of PMI South Bolaang Mongondow branch (as also reported in the Operation Update). However, PMI continued providing health-related need such as health awareness, PSS session, distribution of mosquito nets and dengue prevention messaging in November 2020 until early January 2021.

PMI managed to provide eight PSS sessions for children in the affected area reaching 214 children (101 male and 113 female). Activities such as playing games, learning, and storytelling were done in the each of the sessions with the children. In addition, PMI also provided the children with some coloring books, crayons, school supplies and bags.



PSS Session at community centre. (Photo: PMI)

Health awareness activities were carried out in November 2020 until January 2021. Since PMI could not identify a suitable radio station to air the promotion materials, the health promotion activities were carried out through scheduled face to face sessions with limited participants to lessen the risk of Covid-19 transmission and adhere to social restrictions policies. A mobile unit (ambulance and a minivan equipped with a megaphone) was also used to disseminate health awareness messages. IEC materials were also distributed in the awareness sessions and distributed at public facilities. IEC materials such as 3M policy, ten healthy lifestyle and how to prevent Covid-19 transmission were provided to the communities in the district. PMI conducted a total of 18 sessions of health awareness whilst distributing IEC materials, reaching 2,888 household/ 12,027 people.

Due to a limited number of mosquito nets, distribution of these items was focused to the most vulnerable households or people identified based on the assessment report. Along with the mosquito nets, PMI also disseminated dengue prevention messaging and information on how to properly clean mosquito nets. The decreased reach of dengue prevention messaging was directly linked to the limited number of mosquito net resources.

Challenges

PMI mobilized volunteers from outside of the area to conduct assessment. However, due to the limited capacity and available resources, health-related activity implementation was minimised in the emergency response phase. Most of the health-related activities such as PSS and Health Promotion were implemented in November 2020.

Due to the pandemic situation, PMI had to limited mass-gathering activities by set up schedules for face-to-face session with recipients. It was identified that community health awareness especially for Covid-19 prevention and restriction at the affected area were low, with communities gathering before and after the sessions were conducted. In addition, there were also people who came to the sessions without facemask and PMI had to constantly remind people about the importance of wearing a facemask and to limit unnecessary gathering.

Lessons Learned

Capacity development for PMI Bolaang Mongondow is vital. While volunteer recruitment is ongoing, further training of health-promotion, PSS or First-aid would benefit the recruited volunteers.

To lessen the risk of Covid-19 transmission at the session, PMI volunteers were equipped with PPE such as face mask and hand sanitizer. Furthermore, PMI volunteers distributed facemasks to recipients who came to the session without a facemask. A simple health promotion on the importance of facemask to reduce Covid-19 transmission was provided to the recipients as well.



Water, sanitation and hygiene

People reached: 8,464

Male: 3,893

Female: 4,571

Indicators:

	Target	Actual
# of vulnerable households with increased access to appropriate and sustainable water, sanitation and hygiene services	1,077	3,799
# of people have access to safe water	4,308	8,732
# of people reached by hygiene promotion activities	4,308	12,027
# of volunteers involved in hygiene promotion activities	15	20
# of households provided with a set of essential hygiene items	133	133

Narrative description of achievements

As the affected communities evacuated themselves to evacuation centre, BPBD provided and deployed field kitchens in each of the evacuation centres. BPBD not only provided meals, but also clean water to the displaced households. As there were no gaps in the evacuation centre, PMI supported the field kitchens by providing food items to the field kitchens whilst distributing bottled water. In addition, PMI rented water trucks to provide water to 15 affected villages and managed to support 2,044 households/ 8,732 people.

As the flood receded, PMI conducted a post-flood needs assessment at the affected area, that identified needs for post-flood cleaning activities since affected areas were still covered with mud and inundated with debris. To support the cleaning activity, PMI deployed volunteers to help the communities to clean their houses, clean public facilities such as schools, mosques, markets etc. PMI also identified that some household wells were contaminated by the flood water. PMI volunteers managed to rehabilitate 48 household wells in seven affected villages, benefitting 139 households/ 556 people.

To complement the hardware activities such as distribution of water and household well rehabilitation, PMI also distributed hygiene kits to the recipients and conducted hygiene promotion at the distribution site and door to door promotion. Every hygiene kit distributed contained 5 pcs of bath soap, washing detergent, shampoo, 5 pcs of toothbrush, 3 pcs of toothpaste, 20 pcs of tampons, towels and 1 container box. Each household received 1 hygiene kit that is sufficient to maintain hygiene a family of 4 for 1 month. PMI managed to distribute 133 hygiene kits to 133



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Jalan Trans Sulawesi
Bolang Uki, Kabupaten Bolaang Mongondow Selatan
Indonesia

families/754 people. PMI also deployed volunteers who conducted hygiene promotion sessions to the communities. Initially, the hygiene promotion activities were planned to be delivered through local radio. Through radio dissemination, PMI could reach more people whilst limiting face to face activities or implementation due to the pandemic situation. However, PMI was not able to identify a potential radio station that could cover South Bolaang Mongondow area.

Therefore, hygiene promotion activities were carried out through scheduled sessions with the communities and IEC material distribution at public facilities. PMI raised the level of community awareness on the importance of personal and environmental hygiene, how to maintain healthy and clean lifestyle and proper handwashing steps. Hygiene promotion activities were carried out along with health promotion to 12,027 people. The activities carried out from November 2020 to January 2021.

Challenges

PMI South Bolaang Mongondow relied on rental trucks to support the affected communities and based on PMI final report, communities are still in need of clean water since the water company (PDAM) are in the process to rehabilitate water systems in the affected area. PMI South considered more sustainable solutions such as rehabilitating damaged pipelines and household wells in the area. However, after the assessment was conducted, PMI decided not to rehabilitate damaged pipelines due to the permit and complex land situation in the area. Considering their limited capacity, resources and operational timeframe, PMI decided to rehabilitate household wells and provide water through water trucking for short-term solution.

Lessons Learned

Promotional activities need to be maintained and regularly conducted to the community. Due to the limited WASH capacity in PMI South Bolaang Mongondow, further capacity development is needed.



Protection Gender and Inclusion

Indicators:	Target	Actual
The operation demonstrates evidence of addressing the specific needs to ensure equitable access to disaster response services.	Yes	Yes
Does the operation demonstrate evidence of compliance with IFRC minimum standard commitment to gender and diversity in emergency programming.	Yes	Yes
100% of volunteers have signed the Code of Conduct.	100%	85%

Narrative description of achievements

From the beginning until the end of the operation, PMI ensured that all recipient lists were sex and age segregated. However, due to strict covid-19 prevention policy and social restrictions, direct interactions and activities to gather information with the communities were impeded. This included distributions where not all targeted recipients could attend the distribution due to the pandemic situation, most of them being elderly people. PMI, therefore, had to deliver the items via door-to-door distribution. This was also the case for socialization meetings and in feedback and reporting mechanisms. As the social restriction and mass-gathering activities were limited, not all household member/recipients could attend the session. Usually, household representatives attended the session and interacted with PMI volunteers.

The PGI component was considered throughout the implementation of all activities. This includes targeting of vulnerable households, socialization in communities, adaptation of distribution plans to accommodate different needs (door-to-door strategies ensured access to those couldn't attend sessions), and strict observance of child protection and sexual abuse prevention policies of PMI and IFRC. Overall, the PGI component was ensured through the CEA team through monitoring of feedbacks from communities which were gathered when volunteers deployed to the field and hotline. However, feedback was not recorded or documented properly. Recipients often gave their feedbacks when they interacted with volunteers on the field and based on the feedback/ response, volunteers took action to assist. Without proper documentation or recording, it was difficult to make sure or to keep track of the status on the report.

Strengthen National Society

Indicators:	Target	Actual
# of volunteers actively involved in the operation, with proper training and adequate insurance	40	34
# of volunteers who receive training through the operation	40	34
# of volunteers who are insured through the operation	40	34
A Lessons Learned undertaken at the end of the operation	Yes	Yes
# of staff and volunteers participating in lessons learned workshop	40	41
Supply chain and fleet services meet recognized quality and accountability standards.	Yes	Yes
Operation is 100% compliant with IFRC procurement procedures	Yes	Yes
Operation is 100% compliant with IFRC financial procedures.	100%	100%
Site specific security assessments completed	Yes	Yes
Narrative description of achievements		
<p>As mentioned earlier, by the time the disaster struck the area, there were no volunteers registered under PMI South Bolaang Mongondow since the branch was a newly established PMI branch. Despite the volunteer and human resources issue, PMI neighbouring chapters deployed their resources to support PMI South Bolaang Mongondow cope with the emergency. Neighbouring branches deployed their trained and experienced volunteers to assist in the emergency phase. Concurrently, PMI South Bolaang Mongondow also began recruiting new volunteers to continue the operation as part of the exit strategy. As the situation improved, several deployed teams from outside of the South Bolaang Mongondow ended their mission and returned to their homebased. The operation continued with the support of 41 volunteers with only ten volunteers based in South Bolaang Mongondow district.</p> <p>By the end of January 2021, a lesson learned workshop was held in South Bolaang Mongondow PMI office. PMI invited local authorities, recipients, volunteers, staffs and other relevant stakeholders to the workshop. The workshop was conducted to evaluate PMI services for the past six months. It was found that prior to the disaster, communities were not aware that PMI South Bolaang existed as a support within their area.</p> <p>From the lesson learned workshop, PMI received positive feedback and appreciation from the community and the local authority. In addition to this feedback, PMI also received volunteering applications throughout the operation and newly recruited volunteers were deployed to support the operation.</p>		
Challenges		
<p>PMI South Bolaang Mongondow is a newly established branch that had no volunteer roster available at the beginning of the operation. In addition, the board members were also new to the Red Cross movement. With these two challenges, this branch had limitations in its knowledge and capacity on how Red Cross respond to a disaster in addition to possessing the knowledge and understanding of DREF.</p>		
Lessons Learned		
<p>The newly established branch now has first-hand experience in implementing DREF operations. The branch has proved that with the support from neighbouring branches and supervision from the province, they have the capacity to implement operations successfully and address needs in the area.</p>		

D. Financial Report

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter	16,708	14,610	2,098
AOF3 - Livelihoods and basic needs			0
AOF4 - Health	18,055	12,022	6,033
AOF5 - Water, sanitation and hygiene	22,505	21,866	639
AOF6 - Protection, Gender & Inclusion	1,704	487	1,217
AOF7 - Migration			0
Area of focus Total	58,971	48,984	9,987
SFI1 - Strengthen National Societies	1,150	999	151
SFI2 - Effective international disaster management	1,012	333	679
SFI3 - Influence others as leading strategic partners	22,834	10,749	12,085
SFI4 - Ensure a strong IFRC	11,502	2,297	9,205
Strategy for implementation Total	36,498	14,378	22,119
Grand Total	95,469	63,362	32,107

As been mentioned in the narrative part that PMI South Bolaang Mongondow deployed their volunteers to implement the activities in one implementation event such as health promotions were conducted together with hygiene promotions whilst distribution of NFI and clean water also took place at the same time. Therefore, in most of the case soon after water trucking team or hygiene promotion team concluded their activity that day, they would also support the NFI distribution and or hygiene promotions. This is reflected to underspent on shelter and health budget allocations.

As identified by PMI NHQ at the beginning of the operation, in order to support the newly established PMI branch, resource might be deployed from neighboring areas. Therefore, there are resource mobilization budget allocated to support South Bolaang Mongondow branch. However, due to the pandemic situation and mobilization restriction, majority of the budget was not spent as planned. This not only imposed PMI mobilization but also IFRC mobilization. By the end of the operation, there were no IFRC staff deployed to the field due to the pandemic situation and covid-19 transmission concern.

Lastly, PMI identified that the cost to mobilize logistics from Makassar and Banten to the affected area will be expensive considering the geographical locations of the affected area and access were limited due to the flash flood. However, at the emergency period, it is proved that it would cost more to transport the good to the affected area due to the flash flood situation and mobilization restriction due to Covid. Therefore, logistics were deployed to nearby provincial warehouse located in Gorontalo from Makassar and Banten then transported to South Bolaang Mongondow by late October. Hence, majority of the shipment cost were remained unspent.

In total, CHF 95,469 was allocated to respond to the humanitarian needs of household affected by the flood and flash flood in South Bolaang Mongodw, North Sulawesi. From the 6-months implementation period, there are reported expenditure in total of CHF 63,362 with the balance of CHF 32,107 will be returned to DREF pot.

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, and Fortive Corporation and other corporate and private donors. The IFRC, on behalf of the National Society, would like to extend thanks to all for their generous contributions.

Full financial report is [attached](#) at the end of this report.

Contact information

Reference documents



Click here for:

- [Previous Appeals and updates](#)
- [Emergency Plan of Action \(EPoA\)](#)

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

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How we work

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

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



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



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



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

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/8-2021/4	Operation	MDRID018
Budget Timeframe	2020/8-2021/2	Budget	APPROVED

Prepared on 24/May/2021

All figures are in Swiss Francs (CHF)

MDRID018 - Indonesia: North Sulawesi Floods

Operating Timeframe: 10 Aug 2020 to 28 Feb 2021

I. Summary

Opening Balance	0
Funds & Other Income	95,469
DREF Allocations	95,469
Expenditure	-63,362
Closing Balance	32,107

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter	16,708	14,610	2,098
AOF3 - Livelihoods and basic needs			0
AOF4 - Health	18,055	12,022	6,033
AOF5 - Water, sanitation and hygiene	22,505	21,866	639
AOF6 - Protection, Gender & Inclusion	1,704	487	1,217
AOF7 - Migration			0
Area of focus Total	58,971	48,984	9,987
SFI1 - Strengthen National Societies	1,150	999	151
SFI2 - Effective international disaster management	1,012	333	679
SFI3 - Influence others as leading strategic partners	22,834	10,749	12,085
SFI4 - Ensure a strong IFRC	11,502	2,297	9,205
Strategy for implementation Total	36,498	14,378	22,119
Grand Total	95,469	63,362	32,107

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/8-2021/4	Operation	MDRID018
Budget Timeframe	2020/8-2021/2	Budget	APPROVED

Prepared on 24/May/2021

All figures are in Swiss Francs (CHF)

MDRID018 - Indonesia: North Sulawesi Floods

Operating Timeframe: 10 Aug 2020 to 28 Feb 2021

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	47,272	28,992	18,280
Shelter - Relief	5,054	3,332	1,722
Clothing & Textiles	7,182	4,428	2,754
Water, Sanitation & Hygiene	6,761	12,319	-5,558
Medical & First Aid	8,000	2,834	5,166
Teaching Materials	3,250		3,250
Other Supplies & Services	17,025	6,079	10,946
Logistics, Transport & Storage	14,000	3,981	10,019
Distribution & Monitoring	12,000	843	11,157
Transport & Vehicles Costs	2,000	3,138	-1,138
Personnel	22,120	17,419	4,701
National Society Staff	19,040	15,563	3,477
Volunteers	3,080	1,856	1,224
Workshops & Training	2,000	1,296	704
Workshops & Training	2,000	1,296	704
General Expenditure	4,250	7,806	-3,556
Travel	450		450
Information & Public Relations		2,808	-2,808
Office Costs	3,000	1,928	1,072
Communications		807	-807
Financial Charges	800	2,174	-1,374
Other General Expenses		89	-89
Indirect Costs	5,827	3,867	1,960
Programme & Services Support Recover	5,827	3,867	1,960
Grand Total	95,469	63,362	32,107