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Emergency Plan of Action Final Report

Cote d'Ivoire: Floods

 International Federation
of Red Cross and Red Crescent Societies

DREF operation	Operation n°. MDRCI012
Date of issue: 05 July 2021	Glide number: FL-2020-000154-CIV
Operation start date: 04 July 2020	Operation end date: 31 January 2021
Host National Societies: Red Cross Society of Côte D'Ivoire	Operation budget: CHF 311,996
Number of people affected: 16,525 or 2,345 households	Number of people assisted: 26,640 people (4,440 households) Direct recipients: 8,940 people (1,490 households) Indirect recipients: 17,700 people (2,950 households)
Red Cross Red Crescent Movement partners currently actively involved in the operation: Dutch, Swedish, and Monegasque Red Cross Societies	
Other partner organizations actively involved in the operation: 4 (World Food Program (WFP), UNICEF, Ministry of Security and Civil Protection, Ministry of Solidarity for the Family, Women and Children, Groupement des Sapeurs- Pompiers Militaires (GSPM)) – the fire service	

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, Germany, 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, Fortive Corporation and other corporate and private donors. The Netherlands red Cross (NLRC) and the Canadian Government contributed to replenishing the DREF for this operation. On behalf of Red Cross Society of Côte d'Ivoire (RCSCI), the IFRC would like to extend gratitude to all for their generous contributions.

A. SITUATION ANALYSIS

Description of the Disaster

On June 25, after 240 mm of rain within few hours in Abidjan district, the Government owned Radio Television Ivoirienne (RTI) reported two children were dead in Adjamé (Abidjan) and one missing due to flash flooding which caused widespread infrastructural damage. Overall, a total of 24 communities were affected in the economic capital of Abidjan and its suburbs. The communes affected included Abobo, Adjamé, Anyama, Cocody, Port-Bouet, Yopougon, Bonoua, Adiaké, Brofodoumé, Agboville, Adzopé, Azaguié, Bingerville, Alépé and Grand Bassam. In the interior of the country, the following communes were affected: San-Pedro, Divo, Niakaramadougou, Tabou, Daoukro, Gagnoa, Duekoué, Oumé and Téhini. Prior to this event, the rainy season which had started in May 2020, had affected various areas of the city. Details of the impact of the rains can be found in the emergency plan of action.



Red Cross volunteers during a verification exercise of beneficiaries of cash assistance in Akeikoi. Source: RCSCI, November 2020

A rapid assessment conducted by Red Cross Society of Côte d'Ivoire (RCSCI) confirmed that at least 2,345 households with 16,525 people were affected by the disaster, losing their basic necessities, food and non-food items.

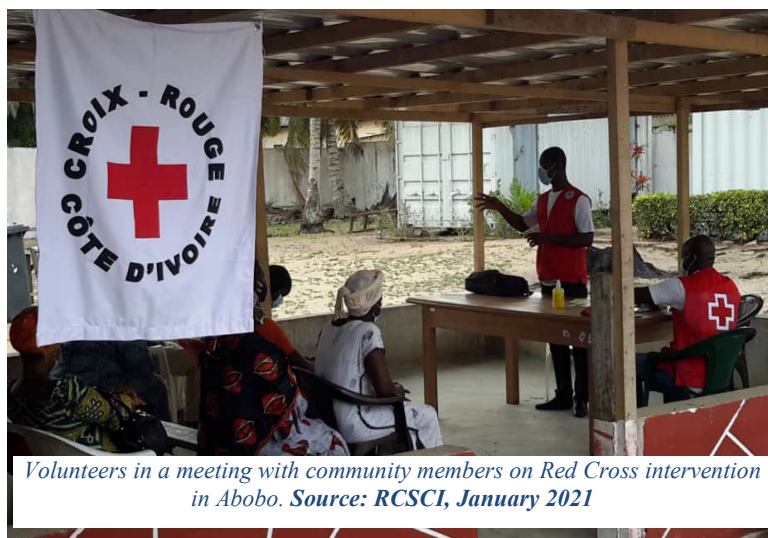
There were also at least 279 houses destroyed, 817 partially houses destroyed, 32 injured, 19 deaths and five people missing. At least, 279 households (2,100 people) became homeless and relocated to host families or temporary sites.

On 4 July 2020, a [DREF operation](#) was approved for CHF 311,996 to enable the RCSCI to meet the urgent needs of the affected communities and provide assistance to all 4,333 affected households through shelter/household items, water, sanitation and hygiene (WASH) and health interventions. The operation was initially launched for 04 months. However, in November 2020, the operation was extended for two months at no cost through an [Operation update](#) to allow the National Society (NS) complete implementation of pending activities which included completion of the Cash and Voucher Assistance for Livelihoods and Shelter. The operation ended on 31 January 2021, after six months, having reached 17,700 people (2,950 HH).

Summary of Current Response

Overview of Host National Society

The Operational Command Post (OCP) of the Red Cross Society of Côte d'Ivoire (RCSCI) was activated at headquarters level once the flood disaster occurred. The NS participated in coordination meetings with local and administrative authorities. As of June 18, the RCSCI deployed at least 100 volunteers through its response mechanism to conduct rapid and detailed needs assessments that provided preliminary data. The volunteers assisted affected people by evacuating them to safer areas. To complement the data already obtained, a multisectoral needs assessment was carried out in collaboration with the government and UN agencies (WFP, and UNICEF). Outcomes of this joint assessment made it possible to support the different areas of this DREF operation. Through this DREF operation, the following activities were implemented:



Volunteers in a meeting with community members on Red Cross intervention in Abobo. Source: RCSCI, January 2021

- **Shelter:** The operation supported 100 households with a one-off cash grant of XOF 50,000 per household, targeting those who had been displaced by the flood water, evacuated and sheltered in host families or in a temporary shelter. The support conditionality of the grant was for shelter and household items.
- **Livelihoods and basic needs:** To help 1,000 households meet their basic needs, unconditional multi-purpose cash grants of XOF 50,000 FCFA / month for a period of two months were allocated. The cash and voucher assistance (CVA) component was technically supported by a IFRC CVA Surge expert, who provided remote assistance to the National Society.
- **Health and care:** A total of 100 volunteers provided first-aid and psychosocial support to the affected families and volunteers involved in the operation. At the end of the operation, debriefing sessions were organized for all volunteers to reduce the emotional impact of the operation. There were two (2) professional psychologists who led these services.
- **Water, Sanitation and Hygiene:** RCSCI volunteers carried out hygiene promotion and provided chlorine tablets to 500 households for water treatment to reduce the risk of disease and ensure access to safe drinking water for the targeted 1,000 households. In addition, awareness campaigns (hygiene promotion) were planned in the different localities and reached 17,700 people. Awareness was done through media campaigns (radio programmes) and discussion groups. A total of 50 volunteers was mobilized for 16 days (02 outings per week for 02 months).

Overview of Red Cross Red Crescent Movement in country

The IFRC provides support to RCSCI through its West Coast Country Cluster Delegation (CCSD) located in Abuja, Nigeria. In the context of disaster management, RCSCI receives technical support from IFRC, as is the case in this flood situation. The ICRC (International Committee of the Red Cross) has presence in the country through its regional office. It provided support for the development of the RCSCI flood contingency plan for 2017 and provided financial support to RCSCI for field assessments in previous years.

The Dutch Red Cross (DRC) provided RCSCI with technical and translation support in the development of the DREF document through a bilingual staff. The DREF document was thus finalized with support of the DRC's bilingual staff and

shared with the ICRC and the PNSs. The Netherlands, Swedish and the Monegasque Red Cross Societies are present in the country. A coordination meeting of the Movement was held every two weeks as part of the coordination of interventions in Côte d'Ivoire, including response to COVID-19, Floods and Presidential Election Contingency Plan. This regular meeting was led by the ICRC.

Overview of the work of actors outside the Red Cross/Red Crescent in the country

The Government of Cote d'Ivoire intervened to bring relief to the affected communities. Indeed, the *Groupement des Sapeurs Pompiers Militaires* (GSPM) – the country's fire service -- was on the ground to evacuate people from the waters while the Ministry of Solidarity and Social Cohesion made food, non-food and cash donations to the disaster victims. The government through the National Office of Civil Protection (ONPC) also activated its flood contingency plan and obtained a loan from the World Bank to carry out water drainage works in the affected areas.

The Enlarged Coordination Committee (ECC), led by the Ministry of Solidarity and the Humanitarian Coordinator, convened meetings to review the flood situation and coordinate the humanitarian response. Close coordination was established with the various humanitarian actors through the Coordination Cell (CCE) to avoid duplication. The RCSCI shared initial information with the PNSs, the ICRC and the IFRC. Under the leadership of the Government, a multisectoral needs assessment was conducted jointly with humanitarian actors (Ministry of Solidarity, UNICEF, WFP, RCSCI, etc.). This was done in most of the affected areas with the aim of collecting information on the extent of the damage caused by the flood, and developing strategies for intervention, based on the real needs of the affected communities. UNICEF provided RCSCI with hygiene kits and 400 mosquito nets for distribution to flood-affected households in Anyama. The WFP also signed an agreement with the RCSCI to conduct a humanitarian assistance operation and provided a cash transfer for 1,000 heads of households in 07 affected localities.

Needs analysis and scenario planning

Needs analysis

A rapid assessment completed by the NS confirmed that at least 2,345 households with 16,525 people were affected by the disaster, losing their necessities, food, and non-food items. There were also at least 279 houses destroyed, 817 partially houses destroyed, 32 injured, 19 deaths and five missing people. At least 279 households (2,100 people) were homeless and relocated to host families or temporary sites.

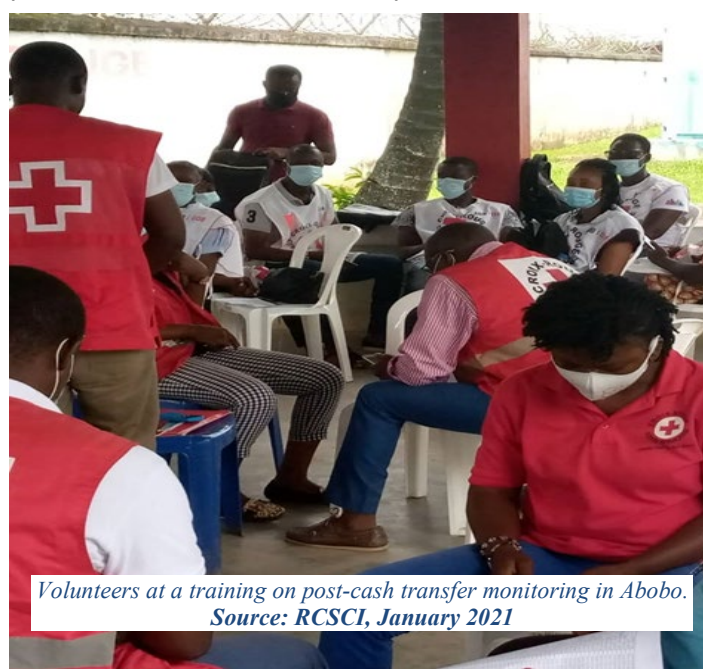
The analysis of the data collected following the rapid, detailed, and continuous needs assessments carried out by the various local Branches of RCSCI with the support of the coordination team at headquarters has enabled the recording of floods in 24 localities in the country. Landslides, destruction of the railway line in Anyama, destruction of roads, houses/buildings/school fences, contamination of water sources, loss of property in communities, etc. were noted. The information collected by RCSCI volunteers helped to refine the plan of the intervention. The anticipated needs to be covered by the DREF were as follows:

1. Shelters and household items

Based on the analysis of available information from the assessments, there was a need for emergency shelter and even resettlement of at least 279 households that their homes and contents were destroyed.

2. Livelihoods and Basic Needs

At least 2,345 households lost livelihoods during the floods. They often had small businesses or other market activities and lost some of their income. The loss of income significantly reduced access to food, leading to food insecurity in those households with not only economic problems but also health problems especially for children, the elderly, chronically ill people, people with disabilities, lactating women, and pregnant women.



*Volunteers at a training on post-cash transfer monitoring in Abobo.
Source: RCSCI, January 2021*

3. Health, including Psychosocial Support (PSS)

Most people affected by the floods in 2020 have suffered an emotional shock. This had an impact on their general well-being and psychological state. The situation was more serious with those who had lost loved ones as they were still affected by the disappearance or death of their loved ones (parent/child). Psychosocial care for parents and children was needed to enable them recover and cope with a new family situation due to the loss of housing and income. There was also the need to carry out continuous first aid activities as the rains continued, causing additional localized flooding in various parts of the country.

4. Water, hygiene and sanitation

Rains and flooding due mainly to poor drainage and uncontrolled construction continue to threaten families in areas already flooded or in low-lying areas where there was a risk of rising water levels. Sanitation is often poor, and water is contaminated in some places and therefore not drinkable. Water-borne diseases are still present and the RCSCI should continue to work with communities and local authorities to help families with environmental and household hygiene. This situation raises not only the need for hygiene awareness but obviously any health risks related to COVID-19 in the day to day life of households.

Targeting

This DREF operation targeted 6,000 people or 1,000 households affected by the floods in Abidjan and its outskirts (Abobo, Yopougon, Port-Bouët, Anyama and Azaguié). A breakdown of the targets by selected localities is presented in Table 3 below. The focus was on displaced persons (in host families or host sites) and some of the most affected households. However, indirect beneficiaries should participate in hygiene promotion and sanitation awareness sessions. Selection criteria were developed and applied for targeting cash transfer beneficiaries in affected households.

Out of a total of 2,192 heads of households identified in the 05 localities targeted by the DREF, the WFP provided cash transfer assistance to 1,000 households. Out of the 1,192 remaining households, RCSCI targeted to provide cash transfer assistance to 1,000 households, while 100 heads of households were targeted to benefit from the cash transfer for shelter.

Location	# of registered remaining households after WFP support	Forecast	Households Targeted
Abobo	557	600	557
<i>Breakdown of targets by locality Source: RCSCI</i>			
Azaguié	252	200	200
Port Bouët	142	60	65
Yopougon	78	40	78
Total	1,192	1,000	1,000

Scenario Planning

The operation had anticipated three possible scenarios categorized as best case, most likely and worst-case scenarios. Fortunately, the scenario remained at the best-case scenario and hence there was no need to scale-up the operation and request for a second allocation from the DREF.

Risk Assessment

For the Cash and Voucher Assistance (CVA), there was a risk that recipients would not be able to use the funds to cover their priority needs or that non-recipients might provide some resistance. To mitigate this, RCSCI planned a good communication with community participation in the implementation of the operation to ensure that the assistance provided did not cause tension within the affected communities.

This DREF operation and its operational strategy considered the risks associated with the current COVID-19 pandemic and aligned with the IFRC's global emergency appeal that helps NSs provide assistance and support to communities affected or at risk of being affected by the COVID-19 pandemic. All volunteers were provided with PPE to ensure protection to curb the spread of the disease.

B. OPERATIONAL STRATEGY

Overall Operational objective

The overall objective of the operation was to provide rapid life-saving support to 1,000 households (6,000 people) affected by floods in the localities of Abidjan and its outskirts (Abobo, Yopougon, Port-Bouet, Anyama and Azaguié) with

a focus on Shelter and household items, livelihoods and basic needs and water, sanitation and hygiene and health interventions.

Summary of Changes to the Emergency Action Plans:

In this operation, the major change was the completion period which was delayed by the elections and coordination issues within the NS, in addition to the COVID-19 pandemic. Initially planned for 04 months, the operation was extended by 20 months and ended on 31st January 2021. The DREF operation covered Shelter, Health and WASH activities as seen below:

Shelter and household items: At least 279 families found refuge in foster homes or temporary shelters. For those, there was a need for household items to replace the ones that have been lost. During this operation, a total of 100 households received Cash & Voucher Assistance (CVA) of XOF 50,000 each to enable beneficiaries purchase key household items.

Livelihoods and basic needs: To help targeted families meet their basic needs, unconditional multi-purpose cash grants were provided from the cash transfer services to 1,000 most vulnerable heads of households based on set criteria. According to the standards, the basic needs of a household composed of six persons are worth 49,500 XOF / month, rounded up to 50,000 XOF / month. The total cash transfer of XOF 100,000 allocated to each target household covered two months. See details in the [EPoA](#).

The entire cash transfer process, which included a baseline survey, registration, market assessment, engagement of a service provider was implemented. A total of 100 volunteers (20 volunteers per locality) were deployed in the five affected zones to ensure the registration of the targeted households, and home visits to ensure that all the targeted households received the cash transfer. These same volunteers were also responsible for monitoring the use of the funds received by the targeted households. An RDRT cash transfer expert (CVA) was recruited to support the process and ensure the overall coordination of the response with the RCSCI. The duration of the support was three months.

After the operation, a post-distribution follow-up was done to assess the use of the cash and the level of satisfaction of the beneficiaries. A report was produced and shared with relevant stakeholders including IFRC Abuja Country Cluster delegation. Households targeted to receive cash for household shelter items and those selected to receive unconditional cash grants were given their cash in a one-time payment to catch up on the operation in October.

Health and care: The RCSCI volunteers provided first-aid services throughout the operation and psycho-social support to the families of the deceased, the victims of floods, and volunteers involved in the operation. At the end of the operation, debriefing session was conducted for all volunteers to reduce the emotional impact of the operation on them. Two (2) professional psychologists facilitated the session.

Water, Sanitation and Hygiene : RCSCI volunteers carried out hygiene promotion and provided chlorine tablets to 500 households for water treatment to reduce the risk of water-borne disease and ensure access to safe drinking water for the targeted households. In addition, awareness campaigns (hygiene promotion) were planned and conducted in the different localities and have reached 17,700 people. Awareness was done through media campaigns (radio programmes) and discussion groups. A total of 50 volunteers was mobilized for 16 days (02 outings per week for 02 months).

Community engagement and accountability (CEA) was an integral part of the operation through already existing capacity. CEA focal persons in each target community and district were responsible for coordinating community engagement and accountability interventions. Feedback and complaints system



Red Cross volunteers on a door-to-door visit to assess the impact of the Red Cross assistance to households in Yopougon. Source: January 2021



A Red Cross volunteer checks the quality of water in a community in Port-Bouet. Source: RCSCI, November 2020

were established in consultation with communities and widely promoted to ensure everyone was aware of the system and was comfortable using it.

Protection Gender and Inclusion (PGI) was integrated in all sectors. Gender, disability and diversity related questions were included in all needs and sectoral assessments to ensure protective and inclusive programming.

Regarding human resources, a total of 100 RCSCI volunteers were deployed for this operation. The volunteers were covered by insurance with the support of IFRC. They were equipped with personal protective equipment during the activities. In addition, the volunteers received T-shirts and caps (1 T-shirt, 1 Fez cap per volunteer) containing key messages on hygiene promotion (cleanliness inside and outside houses), flood risks and the Red Cross logo to promote visibility of the Movement. A total of 14 HQ staff were involved in the key functions: programme management, DM coordination, CEA, cash transfer, WASH, health, PMER, PSS, logistics, fleet, communications, IT and finance. Ten team leaders/supervisors led the operation.

Communication was done to help position the RCSCI in the country as a leading humanitarian actor. To this end, RCSCI worked with the national media to provide updates on the response and needs of the communities and to collect stories on the impact of RCSCI support to vulnerable people.

PMER activities were rolled out to ensure the quality of implementation throughout the operational management cycle. A lesson learned workshop was organized at the end of the operation to ensure that volunteers provided feedback, and also to identify strengths and weaknesses during implementation to inform future planning. The report of the workshop was shared with relevant stakeholders.

Overall, **procurements** were made in accordance with IFRC operating standards and procedures. Procurement and logistical responsibilities included the provision of relief items and WASH. The NS did not have a warehouse; however, the items were stored in containers at RCSCI headquarters. To support the operation, the NS provided two vehicles for use in the operation with fuel and maintenance costs covered by the operation.



Red Cross volunteers explain to beneficiaries of the cash transfer on criteria used in selection of beneficiaries in Yopougon - Source: January 2021.

Financial management of the operation was ensured by the NS with direct support from IFRC CCST in Abuja and Africa Regional office which ensured that expenditure were made according to the approved budget and within the timeframe.

C. DETAILED OPERATIONAL PLAN



Shelter

People reached: 600 (100 households)

Male: 51 heads of households

Female: 49 heads of households

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

Indicators:	Target	Actual
% of target population receiving household items	10% (i.e. 100 households)	10% or 100 households

Output 1.1: Provide shelter assistance through distribution of HHIs

Indicators:	Target	Actual
# of people receiving cash assistance for household items	600	600
# of assessments conducted	1	1
# of volunteers involved in the identification of target households	50	50

Narrative description of achievements

One assessment was conducted and revealed that at least 279 houses were destroyed while 817 were partially damaged. A selection of 100 households according to the set criteria was made (as shown in the table below) with the support of 50 volunteers. Most shelter beneficiaries are from Anyama (52%) because there was a landslide in this locality with more houses destroyed. The CVA was carried out in November/December 2020 in all the localities through the mobile service provider (MTN).

For the CVA, the RCSCI identified and signed a contract with MTN who handled the transfer of cash to beneficiaries in all the target localities. The NS had earlier trained 20 volunteers on CVA and deployed them in the field to carry out activities.

The targeted communities were involved throughout the targeting process. After the cash grant was transferred, a post distribution monitoring mission was carried out in each locality. The main objective was to assess and measure the possible changes due to the transfer of funds to beneficiaries. Based on the results of the PDM, it was concluded that the beneficiaries were satisfied to have received this aid and for them, the support was useful because it helped to meet some of their immediate needs.

Challenges

- The main challenge for the CVA was the delay in cash transfer to the beneficiaries. This was due to several reasons, including the late provision of funds to the RCSCI.
- Challenges in internal coordination at the RCSCI at the start of the operation. Documentation for the first instalment was not provided in time.
- Another challenge was that some of the beneficiaries did not have the correct SIM card for the mobile phone provider (MTN). However, MTN supported with the provision of required SIM cards.
- Some of the beneficiaries did not have any form of identification document.
- Lack of security for MTN agents due to the socio-political tension in the country following elections.
- Some errors were made in the transcription of numbers.
- Some beneficiaries were not aware of the date of payment as they were not informed on time.

Lessons Learned

- Pre-identification of potential reception facilities in high-risk areas facilitated the temporary relocation of disaster victims
- Involvement of local authorities and communities in the implementation of a project facilitates the achievement of results
- Reduction in response times for emergency assistance in 72 hours (anticipation in the mobilization of resources).
- The speed in the processing of accounting information facilitated the transfer of remaining funds.

- The involvement of focal points in the processing of accounting information improves the rapid processing of supporting documents.
- A good integration of the actors in the implementation of the DREF ensures a good realization.
- Better coordination with all the actors involved in cash facilitates the response to the needs of disaster affected people.
- Having a framework contract with a monetary service provider facilitates rapid assistance to beneficiaries.
- The establishment of a DREF coordination unit allowed a better implementation of the operation.
- The development of all requisitions made it possible to accelerate purchases in DREF.
- The forecast of per diems in the budget facilitates the involvement of community leaders.

Recommendation

- Put in place a special emergency fund system in National Society
- Put in place a more practical and rapid response activation system
- Put in place an intermediate response phase (make a quick response for a number of affected persons before cases are determined)
- Carry out pre-season awareness activities
- Build a large-capacity warehouse and strengthening the capacity of local branches in emergency response
- Timely and correctly inform beneficiaries on the schedule of cash transfer and ease the process
- Establish displaced persons camps/sites to be managed by the RCSCI
- Engage local authorities in operation from the onset to enhance collaboration and coordination
- Put in place an effective database management system
- Increase CVA to reach more beneficiaries



Livelihoods and basic needs

Recipients: 1,000 Households, or 6,000 people

Men: 500

women: 500

Result 1: Communities, especially in flood-risk and slippery areas, are strengthening their livelihoods

Follow-up indicators :	Targets	Real recipients
% of the target population receiving humanitarian assistance	100% (Or 1,000 households)	100% (or 1,000 households)

Result 1.1: Households receive unconditional cash grants to meet their basic needs

Follow-up indicators:	Targets	Real recipients
# of volunteers trained in CVA	20	20
Number of months for basic needs in cash for target households	02	02
# of PDM achieved	05	05

Narrative description of achievements

The National Society conducted training on CVA for 20 volunteers from the targeted localities (Abobo-10, Azaguié-4, Anyama-2, Port-Bouet-2 and Yopougon-2) The training focused on main CVA modules including identification and selection of beneficiaries among the vulnerable population.

The trained volunteers along with additional 80 volunteers with the help of the CEA tools (kobo-collect application in the tablets) carried out the identification, selection, registration and validation of 1,000 households amongst the most vulnerable to benefit from the cash assistance. The communities in the affected 05 localities were all engaged in the process for better understanding especially of the criteria used in selection of beneficiaries for transparency and accountability purposes.

The RCSCI engaged the service of MTN, a money transfer service provider in the country with a signed agreement to carry out cash transfer service to the CVA beneficiaries. Though, there were some challenges faced during the exercise, the service provider was able to deliver as agreed.

A post distribution monitoring (PDM) exercise was conducted in each of the five targeted localities to assess how the assistance is contributing to improving the livelihood of the beneficiaries and learn on how to improve on the support in any future intervention.

Challenges

- The delay in implementation of the transfer assistance due to the late transfer of funds;
- Internal coordination challenges within the NS at the start of the operation;
- Some of the beneficiaries did not have the correct SIM cards for the mobile phone provider (MTN). However, MTN supported by providing them with the required SIM cards;
- Weak communication with local authorities at the onset;
- Lack of identity document on the part of some of the beneficiaries;
- Lack of security for MTN agents due to the socio-political climate in the country;
- Lack of communication to the beneficiaries on the payment day.

Lessons Learned

- Participation of local authorities and communities in the implementation of a project facilitates the achievement of better results;
- Reduction in response times for emergency assistance in 72 hours (anticipation in the mobilization of resources);
- The speed in the processing of accounting information facilitates the transfer of remaining funds;
- The involvement of focal points in the processing of accounting information improves the rapid processing of supporting documents;
- Better coordination with all the actors involved in cash facilitates the response to the needs of disaster-affected people;
- Having a framework contract with a money transfer service provider facilitates rapid cash assistance to beneficiaries;
- The establishment of a DREF coordination unit allowed for better implementation of the operation;
- The provision of all requisitions on time made it possible to accelerate procurement process;
- The forecast of per diems in the budgets facilitates the involvement of community leaders.



Health

People reached: 2,340 (390 households)

Male: 1,194

Female: 1,146


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

Indicators:	Target	Actual
% of target population provided with First aid services	N/A	32% or 1,920 people
# of volunteers provided with PPE	100	100

Health Outcome 6: The psychosocial impacts of the emergency are lessened

Indicators:	Target	Actual
% of target population reached with PSS (Target: N/A)	NA	39% or 2,340 people
# of psychologists providing PSS service	2	2
# of volunteers trained in PSS	20 (4 per locality)	20

Narrative description of achievements
<p>All health activities described in this DREF operation were carried out with the exception of the mobile clinic because the health centres were functional. Due to the emergency, some volunteers intervened without protective gear at the start. However, with the DREF, the volunteers worked equipped with raincoats, boots and household gloves during the rains. A total of 100 volunteers received PPE and were trained on PSS. The training contributed to strengthening the skills of the volunteers on some components of psychosocial support to be provided to people affected by the disaster. This includes the concept of psychological trauma, clinical manifestations, attitudes to adopt and possible references. Two psychologists provided PSS services at Abobo, Anyama, Azaguié, Port Bouët and Yopougon. In general, cases of adjustment disorders and emotional shocks were treated. In addition, they raised awareness among community members through the volunteers. These same locations also received first aid and PSS services and reached a total of 39% (2,340 people) of the target population.</p> <p>An evaluation mission was conducted to determine the effectiveness of the psychosocial support provided to the population affected by the floods and to gain an understanding of the psychological suffering that had occurred since the floods in the different areas. Psychological care primarily concerned people who had lost a relative or an acquaintance; people who had abandoned their homes or had been evicted because they had become inhabitable because of the flood and people whose houses had been destroyed by the flood. This care was provided through individual and/or collective interviews of post-immediate therapeutic intervention with the affected people.</p> <p>An emotional debriefing activity was carried out at the end of the operation to provide care to prevent chronic psychological exhaustion linked to the emergency aid relationship that has been established between the actors working on the DREF (volunteers and staff), the beneficiaries and their families to facilitate the return to emotional balance of the project workers.</p>
Challenges
<ul style="list-style-type: none"> • Acceptance of PSS support was a challenge. It required volunteers to inform recipients about the benefits of PSS support, especially for those with stress-related problems. In addition, the number of people requiring PSS support was much higher than expected due to the COVID-19 circumstance. • The personnel of the town halls who were indirect victims were not informed of the different activities and the possibility of psychological support when there was a real need at their level. • Late commencement of planned activities (3 months after the floods) instead of early intervention due to the presidential elections • Insufficient emergency stock such as hygiene kits.
Lessons Learned
<ul style="list-style-type: none"> • Involvement of local authorities and communities in the implementation of a project facilitates the achievement of results. • Good collaboration with other actors (WFP, UICEF, UNDP and Ministry of Solidarity) in the implementation of the DREF ensured good results from the operation.

	<p>Water, sanitation and hygiene People reached: 17,700 (2,950 households) Male headed households: 1,505 Female headed households: 1,445</p>	
Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities		
Indicators:	Target	Actual
% of target population reached with WASH	100%	100%
Output 1.1: Continuous assessment of water, sanitation, and hygiene situation is carried out in targeted communities		
Indicators:	Target	Actual
# of WASH assessment conducted	1	1
# of volunteers trained in waterborne disease prevention	20 (4 per location)	20
Output 1.2: Daily access to safe water which meets Sphere and WHO standards in terms of quantity and quality is provided to target population		

Indicator	Target	Actual																																			
# of households receiving chlorine for water purification	500	500																																			
# of households reached with awareness on water storage	1,000	1,000																																			
Output 1.3: Hygiene promotion activities are offered to the entire affected population																																					
Indicator	Target	Actual																																			
# of hygiene promotion sessions conducted	16	80																																			
# of volunteers involved in hygiene promotion sessions	50	50																																			
Narrative description of achievements																																					
<p>The first achievement is the strengthening of the capacities of 20 volunteers in the 05 local branches of Abobo, Yopougon, Azaguié, Anyama, Port-Bouet in water borne disease and their mode of transmission, hygiene promotion, home water treatment techniques and the use of the chlorine tablets, the use of tools such as pool test and turbidimeter, the role and responsibility of the safety and security focal point in the field activities.</p> <p>A WASH assessment was conducted in the 05 localities. The results of the WASH assessment revealed the existence of risk of waterborne diseases due to lack of hygiene and sanitation in the flooded areas. It also found that 70% of the well water was contaminated by runoff. A total of 500 households received aquatab tablets (Abobo (100), Yopougon (50), Azaguié (50), Anyama (100), Port-Bouet (200)). Water quality was subsequently monitored in 1,800 households (Abobo (400), Yopougon (100), Azaguié (200), Anyama (100), Port-Bouet (1,000)). In addition, hygiene promotion sessions were organized, and all the targeted population benefited.</p> <p>For the awareness activities, 50 volunteers (10 volunteers per local branch) were mobilized to sensitize the populations affected by the floods. Through mass sensitization in compliance with COVID-19 containment measures, 300 students were sensitized on handwashing in one section. A total of 80 sessions were conducted on hygiene promotion and sanitation. The disaggregated data are recorded in the table below. More than 17,700 people benefited from this activity in all five locations. The themes addressed were storage of drinking water (most of these people do not have water at home and rely on water vendors), water treatment techniques at home (SODIS solar water disinfection method), and the five (5) key moments for hand hygiene.</p>																																					
<table border="1"> <thead> <tr> <th>Location</th> <th>Men</th> <th>Women</th> <th>Children</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Anyama</td> <td>871</td> <td>1,609</td> <td>229</td> <td>2,619</td> </tr> <tr> <td>Azaguié</td> <td>665</td> <td>917</td> <td>100</td> <td>1,682</td> </tr> <tr> <td>Port Bouët</td> <td>1,215</td> <td>1,415</td> <td>2,248</td> <td>4,878</td> </tr> <tr> <td>Yopougon</td> <td>324</td> <td>316</td> <td>1,422</td> <td>2,062</td> </tr> <tr> <td>Abobo</td> <td>1,582</td> <td>174</td> <td>3,591</td> <td>6,913</td> </tr> <tr> <td>TOTAL</td> <td>4,657</td> <td>5,457</td> <td>7,590</td> <td>17,704</td> </tr> </tbody> </table>			Location	Men	Women	Children	Total	Anyama	871	1,609	229	2,619	Azaguié	665	917	100	1,682	Port Bouët	1,215	1,415	2,248	4,878	Yopougon	324	316	1,422	2,062	Abobo	1,582	174	3,591	6,913	TOTAL	4,657	5,457	7,590	17,704
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Lessons Learned																																					
<ul style="list-style-type: none"> A good integration of the actors in the implementation of the DREF ensures a good achievement of the DREF objectives. Better coordination with all the actors involved in the cash facilitates the response to the needs of the disaster victims. 																																					

Strengthening National Societies		
Indicators:	Targets	Real
% of volunteers involved in activities insured	100	100
Output 1.1: The National Society has effective and motivated volunteers who are protected.		
Indicators:	Targets	Real
# of volunteers equipped with PPE	100	100
# of communication works produced	N/A	6
Narrative description of achievements		

About the health and safety of the volunteers, RCSCI took care to insure all the volunteers (100) involved in this operation. Similarly, thanks to the DREF, 100 raincoats, 100 pairs of boots and 100 household gloves were acquired to protect the volunteers during the operations. Within the framework of this operation, 6 communications works were produced to inform communities on Red Cross actions. These are radio programs: Yopougon (2); Abobo (2); Anyama

Challenges

- Delay in the final validation of the MOU
- Slow transfer of funds
- Lack of emergency funds to initiate response
- Disaster Management and Health Coordinators not registered on IFRC Go platform.

Lessons learned

- Validation of the MoU as soon as possible is necessary for the success of emergency projects.
- Transfer of funds on time will contribute to timely intervention and support to target population. an emergency fund within the National Society is useful for the rapid start-up of humanitarian assistance.
- Facilitation of the registration of at least two to three people from headquarters (DM, Health Coordinator) on the IFRC Go platform. This will facilitate quick alerts and reports from the field.

International Disaster Response

Outcome S1: Effective and coordinated international disaster response is ensured

Indicator:	Targets	Real
Percentage of people supported vs. people affected	32%	36% (6,000 people)

Product 1.1: An effective and respected surge capacity mechanism is maintained.

Indicator:	Targets	Real
# of RDRT deployed for CVA (Cash and Voucher Assistance)	1	1

Narrative description of achievements

To enhance effective implementation of CVA activities, a Cash Transfer Surge personnel was made available to the RCSCI for a period of two months supporting the operation remotely because of the COVID-19 pandemic, he worked in Visio conference with the RCSCI cash focal point.

Challenges

Due to the situation of COVID-19 and the closure of borders, the deployed RDRT member could not travel to Côte d'Ivoire but worked remotely with the NS operation team. In addition, the RCSI cash counterpart was also changed at the beginning of the cash project.

Lessons learned

IFRC support in the area of staff in the emergency operation was an added value to the effective implementation of planned activities.

Influencing others as a key strategic partner

Result 1: NS compliance with the principles and rules of humanitarian assistance is improved.

Indicators:	Targets	Real
# of volunteers trained in CEA	20	20
# of feedback mechanisms setup	5 (1 per locality)	5

Narrative description of achievements

- Establishment of CEA guidelines and dissemination of criteria for selecting beneficiaries (5 meetings with community leaders)
- Validation of the list of beneficiaries with the communities
- Identification of reliable communication channels (via calls, registration forms, disaster representatives)
- Capacity building of 20 volunteers on CEA in cash transfer (04 per locality)
- Complaint collection and management system
- Beginning of the implementation of a call number open from Monday to Friday from 8:30 am to 5:00 pm.
- Identification of CEA focal points (02 per locality)
- Provision of CEA focal points with feedback and complaint registration forms
- A total of 188 feedbacks were collected, treated and outcomes discussed with the communities and for improvement in any intervention in the future.

Challenges

- The current health crisis (Covid-19) hindered smooth implementation of activities as movements were restricted and Covid-19 prevention protocols needed to be followed
- Delay in commencement of implementation
- Lack of adequate protective equipment (Raincoats, boots and gloves) for the volunteers
- Displacement of disaster victims within the communities
- Low involvement of community leaders who should have been the entry point to the affected communities
- Failure to present the DREF operation to the local authorities at the initial stage affected this stage of the operation as they needed to be convinced about their collaboration being authorities closer to the communities
- Absence of community meetings impacted on information sharing and feedback on Red Cross intervention
- Lack of information on the day of the transfer
- Delay in monetary assistance
- Relocation of persons affected by the disaster
- Lack of cross-referencing of previous lists with the current year's list
- Insufficient resources to satisfy all the disaster-affected persons as most of them were looking up to the Red Cross for support

Lessons learned

- It is important to inform the target beneficiaries on when the transfer will be made to them. This will prevent delay and time wasting
- It is important to provide displaced persons temporary sites to be managed by the RCSCI
- It is important to provide an ongoing update of project activities to local authorities
- A database management system is important to aid operation

Other recommendations

- Prepare the mentalities of beneficiaries who are in high-risk areas so that they decide to move before the rainy seasons
- Raise awareness about bad habits and bad attitudes (houses built on waterways) that increase risks of flooding, destruction and death.
- Raise awareness on the possibility of having low-cost housing units for the most vulnerable rather than living in high-risk areas (need to take advocacy to the Ministry of Construction)
- Share reports and recommendations with communities for better coordination of actions
- Intervene in the early hours of the disaster for maximum coverage that allows access to all, to make a more thorough psychological assessment in order to improve the effectiveness of interventions
- Provide an emergency stock (kits or funds) for social cases (cases of households in real difficulty who cannot wait for the cash transfer process to take place)
- Put in place a monitoring committee/team to visits beneficiary communities to assess how the community members are adhering to good hygiene and sanitation habits to mitigate the impact of floods in the future
- Carry along stakeholders from the branches in the development of operation plan of action to facilitate implementation of activities at the community level
- Carry out joint missions with government authorities and other stakeholders to collect information at the onset and encourage regular coordination meetings among stakeholders for effective and efficient service delivery to the population in need
- Extend monetary assistance to all the disaster-affected persons

D. BUDGET

The budget allocated to this operation was **CHF 311,996** out of which CHF 250,825 (80%) was expended. The balance of CHF 61,171 will be refunded to the DREF pool. The table below provides explanations for variances on expenditure made during this operation.

Description	Budget	Expenditure	Variance	Variance Explanation
Water Sanitation& Hygiene	4,172	0	4,172	This budget line was not expensed because aqua tabs from the National Society's warehouse was used instead.
Medical & First Aid	7,648	0	7,648	This budget line was expensed in the volunteer budget line item because the PSS support were linked to volunteer support.
Teaching Materials	1,627	0	1,627	This budget line expensed under workshops and training as this is where the teaching materials were used.
Distribution & Monitoring	4,386	0	4,386	This budget line was not expensed because of COVID-19 restrictions.
International Staff	23,394	1,100	22,294	Savings of 95% were made on this budget line because of border closures due to COVID-19 so, the RDRT was unable to travel to Côte d'Ivoire. The CVA Surge provided remote support.
National Staff	0	582	-582	Cluster Staff accommodation on additional monitoring mission to the field during the unforeseen extension period.
Volunteers	10,726	16,415	-5,689	This budget line was over expensed by 53% because of two reasons; firstly, the operation timeframe was extended longer than the original plan at no cost and secondly, 'medical & first aid' reflected above was charged against this budget line.
Travel	1,220	4,420	3,199	The DREF was extended at a no cost and during this period, there were multiple needs for CEA engagement at HQ to travel to field

				for monitoring and support, which was not originally anticipated in the original design of the DREF budget
Information & Public relations	14,093	2,583	11,509	This budget line was underspent because it was overbudgeted at planning stage.

Reference documents



Click here for:

- [Operation Update 1](#)
- [Emergency Plan of Action](#)

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

National Society

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- Nicolas Boyrie, Operations Coordination, Senior Operations Coordinator, DCPRR; email: nicolas.boyrie@ifrc.org

For Performance and Accountability support

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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	2020/7-2021/4	Operation	MDRCI012
Budget Timeframe	2020/4-2021/1	Budget	APPROVED

Prepared on 07/Jun/2021

All figures are in Swiss Francs (CHF)

MDRCI012 - Côte d'Ivoire - Floods

Operating Timeframe: 04 Jul 2020 to 31 Jan 2021

I. Summary

Opening Balance	0
Funds & Other Income	311,996
DREF Allocations	311,996
Expenditure	-250,825
Closing Balance	61,171

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction		197,045	-197,045
AOF2 - Shelter	20,156	343	19,812
AOF3 - Livelihoods and basic needs	187,025	2,747	184,278
AOF4 - Health	18,274	4,949	13,325
AOF5 - Water, sanitation and hygiene	14,156	7,775	6,381
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
Area of focus Total	239,611	212,859	26,752
SFI1 - Strengthen National Societies	28,650	24,527	4,123
SFI2 - Effective international disaster management	31,265	3,394	27,871
SFI3 - Influence others as leading strategic partners	12,470	10,044	2,426
SFI4 - Ensure a strong IFRC			0
Strategy for implementation Total	72,385	37,966	34,419
Grand Total	311,996	250,825	61,171

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/7-2021/4	Operation	MDRCI012
Budget Timeframe	2020/4-2021/1	Budget	APPROVED

Prepared on 07/Jun/2021

All figures are in Swiss Francs (CHF)

MDRCI012 - Côte d'Ivoire - Floods

Operating Timeframe: 04 Jul 2020 to 31 Jan 2021

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	192,860	176,224	16,636
Water, Sanitation & Hygiene	4,172		4,172
Medical & First Aid	7,648		7,648
Teaching Materials	1,627		1,627
Cash Disbursement	179,412	176,224	3,188
Logistics, Transport & Storage	12,490	7,893	4,598
Distribution & Monitoring	4,386		4,386
Transport & Vehicles Costs	8,104	7,893	211
Personnel	51,044	32,634	18,410
International Staff	23,394	1,100	22,294
National Staff		582	-582
National Society Staff	16,924	14,537	2,387
Volunteers	10,726	16,415	-5,689
Consultants & Professional Fees	1,627	197	1,430
Professional Fees	1,627	197	1,430
Workshops & Training	16,039	8,326	7,713
Workshops & Training	16,039	8,326	7,713
General Expenditure	18,893	10,242	8,651
Travel	1,220	4,420	-3,199
Information & Public Relations	14,093	2,583	11,509
Office Costs	814	58	755
Communications	2,441	2,956	-515
Financial Charges	325	225	100
Indirect Costs	19,042	15,309	3,733
Programme & Services Support Recover	19,042	15,309	3,733
Grand Total	311,996	250,825	61,171