

DREF Final Report Republic of Palau: Typhoon Surigae

DREF n° MDRPW001	GLIDE n° TC-2021-000040-PLW
Final Report; Date of issue: 03 February 2022	Operation timeframe: 5 months
Operation start date: 15 April 2021	End date: 31 October 2021
DREF allocated: CHF¹ 309,462	
N° of people being assisted: 10,510 people / 2,886 households	
Red Cross Red Crescent Movement partners currently actively involved in the operation: The Palau Red Cross Society (PRCS) is working with the International Federation of Red Cross and Red Crescent Societies (IFRC), the International Committee of the Red Cross (ICRC), American Red Cross Society and Australian Red Cross Society (ARCS), and New Zealand Red Cross Society (NZRCS)	
Other partner organizations actively involved in the operation: National Emergency Management Office, Palau National Weather Services, Omekesang, State governments, local community groups, IOM Palau office, Australian Embassy in Palau, WFP, IOM	

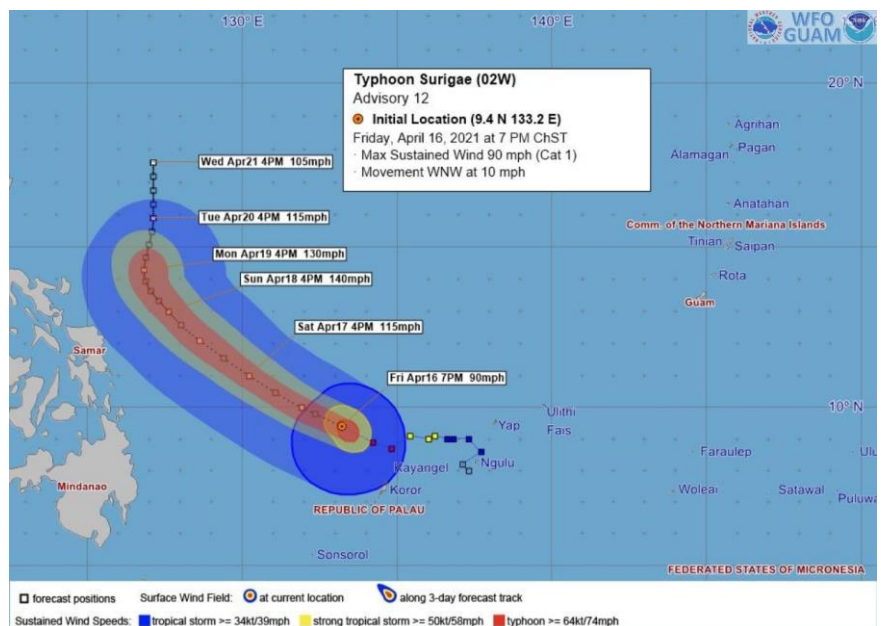
A. SITUATION ANALYSIS

Description of the disaster

Tropical Disturbance Invest 94W centred on Southeast Yap and Palau on 13 April 2021. It was marked as a severe Tropical Storm 02W on 14 April and upgraded into Typhoon Surigae on 16 April. Typhoon Surigae was not just the strongest typhoon in the Northern Hemisphere before May; it was also the most intense on record, according to the National Oceanic Atmospheric Administration (NOAA).

Typhoon Surigae passed over the North of Palau, close to Kayangel State. Sustained wind speeds of up to 136 kilometres per hour caused heavy rainfall and swells, power outages, communication service disruptions, water cuts, fallen debris, road blockages and landslides.

All 16 states across the main island and five outer islands were affected by excessive rain and high winds. The rain and wind blew roofs off houses and damaged critical water and power infrastructure in Anguar, Peleliu, Kayangel, and Koror. The storm produced large waves that were 23 meters (75 feet) high at their peak. It was estimated that 1,500 houses were damaged and 150 destroyed, along with belongings and farming investments.



Typhoon Surigae as it progressed over Palau. Photo: Palau Weather Service Office

¹ CHF= Swiss Franc

Summary of the response

Overview of Host National Society response action

Palau Red Cross Society (PRCS) activated its emergency operation centre (EOC) on 14 April 2021 to ensure coordination and support to the National Emergency Committee (NEC) and the PRCS responders, i.e. Red Cross Disaster Action Teams (RDAT). The EOC was disbanded on 30 June 2021, but response activities under the emergency plan of action (EPOA) continued under the standard PRCS structure.

Actions by PRCS included:

- Activation of the PRCS EOC
- Communications with RDAT on regular weather updates and standard operating procedures
- RDAT assisted with evacuating vulnerable households to safe shelters
- Supported evacuation centre registration and management
- Provided basic needs to shelter evacuees in Koror
- Provided a phone hotline for the National Emergency Management Office (NEMO) and weather services
- Relocated essential household items for evacuees
- Provided psychological first aid to 300 shelter evacuees within the first 48 hours
- Tested and operate satellite phones
- Published field reports on the IFRC GO platform and issued daily situation reports
- Prepared assessment forms for Initial Damage Assessment (IDA)
- Mobilized 125 trained community RDAT and volunteers from headquarters, whom NEMO deployed on 17 April to carry out initial damage assessments and distribution to all 16 states
- Completed assessments in all 16 states with the distribution of non-food items (NFI)
- Moved stocks of essential household items in the three prepositioned containers to a centralized storage and distribution site
- Cleared and moved internationally procured items arriving in the country on chartered flights in May. The flights carried Australian Government Department of Foreign Affairs and Trade (DFAT) family kits, USAID and IFRC supported supplies in cooperation with the Logistics Cluster PHAS (Pacific Humanitarian Air Service).
- Completed logistics development training and remote technical support by Australian Red Cross Logistics delegate through surge support on 5 July. Five local counterparts received 15 hours of training on basic logistics. The delegate also assisted PRCS with developing their fleet rules and procedures, PRCS stockholding plan, and a plan to repair their storage facilities.
- Completed psychological first aid (PFA) training for staff and volunteers supported remotely by the health and first aid senior officer of the IFRC Country Cluster Delegation (CCD) in Suva, Fiji, and the North Pacific Sub-delegation in Marshall Island.
- Red Cross provided its first cash voucher assistance (CVA) to 1,072 households with government support
- Devised information management training and planned to digitalize all forms for future operations.

STATE / LOCATION	MALE	FEMALE
HQ / KOROR	9	13
AIMELIIK	1	0
AIRAI	3	2
ANGAUR	2	1
HATOHOBEL	3	2
KAYANGEL	4	1
KOROR	27	17
MELEKEOK	2	3
NGARAARD	2	2
NGARCHELONG	0	1
NGATPANG	3	0
NGARDMAU	5	0
NGCHESAR	5	0
NGEREMLENGUI	0	1
NGIWAL	2	2
OMEKESANG	1	1
PELELIU	0	5
SONSOROL	2	3
TOTAL	71	54

M/F populations in each state/ location
Source: PRC

Overview of International Red Cross and Red Crescent Movement action in country

The IFRC supported the operation through an in-country disaster risk management delegate from the North Pacific Sub-Delegation, who advised the National Society response. The North Pacific national society development delegate provided remote oversight from the North Pacific Sub-Delegation office in The Marshall Islands. The IFRC CCD in Suva, together with the ICRC Pacific Delegation, provided remote technical assistance to the operation through coordinated updates and information to all regional partners and technical support. The IFRC in-country support:

- Provided early warning weather information to PRCS via briefings.
- Provided guidance to PRCS planning and mobilization.
- Coordinated information to partners locally and regionally.
- Provided guidance on information management, reporting, and drafting of the EPOA and budget for PRCS
- Participated in online briefings with technical teams weekly using Microsoft Teams.

As an active member of the NEC, PRCS provided logistical support under the leadership of the NEMO in partnership with state governments. The government coordinated logistics, enabling PRCS to mobilize staff and volunteers for assessment and distribution to affected areas.

The ICRC supported the PRCS communications officer in carrying out National Society information and communication dissemination activities.

Provision of essential household items, volunteer deployment and logistical costs of the operation were covered by USAID (BHA 72049221O00003 Typhoon Surigae IFRC) supported in coordination with the American



PRCS RDAT supporting distribution of relief items. Photo: PRCS

Red Cross through the IFRC CCD in Suva, Fiji. Specifically, the support covered 2,500 tarpaulins, 2,225 kitchen sets and approximately 125 accompanying volunteers and logistics expenditure. The assistance complemented essential household items supported through the IFRC Disaster Relief Emergency Fund (DREF). It also contributed to targeted assistance for the most affected households under categories 1 and 2². The PRCS also collaborated with UN Women to support hygiene kits for the remaining communities on Koror Island to mitigate health and hygiene risks. In addition, PRCS worked with UNICEF on procuring household water testing kits for the outer islands. USAID was also supported through CVA, which reached a total number of 1,072 households.

The following is a summary of the household and shelter items distributed to affected families.

State	Shelter Tool Kits	Tarpaulins	Kitchen Sets	Buckets	Blankets	Jerry cans	Hygiene kits	Solar Lanterns	Family Kits
Aimeliik	4	65	4	35	82	87	88	4	16
Airai	13	159	0	129	258	258	580	0	65
Angaur	0	13	0	0	40	13	50	13	3
Hatohobei	0	0	0	0	0	0	10	0	0
Kayangel	5	20	35	20	80	75	27	40	6
Koror	75	696	0	536	1,072	536	1411	0	107
Melekeok	3	36	3	31	109	76	31	3	16
Ngaraard	12	24	12	12	60	24	119	12	19
Ngarchelong	3	114	3	68	123	84	150	3	11
Ngardmau	10	73	2	52	116	116	76	2	12
Ngatpang	7	60	4	28	92	75	49	7	13
Ngchesar	0	3	0	3	15	6	79	0	10
Ngeremlengui	1	9	1	5	25	10	108	1	8
Ngiwal	1	43	1	1	102	84	96	1	14
Pleleliu	1	40	1	40	120	13	145	1	12
Sonsorol	0	0	0	0	0	0	20	0	0
Total	135	1,355	66	960	2,294	1,457	3,039	87	312

Number of household and non-food items distributed by location. Source: PRCS

² Damage level classification: Category 1 refers to households that suffered serious damaged to shelter, while property of households in Category 2 had properties which were destroyed.

States	HH Receiving Essential Household Items	Males	Females	Total People Reached
Aimeliik	88	154	169	323
Airai	565	1,017	1,172	2,189
Angaur	48	8	13	21
Hatohobei	6	9	17	26
Kayangel	25	35	18	53
Koror	1,390	3,013	2,959	5,972
Melekeok	83	133	32	165
Ngaraard	154	167	179	346
Ngarchelong	118	218	226	444
Ngardmau	72	117	119	236
Ngatpang	34	75	55	130
Ngchesar	55	107	110	217
Ngeremlengui	8	14	17	31
Ngiwal	93	155	168	323
Peleliu	137	-	-	-
Sonsorol	10	19	15	34
Total	2,886	5,241	5,269	10,510

Sex disaggregated data on households (HH) and people reached by location. *Source: PRCS*

Overview of other actors' actions in country

The NEC coordinated the dissemination of information to the public on the weather conditions and sent more than 15 detailed special weather statements and key messages on preparedness and response. The NEC also provided critical coordination of essential services, state-level support to assessments and restoration of services and infrastructure. The NEC secretariat carried out wider community engagement activities such as radio announcements, press releases and governor's consultations. Community feedback, complaints and inquiries were received through PRCS and NEMO hotlines. For the calls that came through PRCS, call logs and referrals were recorded and reported in the daily situation reports to partners. Urgent referrals to agencies were channelled through the NEC and at the Director level. A total of 380 calls were received through the hotline. These calls were anonymously recorded and PRCS were not required to monitor the gender of the caller. Following Typhoon Surigae, power outages disrupted the population's landlines, and NEMO phone lines were disabled; hence all calls were diverted to the PRCS' phone desk. As a result, the National Emergency Committee's EOC was forced to split and operate from two locations; whereby the Press Secretariat was making announcements at the presidential satellite office, while the weather service and NEMO operated from the Palau National Weather Services office in Airai. Runners, HF radio and cell networks communicated messages between the hotline at PRCS, Airai EOC and Meyuns EOC. The NEC coordinated communication to community leaders and members on matters of public concern and information about relief efforts across agencies. Assessment information was shared with the NEC, PRCS, local and international partners, and 16 state governments.

The IOM assisted NEMO by donating essential household items to this operation. These NFIs helped meet the shelter and WASH needs of the targeted households under the operation. The gaps were coordinated with PRCS and IFRC to ensure only the necessary items were provided via the PHAS flight of IFRC and DFAT relief items.

Needs analysis and scenario planning

Needs analysis

Following the typhoon, initial needs response included evacuation, shelter management of more than 300 evacuees in 20 evacuation shelters across the Republic of Palau (ROP), provision of essential household and emergency shelter items, and psychological first aid (PFA).

Reports of damage to people's farms and properties posed a threat to the health and livelihoods, not only in the outlying six states of the republic but also in ten states on the big island of Babeldaob. Reports from Kayangel indicated that rainwater systems were inundated. There was no electricity in the country's hardest-hit areas for over three weeks while

the PPUC³ focused on restoring electricity to hospitals and essential services. Households that lost their weatherheads⁴ took longer to repair. Mosquitoes and vector-borne illnesses were a major concern in areas without electricity.

The needs assessment categorization used by PRCS was the following:

- Damage Level 0 - No damage to occupied housing, but health and WASH risks present in the community
- Damage Level 1 - Partially damaged occupied housing with WASH risks present in the community
- Damage Level 2 - Destroyed occupied housing and kitchen, with health and WASH risks present in the community

In the aftermath of Typhoon Surigae, PRCS's strategy was to support Palau's remote island states, particularly Kayangel, Angaur, Peleliu, Sonsorol, and Hatohobei, because of their remoteness and infrastructure damage impacting access to essential services like power and water. This remoteness created additional health and hygiene issues, as these islands were reliant on water provision. In total, 177 households/518 people in the outer islands were supported with water, basic hygiene and psychological first aid (PFA).

Based on early assessments, PRCS and its partners initially planned to support an estimated 1,500 households / 7,500 people in Category 1 and 150 households / 750 people in Category 2 with emergency shelter and essential household items, health, and WASH interventions. Following detailed assessments, the targets were reduced to 1,062 households / 4,306 pple in Category 1 and 124 households / 485 people in Category 2. Furthermore, as a duplication of names in the database of beneficiaries under one household was identified by PRCS IM team working with the state government on the validation of the data and beneficiaries, the targets were reduced to 1,016 households/3,986 people in Category 1 and 123 households/ 462 people in Category 2. It was also planned to provide multipurpose grants to the most impacted category 2 and 1 household. to cover basic needs.

States	CATEGORY 0 (No damage)		CATEGORY 1 (Partially damaged)		CATEGORY 2 (destroyed)		Blank category ⁵	Total HH Ineligible ⁶	Total HH Assessed	Total Population Assessed
	HH	PP	HH	PP	HH	PP				
Aimeliik	54	177	30	142	4	4	4	14	106	376
Airai	440	1691	131	498	13	49	47	19	650	2391
Angaur (outer island)	35	11	13	10	0	0	3	0	51	84
Hatohobei (outer island)	6	26	0	0	0	0	n/a. 0	0	6	52
Kayangel (outer island)	10	17	14	32	2	4	4	1	31	53
Koror	798	3327	550	2451	74	303	162	53	1637	6372
Melekeok	56	99	27	66	2	2	9	3	97	169
Ngaraard	107	209	38	100	9	37	8	0	162	344
Ngarchelong	61	174	59	263	8	25	13	0	141	534
Ngardmau	28	91	41	138	3	7	3	0	75	241
Ngatpang	27	89	25	100	4	20	6	3	65	220
Ngchesar	55	193	3	11	0	0	16	0	74	209
Ngeremlengui	0	0	7	22	1	9	102	0	110	30
Ngiwal	52	169	41	153	2	2	2	0	97	324
PELELIU (outer island)	102	N/A	37	N/A	1	0	12	0	152	427
SONSOROL (outer island)	17	60	0	0	0	0	0	0	17	60
Total	1848	6333	1016	3986	123	462	391	93	3471	11,886

Verified Assessment by PRCS updated 14 September 2021. HH refers to households and PP refers to people.

³ PPUC: The Palau Public Utilities Corporation. PPUC is a public corporation established to manage and operate the electrical power and the water and wastewater systems of the Republic of Palau.

⁴ A weatherhead is a weatherproof service drop entry point where overhead power or telephone wires enter a building, or where wires transition between overhead and underground cables.

⁵ These households were not home when the teams visited and were unable to be assessed.

⁶ These households were either commercial or multiple dwellings with complicated ownership status

Based on the preliminary needs assessment, government priorities and National Society capacity, PRCS was the sole agency continuing response work under these priority activities:

- shelter and household items
- health including psychological first aid (PFA)
- water provision and hygiene

Operation Risk Assessment

Hazard	Risks and Impacts	Mitigating measures
Weather	<ul style="list-style-type: none"> • Inclement weather/another cyclone event impacting implementation, e.g., transport to outer island 	<ul style="list-style-type: none"> • PRCS and the government monitored forecasts and early warnings •
Human resources	<ul style="list-style-type: none"> • Insufficient staff and volunteers to implement the programme within the expected time frame 	<ul style="list-style-type: none"> • The operational plan was updated to implement the activities with current volunteers and staff over an extended timeframe.
Finance	<ul style="list-style-type: none"> • Risk that DREF funding would not be enough to meet identified needs once the needs assessment was completed 	<ul style="list-style-type: none"> • Used situation information from a range of sources in preparing the DREF application • Additional partners provided support via in-kind donations of relief items and free freight provided by partners (WFP and AUSAID) and additional cash pledges from USAID to compliment the DREF funding
NFIs	<ul style="list-style-type: none"> • Insufficient relief items in Republic of Palau 	<ul style="list-style-type: none"> • Use of the PHAS to deliver much-needed relief items in a timely manner (days/weeks rather than the months it would have taken vis ship) • Local and international procurement was supported vis logistics remote surge and in-country logistics support • Use of CVA programming • Prepositioning stocks to mitigate this situation for future events
	<ul style="list-style-type: none"> • Lack of warehousing for NFIs 	<ul style="list-style-type: none"> • Aircraft Rescue and Firefighting (ARFF) of the Palau International Airport agreed to provide storage for a fixed term. Further arrangements were needed at the end of that term. • Small fixes were required to ensure the relief items received as replenishment were stored securely and maintained to adequate quality.
Coordination with government	<ul style="list-style-type: none"> • State government competing for priorities conflict with timelines set for activities 	<ul style="list-style-type: none"> • Ongoing discussions were had, and NEMO assisted in pushing forward the scheduled activities.
CVA	<ul style="list-style-type: none"> • Misunderstanding of criteria and beneficiaries for CVA 	<ul style="list-style-type: none"> • Validation of beneficiaries • Communication with communities • Communication and coordination with the government.
	<ul style="list-style-type: none"> • Security risks 	<ul style="list-style-type: none"> • All disbursements were done through local officials and community responders to minimize stress and risk.
	<ul style="list-style-type: none"> • Inability to purchase products in the market and/or products being more expensive than usual 	<ul style="list-style-type: none"> • Markets were monitored on an ongoing basis. However, in post-distribution monitoring, one-third of respondents reported that they were not always able to purchase items, and most respondents observed price increases.
	<ul style="list-style-type: none"> • Financial risks 	<ul style="list-style-type: none"> • To minimize the risk of fraud, multipurpose cash grants were paid by personal cheque and ID was required on receipt.

COVID-19	<ul style="list-style-type: none"> Risk that an outbreak in Palau could impact implementation 	<ul style="list-style-type: none"> IFRC is supporting PRCS with a COVID-19 operation, which includes disseminating information, education, and communications (IEC) materials, distributing hygiene kits to the most vulnerable, and increasing PRCS preparedness through establishing an EOC and engagement with states.
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B. OPERATIONAL STRATEGY

Proposed strategy

The operational strategy was to provide the following support according to the damage criteria to the identified households as per the detailed needs assessment noted above.

Damage Category	Damage Description	Sector Support To Be Provided	Details Of Sector Support
Damage Level 0	No damage to occupied housing but health & WASH risks present in the community	Psychological support and hygiene promotion	Hygiene kit, PFA
Damage Level 1	Partially damaged occupied housing & WASH risks present in the community	Essential household items, psychological support, and hygiene promotion	Hygiene kit, PFA, tarps, solar lantern, bucket, blanket, jerry can
Damage Level 2	Destroyed occupied housing & kitchen with health & WASH risks present in the community	Shelter and essential household items psychological support and hygiene promotion	Hygiene kit, PFA, tarps, solar lantern, bucket, blanket, jerry can, shelter tool kit, and kitchen set

Support provided by PRCS according to damage criteria. *Source: PRCS*

There were some variations in the detailed assessment results, which refined the numbers of expected affectation from the estimates of the rapid needs assessment. Below highlights the actual households that were damaged/destroyed in comparison to the estimates used to plan the operation

Damage Category Affected households and population	Category 0		Category 1		Category 2		Total household affected	Total population affected
	Households	People	Households	People	Households	People		
Estimate affected (rapid needs assessment)	2,400 ⁶	9,600	1,500	6,000	150	600	4,050	16,200
Actual affected (detailed needs assessment)	1,937	7,095	1,016	3,986	123	462	3,076	11,543

Actual population affected according to the detailed needs assessment. *Source: PRCS*

The differences between the rapid needs assessment and the detailed needs assessment noted above resulted in changes in the actual households targeted and reached. The overall targeted population in Category 1 and 2 decreased from 1,822 households / 7,288 people to 1,316 households / 4,966 people.

⁶ Note that of these total affected – only 172 households on the outer islands were targeted for WASH, health and PGI. The total was targeted for hygiene kits and hygiene promotion in collaboration with other partners.

Type of support	Target population based on initial assessment						Target population based on follow up assessment						Total final targeted population	
	Category 1		Category 2		Outer island residents		Category 1		Category 2		Outer island residents		HH	PP
	HH	PP	HH	PP	HH	PP	HH	PP	HH	PP	HH	PP		
Shelter and essential household items	1,500	6,000	150	600			1,016	3,986	123	462	-	-	1,139	4,448
Health, WASH with PGI mainstreamed approach	1500	6,000	150	600	172	688	1,016	3,986	123	462	177	518	1,316	4,966
CVA support for livelihoods and basic needs	-	-	150	600			1,016	3,986	123	462	-	-	1,139	4,448

Target population changes based on PRCS follow-up detailed needs assessment. Note: HH = households, PP = people. PGI = protection, gender, and inclusion.

The operation was underpinned by a commitment to quality programming that involved:

- Continuous and in-depth assessments and analyses which informed the design and programme implementation, and adjustments based on these assessments.
- Adherence to PGI measures, with a focus on disability inclusive development and mobilization of women responders in communities.
- Establishment of mechanisms to facilitate two-way communication with disaster-affected people, promoting transparency and accountability. Communication and information provision was highlighted as lifesaving mechanisms and ensured the activities were responsive to the communities' needs. The hotline, feedback forms and informal community consultations by the RDATs, and the current analysis of distributions through in-kind technical IM support from New Zealand Red Cross were instrumental.
- The programme's management and delivery were informed by appropriate monitoring and evaluation through regular situational reports and financial oversight. Australian Red Cross, through surge support provided remote logistics technical support to build National Society capacities for procurement and warehousing standards in line with the IFRC standards
- Ongoing monitoring and communication on CVA with communities and government. And CVA advice was provided by the CCD CVA Delegate on appropriate training procedures to build the skills of PRC
- A lesson learned review discussed the response's impact, timeliness, and overall effectiveness using the PER7 DREF guidance. Two lessons learned workshops were done – one with the RDATs from all states and one with all in-country partners – the results of this will be used to inform future operations and be integrated into the PRC long-term preparedness programming supported by USAID.

Procurement:

Items	Total items	Procurement		Source
		Local	International	
Shelter Tool Kits	70	No	Yes	IFRC
Tarpaulins	1,800	No	Yes	IFRC IOM – contribution of 1,500 tarps
Kitchen Sets	150	No	Yes	IFRC
Buckets	1422	No	Yes	IFRC
Blankets	1950	No	Yes	IFRC
Jerry Cans	1,600	No	Yes	IFRC
Hygiene kit	2,750	Yes	Yes	IFRC PRCS – USAID funded 750 kits
Solar Lanterns	150	No	Yes	IFRC
Batteries	150	Yes	No	PRCS
Mosquito Coils	700	Yes	No	PRCS – USAID funded
Family kits	400	No	Yes	DFAT contribution

No international freight charges were incurred as the Logistics Cluster through PHAS supported two humanitarian flights coordinated by the IFRC and WFP. This was critical to the operation's success, as sea freight would have taken months and the items could not be purchased locally at a reasonable price.

⁷ Preparedness for Effective Response: <https://go.ifrc.org/preparedness> #operational learning

C. DETAILED OPERATIONAL PLAN



Shelter

People reached: 4,556 people /1,139 households

Male: 2272

Female: 2284

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

Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.

# of households provided with emergency shelter items, materials and/or tools to have a space that meet the minimum living conditions.	1,650	1,139
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Output 1.2: Technical support guidance and awareness raising in safe shelter design and settlement planning and improved building techniques are provided to affected households.

Indicators:	Target	Actual
# of households provided with technical support and guidance, appropriate to the type of support they receive.	1,625	1,139

Progress towards outcomes

PRCS coordinated and liaised closely with NEMO and the Ministry of Education to register people in evacuation centres, assessments and provision of emergency shelter and essential household items. Volunteers from national headquarters managed the downtown Koror evacuation shelters, while RDATs managed the evacuation shelters in the outer states. Lighting and basic food and water were provided to Koror evacuation centres with assistance from the Australian Embassy in Palau. Other evacuation centres were supported by the state government where needed.

The detailed household need assessment included information about gender, diversity, and disability. Provision of emergency shelter and essential household items included tarps, shelter support, kitchen sets, blankets, and other necessary items. Items distributed according to damage categories were:

- Category 1 partially damaged households received: 1 tarp, 1 solar lantern, 1 kitchen set, 5 blankets and information, education, and communication (IEC) materials.
- Category 2 destroyed households received: 2 tarps, 1 solar lantern, 1 kitchen set, 5 blankets, 1 shelter toolkit and IEC materials.
- The households identified as the most vulnerable using prioritization criteria related to the Minimum Standards for PGI received a family kit in lieu of the above essential household items.

The variance in actual versus targeted people reached is explained through the data validation process of the PRCS. The initial detailed needs assessments identified 1,062 households / 4,306 people in category 1 and 124 households / 485 people in category 2. Therefore, the initially planned household support with shelter and essential household items was 1,186 households / 4,791 people.

However, as the information management (IM) team continued to work with the state government to validate the data and beneficiaries, there were duplication of names in the database of those under one household. The PRCS decided to remove the duplicated households and those living in multiple dwellings to be covered under assistance by the private and business community. This resulted in a reduction of identified eligible households to 1,016 HH/3,986 people in category 1, and 123 HH/462 in category 2, so a total of 1,139 households/ 4,448 people were reached with the following items:

- 135 Shelter toolkits
- 1,355 tarps
- 66 kitchen sets
- 2,294 blankets
- 87 solar lanterns
- 312 family kits

Technical advice on building back safer was done through verbal discussion in one-on-one consultations with family members during distribution. The contents, usage and specifications of the tarpaulins, shelter tool kits other shelter relief items/kits were discussed. This also included key messages on shelter preparedness in case of another typhoon.

Additional modalities of sharing key community information were done through social media and alternative media, such as radio and community sessions, due to the literacy rates of communities and based on best practices from past disasters. Emergency shelter videos and information, education, and communication (IEC) materials were used for biweekly volunteer briefings, part of continuous education for 20 staff and volunteers at the headquarters. The IEC materials focused on emergency shelter fixings, shelter repairs, and build-back safer (BBS) key messages.

CVA activities also supported the restoration of safe and effective shelter. Post distribution monitoring identified that 58 percent of households surveyed used some/all the cash grants received for home/shelter repair or construction. In the meantime, 25 percent used some/all cash received for labour to repair/construct housing (NB: Some households used it for both).

This activity was completed through additional multilateral financial support from USAID (USD 100,000 or CHF 91,911) and DFAT's in-kind contribution of 400 family kits.

Challenges

Some of the challenges encountered included:

- Before Typhoon Surigae, there were limited prepositioned stocks in the country (sufficient for close to 100 households). This was the largest event PRCS has responded to; hence it was necessary to procure additional stock. Importation was challenging due to COVID-19. However, following an agreement from the Palau government, two cargo planes could land with much-needed relief supplies from IFRC in Kuala Lumpur.
- PRCS had limited storage for relief items. Accordingly, PRCS collaborated with other organizations and the Division of Aircraft Rescue and Firefighting (ARFF) at the Palau International Airport agreed to PRCS using their warehouse close to the international airport for a specified period. Unfortunately, PRCS needed the storage for a longer period which created some issues therefore it would be helpful to have a regional warehouse for use by the National Societies in the North Pacific.
- Culture in Palau meant that some people do not wish to be identified as being in need and/or do not wish to burden others. As a result, some people who were not initially assessed as in need subsequently complained when they learned that others had received shelter support.

Lessons Learned

Lessons learned during the CVA activity included:

- Some evacuees wished to leave one of the typhoon shelters, which potentially could have placed those evacuees and possibly others at risk as this was during the peak of the Typhoon. PRCS staff advised the evacuees not to leave. PRCS has identified a need for a policy to address such contingencies regarding evacuation orders.



Livelihoods and basic needs

People reached: 4,215 people/1,072 households

Male: 2,118

Female: 2,097

Outcome 1: Communities, especially in disaster and crisis affected areas, restore, and strengthen their livelihoods.

Output 1.1: Households are provided with unconditional/multipurpose cash grants to address their basic needs.

Indicators:	Target	Actual
# of households restore and strengthen their livelihoods.	150	1,072
# of households that received cash grants for basic needs.	150	1,072

Progress towards outcomes

A market assessment and cash feasibility analysis were conducted through a desk review of recent research. At the same time, a small DM team from PRCS assessed the functionality of markets and current prices and confirmed

available items. Through coordination with the Government, the President of Palau and the Minister of Finance met with PRCS and IFRC to discuss assistance packages.

Based on discussions among PRCS, IFRC and the government, an agreement was made to standardize grant values for the necessary items. The government set cash grant values at USD 1,000 for the households in category 2, and USD 200 for households in category 1. The cash grant values considered the minimum wage in Palau, which was around 3.00 US dollars per hour. It was anticipated that category 1 grants amounts would assist these households in covering some basic commodities and home repairs based on the current local cost of materials and/or household items. Category 2 households' cash grant value was based on providing necessities for food and essential household items while staying at relatives' homes or communal buildings, while these households made longer-term plans.

To ensure coordination, accountability and integrity of the process, each recipient collected a personal cheque from the state governor's office at a specified distribution point, using identification cards (ID cards) for verification.

The first disbursements occurred during May. However, the distribution process was suspended during June and July due to states' elections. Distribution resumed in August and continued until October.

Based on the initial detailed assessments, 150 households were identified as category 2 households that would be eligible for CVA. Similar to the above validation of beneficiaries, the updated data indicated 123 category 2 households and 1,016 category 1 households, so 1,139 households were expected to receive CVA.

Partly due to the extended distribution process and the verification process showing that some people were not eligible for CVA (e.g., renting property or the shelter being a non-primary residence), there was a small decrease in the number of beneficiary households. Actual assistance provided was as follows:

Households Supported	USAID funding	DREF funding	Total
Category 2 households	65	55	120
Category 1 households	113	839	952
Total	178	894	1,072

Households were supported with CVA through different funding sources.

Source: PRCS

Overall CVA activity – Individuals Reached						
Age Group	Male		Female		Total	
	Number	Per cent	Number	Per cent	Number	Per cent
0-5 Years	176	8%	196	9%	372	9%
6-12 Years	254	12%	211	10%	465	11%
13-18 Years	203	10%	223	11%	426	10%
Over 18 years	1,485	70%	1,467	70%	2,952	70%
Total	2,118	100%	2,097	100%	4,215	100%

Sex and age disaggregated data on people reached by CVA. Source: PRCS

Post distribution monitoring (PDM) was carried out. Key findings included:

- Of the 157 households who responded to the survey, 57 per cent used at least part of the cash grant for home/shelter repair, 25 per cent for labour for repairs/reconstruction, 28 per cent for food, and 16 per cent for basic household items.
- Up to 54 per cent of respondents reported that the amount received was sufficient, while 37 per cent reported that it was not sufficient, and 14 per cent did not respond to this question. The most commonly cited reason was that the amount was not sufficient to cover basic needs, while a small number of respondents also noted that it was not enough for larger households.
- More than 80 per cent of respondents reported that they had observed an increase in prices since the typhoon.
- Only 15 per cent of respondents would have preferred to have received goods rather than cash. The most common reason specified for preferring goods was that it would have reduced travel to purchase goods.

- Fifty-three per cent of respondents reported that shops were always able to meet demand, while 29 per cent reported that shops could not meet demand sometimes and 3 per cent reported that shops were not able to meet demand at all (15 per cent either did not know or did not respond).
- The grants enabled recipients to avoid a number of coping strategies, including relying on family, using savings, borrowing money, reducing spending on non-essentials and/or limiting food intake.
- Forty per cent of respondents reported the grants were not timely. This was expected given the delay in implementation arising from the states' elections.
- Only two of the 157 respondents reported an increase in risk arising from receiving a grant, and this was due to neighbours not having received a grant in both cases.
- Over two-thirds of respondents knew how to report a complaint should one arise. However there is a need to improve the timing of CEA and channels- as the assistant was channelled initially to the Governor's office, the information was not clarified to the communities on a timely manner. By the time of the distribution, some of the beneficiaries had not received any word on how they were to collect their assistance
- Regarding the information received about the cash grants, 64 per cent reported they were fully satisfied with the information received, and a further 24 per cent reported they were somewhat satisfied with the information received. Six per cent were not satisfied with the information received and the remaining 6 per cent did not respond to this question.
- The most commonly cited recommendations were to increase the amount paid (36 per cent) or base the amount on the household size (34 per cent). 12 per cent of respondents recommended distributing a mix of cash and in-kind support.

Challenges

Some of the challenges encountered during CVA activities included:

- As indicated above, CVA activity was suspended for two months due to the state elections. This meant that grants distribution was untimely for some beneficiaries.
- During the first round of distributions, which were made to those households whose houses had been destroyed (category 2), PRCS initially asked state governments to conduct the distribution. However, this presented some challenges, as distribution sheets were not returned. Hence, subsequent distributions were conducted by PRCS directly.
- Additional beneficiary verification was needed in some circumstances, e.g., where the head of household had died or multiple residents in a home. It was necessary to confirm that the shelter was a primary dwelling and that the beneficiary owned rather than rented the home.

Lessons Learned

This was the first CVA activity conducted by PRCS. Lessons learned during the CVA activity included:

- Initially, some RDATS recorded the informal names/nicknames rather than the legal names of some beneficiaries. This resulted in banks rejecting some cheques, as the name on the cheque did not match the name of the bank account. RDATS were advised to ensure the name recorded was the beneficiary's legal name and check this against formal identification at the time of registration and again during distribution, ensuring the integrity of the distribution process.
- There were benefits in having a multi-disciplinary team (particularly information management and finance) travelling together to conduct the CVA disbursement. The team were able to streamline the process, enabling faster distributions.
- The first cases of COVID-19 in Palau were reported during August 2021. While there have been relatively few cases during this response, it was important for the team to follow COVID-safe protocols.



Health

People reached: 11,886 people/3,123 households

Male: 5,926

Female: 5,960

Outcome 4: Transmission of diseases of epidemic potential is reduced.

Output 4.2: Vector-borne diseases are prevented

Outcome 6: The psychosocial impacts of the emergency are lessened

Output 6.1: Psychosocial support provided to the target population as well as to RCRC volunteers and staff

Indicators:

of households assessed for health needs.

Target

1,822

Actual

3,123

# of mosquito coils distributed to vulnerable households.	1,822	350
# of people reached by psychological first aid.	600	300
# of volunteer's refresher trained in PFA.	50 volunteers	15 volunteers and staff

Progress towards outcomes

The health needs assessment was completed through the detailed needs assessment conducted with 3,123 households, providing referrals, where relevant, to other services. Assessments were primarily focused on the immediate health impacts of the people both physical and psychological and their overall coping strategies.

The RDATs in states staff posted at the central Koror evacuation centres provided psychological first aid (PFA) to all evacuees. In addition, staff and volunteers provided ongoing PFA and information (including about PRCS support) to callers on the information/helpline, which operated between April and 30 June. A total of 89 calls were managed through the hotline. Calls mostly followed up on where the assistance was at some complained they were not being assessed. These calls were recorded and shared through the PRCS situational reports showing the reason and actions taken towards addressing these calls.

During the early phase of the response, there was an increased risk of disease, including diarrhoea and mosquito-borne diseases such as dengue. The RDATs mobilized community members in collaboration with their state governments to support community clean-ups immediately after the typhoon, which contributed to vector control. In addition, mosquito coils were distributed to 350 households, along with mosquito nets, which were part of 400 DFAT family kits. The mosquito coils distributed were given mainly to the outline state of Kayangel and areas with prolonged cut off power, and this was a need that was immediately address as soon as the power came back on, and people returned to using electric mosquito devices with less smell and odour compared to the mosquito coils. Feedback from communities is that they had preferred to use egg cartons and electrical mosquito chasing devices as mosquito coils caused headaches to locals.

As part of the response, health messaging, including COVID-19 prevention messages, reached 1,896 households. These messages were in form of pamphlets that were given to RDATs to distribute to all households in their states when they carry out NFI distributions.

Refresher training for volunteers in PFA support was conducted for 15 staff and volunteers on 14 and 15 June. PFA was made available to staff and volunteers throughout the response, and staff and volunteers were encouraged to seek PFA support.

PFA was done only to those that were in the evacuation centre was recorded, however, RDATs reported although there was some level of PFA done throughout the assessment there

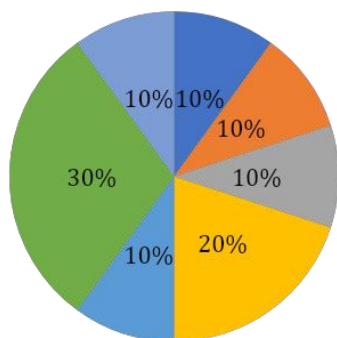
Challenges

- As indicated above, while there was some prepositioned stock, there was not enough to meet the needs of all targeted households. DFAT supported some additional stock, and the additional stock was provided through IFRC and shipped via the PHAS
- Some of the items in the family packs distributed/hygiene kits had expired, which resulted in some negative feedback. However, as limited stock was available in the immediate aftermath of the typhoon, it had been deemed necessary to distribute these items. The stock was subsequently replenished.

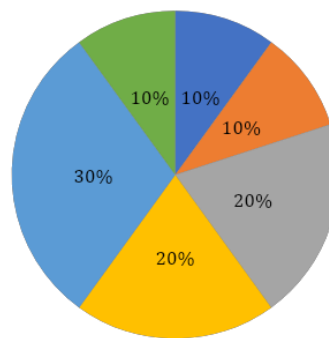
Lessons Learned

- The PRCS headquarters reported a surge in callers to the main hotline. A few public members took out their stress and frustrations over the disaster on staff and volunteers, in some cases, for matters unrelated to the PRCS response. Staff and volunteers operating the telephone hotline provided PFA to callers as required. It was identified that it was particularly important for these personnel to have access to psychosocial support for both reasons. Out of 380 calls received through the Hotline, 120 of those calls required some level of PFA. Staff manning the phone also needed PFA to settle some of the emotional abuse that was received by themselves, and this was catered to by the PFA focal person when needed.
- Health messages that were distributed were good information to the communities that were able to read, however as a lesson learnt, the RDATs would have to spend more time translating some of these materials in their local language and interpret the terminologies on the pamphlets properly to those who needed that assistance.
- Community mass messaging could also be another way of reaching the population, but this needs more support from the leadership within states.

REASON FOR THE CALL



- Assistance w/providing transportation
- NEMO to PRCS
- Off Island Donation from Japan
- Report House Damage
- Finance
- Requested Situation Report & Updates
- Permission to Use PRCS Photos



- Field Ops communicated
- PRCS communicated w/NEMO
- Finance to respond Communicated via WhatsApp Group w/KSG
- Situational Reports to be shared Japan Embassy
- permitted to use PRCS photos

Community reasons for calling the PRCS PFA hotline. Source: PRCS



Water, sanitation, and hygiene

People reached: 11,886 (3,123 households)

Male:5926

Female:5960

Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities.

Output 1.1: Continuous assessment of water, sanitation, and hygiene situation is carried out in targeted communities.

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.

Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population.

Output 1.5: Hygiene-related goods (essential household items) which meet Sphere standards and training on how to use those goods is provided to the target population.

Indicators:	Target	Actual
# of households provided with safe water services that meet agreed standards according to specific operational and programmatic context.	1,822	3039
# of assessments/monitoring visits undertaken and shared.	3	2
# of households provided with safe water (according to WHO standards).	1,822	11
# of households reached with hygiene promotion activities.	4,050	3,039
# of households reached with hygiene-related goods.	4,050	3,039

Progress towards outcomes

An initial assessment of the water, sanitation and hygiene situation was completed in the affected communities, including an assessment of the WASH facilities of 3039 households. Monitoring of the water, sanitation and hygiene situation in targeted communities was carried out with relevant authorities. Palau Public Utilities Cooperation (PPUC) prioritized restoring water services across the country by addressing electricity services to energize water pumps at pump stations. This priority extended to the outlying states as well. PPUC's worked on fully restoring electricity services, except for residential dwellings or buildings with extensive damages that posed a fire hazard.

PRCS coordinated with other water and sanitation actors to identify target group needs and implement an appropriate response. For example, PRCS engaged with the PPUC / Ministry of Health (MoH) on monitoring water quality and safety practices in affected communities. The National Society also coordinated with PPUC / MoH on conducting household surveys and water quality tests (Pathos) using PRCS volunteers.

Sea water inundated the water supply systems of Kayangel state, making it necessary for the coast guard to supply safe water in tanks and bottles, which the RDAT distributed to 11 households. Water was less of a need than anticipated as there was limited damage to water infrastructure, and the authorities were able to restore the water supply systems adequately.

The initial target was based on a preliminary finding of the initial assessment however the number of households receiving the assistance was done according to the verification process where duplications was identified. 400 families that were in the initial target are not reported here as they were supported through the DFAT family kits supplies that complemented the response.

PRCS had existing WASH IEC materials that were used to remind people on how to Wash Hands, ensure they use proper cleaning water, and how to manage their waste disposals. These posters were distributed to the households together with discussions by the RDATs and the household members. Social media was also used to post what was inside the Hygiene kits and how to use the products that were distributed.

Distribution of water collection buckets, jerry cans and water, were completed in all 16 states based on the damage categories as follows:

- Category 0 with no household damage, but hygiene is a concern: Households received a hygiene kit, IEC materials and PFA.
- Category 1 with households partially damaged: households received a hygiene kit, one bucket, and two jerry cans
- Category 2 with households destroyed completely: households received a hygiene kit, one bucket, two jerry cans, IEC material and PFA as part of the discussion.

The decision to provide hygiene kits to category 0 households (those whose shelters were largely undamaged) was made in the context of concerns regarding a possible outbreak of COVID-19.

In total, 960 buckets for water collection and 1,457 jerry cans for storage were provided to complement the water supplied by the PPUC to category 1 and 2 households.

Printing of WASH IEC posters predeveloped by PRCS, supported by an IFRC WASH volunteer, was used alongside hygiene-related IEC materials. These materials were provided to all households during the detailed needs assessment and reached 3,123 households / 11,886 people.

Up to 3,123 households were reached with hygiene kits for this operation – 2,000 from USAID contribution and 1,123 from PRCS programming with UN Women. Hygiene promotion IEC was given as part of the hygiene kits distribution. Where possible, volunteers and RDATs carried out handwashing demonstrations together with key messages on safe water treatment. The field operations team-oriented the distribution teams on the content of hygiene kits and IEC materials when the state RDATs collected their NFIs for distribution. The feedback collected through the post-distribution monitoring did not reflect in detail how useful each item was. However, it did reflect an appreciation from the respondents of what was received in general.

Challenges

- Lack of details on the WASH needs collated from the detailed sector assessments
- different assistance from each humanitarian organization⁸ was provided raising questions from the beneficiaries
- Expired items in the kits donated needed to be replaced causing some delays in the distribution
- Standard NFIs procured locally were running low due to the lack of supplies and lack of imports due to COVID-19

COVID-19 implementation plans also put pressure on the teams as team members were working on Typhoon Surigae response and pandemic work concurrently.

Lessons Learned

- Assessments per sector to be done with the RDATs and identifying how Red Cross is going to assist.
- Utilizing the lifesaving window to plan what the activities and what resources that are needed so donors are also clear on what support they could give
- Having pre agreements with suppliers on WASH resources needed for disasters
- Storage and stock management to be done frequently so PRCS can ensure there are no expired items during disasters

⁸ There was a difference in the quantity of the items and the type of items in the IOM Hygiene kits, the Family kits from DFAT and the standard IFRC kit and also those that were procured locally



Protection, Gender, and Inclusion

People reached: 3,077 people/344 households

Male:1,534

Female:1,543

Outcome 1: Communities become more peaceful, safe, and inclusive through meeting the needs and rights of the most vulnerable.

Output 1.1: Programmes and operations ensure safe and equitable provision of basic services, considering different needs based on gender and other diversity factors.

Output 1.2: Programmes and operations prevent and respond to forms of violence especially against children

Indicators:	Target	Actual
Does the operation demonstrate evidence of addressing the specific needs to ensure equitable access to disaster response services?	Yes	Yes
# of NS that ensure improved equitable access to basic services, considering different needs based on gender and other diversity factors.	1	1
# of established child friendly spaces.	All evacuation centres	0

Progress towards outcomes:

Of the total assessed (3,123 households/11,886 people), a total of 344 households/3,077 people were identified as needing targeted support. See details below:

Pregnant Or Breastfeeding	Special Needs	Female-headed Household	Elderly (Over 65 Years)	Young Children (3-5 Years)	Babies (0-2 Years)
93	1086	381	1,003	273	241

Since PRCS was the only response agency carrying out assistance for Typhoon Surigae, assistance from other partners has been coordinated with local agencies such as Omekesang and Palau Parents Empowered (PPE) to prioritize distribution to those most in need. Omekesang is the agency established nationally in Palau with physical and intellectual disabilities members, and Palau Peoples Empowered organisation which is a federal fund organization that looks after head start families. The assistance and resources from partners for this response supported these priority households.

Priority activities included psychosocial first aid (PFA), shelter and WASH interventions to the identified 344 households, either through the distribution of family kits (donated by DFAT) or the necessary essential household items. To ensure that no one was left behind, consolidation of information in all states was critical, including cross-matching lists from partners with IDA databases, along with data verification. Unassessed households' members from Omekesang who were not captured through state assessments as members of the organizations are not necessarily the head of the households; therefore, the names and the disabilities were either missed or not included in the IDA.

Family kits donated from DFAT were distributed to the most vulnerable households, including families with members with a disability. Priority was given to households on outer islands for whom access to items was difficult. Family kits were packed in a hard plastic crate with handles for transport by small boats. They included: hand towels, sanitary pads, razors, cob, laundry powder, toothpaste, toothbrush, soap, two treated mosquito nets, jerry can, kitchen set, kitchen knife, wooden spoon, blankets, candles, sarong, floor mat, rubber slippers, radio, water purification tablets and school kit.

It was decided not to progress the establishment of child-friendly spaces, as close family and friends took good care of the children, and children were not staying in evacuation centres for extended periods. The state governments and RDATs dealt with special cases individually.

Radio talks with NEMO and the weather service were utilized for communication to address confusion and misunderstanding about the beneficiary categorization among people in communities on accessing resources before, during, and after the typhoon.

Challenges
<ul style="list-style-type: none"> Listing from established partners was not consolidated and aligned to the information gathered under the IDA, which took time to sort through as the OMEKESANG and Palau Parents Empowered organization only had a listing of those registered with them, which did not capture the same information on the types of disabilities and head of households Timing of distribution was done according to the partner's availability of personnel, causing some delays in beneficiary receiving assistance The lack of IEC and warning to people with disabilities on shelters and assistance available was still an issue
Lessons Learned
<ul style="list-style-type: none"> The family kits were quite good for distributions to the outer islands, as the hard plastic crate and handle made the kits waterproof and easily movable in and out of small boats. Prepositioning this type of kit will be considered in the future. Having a consolidated list/ database for all people with disabilities is needed to be created with the two agencies responsible with the IM help from PRCS to align with the IDA assessment data Suggestions and recommendations to train caregivers and device disability-friendly warnings and mode of communication suitable for all types of disabilities accessing information during disasters to the NEC Train all agencies within the National Emergency Committee, especially the States government on the distribution requirements and timelines to avoid delays and questions arising in future responses

Strengthen National Society		
<i>Outcome 1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical, and financial foundations, systems and structures, competences, and capacities to plan and perform.</i>		
<i>Output 1.1.4: National Societies have effective and motivated volunteers who are protected.</i>		
<i>Output 1.1.6: National Societies have the necessary corporate infrastructure and systems in place.</i>		
Indicators:	Target	Actual
NS is supported to lead the planned operation.	Yes	Yes
Current staff and volunteers are appropriately supported to conduct activities safely.	Yes	Yes
NS has sufficient support services to manage the operation.	Yes	Yes
Progress towards outcomes:		
<p>The volunteer insurance list was submitted at the start of 2021 and was subsequently revised. Briefings on volunteers' roles and risks and ensuring safety standards were done, and psychosocial first aid training was conducted with staff and volunteers, with referrals where needed. The PRCS ensured volunteer safety and well-being were provided with necessary personal equipment.</p> <p>The operation funds helped meet the cost of maintaining PRCS vehicles and purchasing fuel and administrative costs used as part of the operation.</p> <p>The PRCS had satisfactory operations management support from Human Resources (HR) from the Disaster Risk Management (DRM) delegate and logistics support from a Surge support</p> <p>Through the response to Typhoon Surigae, the National Society has built strong partnerships with the airport rescue and firefighting unit, which generously allowed the PRCS to use its storage space as a makeshift warehouse for NFIs while awaiting distribution.</p>		
Challenges		
<ul style="list-style-type: none"> Around 170 volunteers participated in the early phases of the response (125 RDATs plus additional volunteers). However, these volunteers had to return to work and/or resume other priorities as time passed. Hence there were not enough volunteers available to support the later stages of the response, which resulted in some staff and volunteers becoming overworked. Although this response occurred in the context of the global COVID-19 pandemic, Palau had no cases of COVID-19 until August 2021. Nevertheless, it was essential that all staff and volunteers were trained in COVID-19 precautions and had access to PPE. One of the vehicles had mechanical issues during the response, which had the potential to delay implementation. To re-establish and increase capacity, the Taiwan Embassy donated a vehicle to PRCS, which was appreciated. 		

- Given the unprecedented scale of the PRCS response, it was to be expected that this impacted business as usual (BAU) activities. It took some time for the BAU activities to resume at normal levels, which affected other PRCS programming areas.

Lessons Learned

- This was the largest response ever undertaken by PRCS. As could be expected, this resulted in staff and volunteers becoming stressed and tired at times. In addition, several of the team were relatively new to PRCS. One of the learnings was the need for experienced personnel to be assigned to shifts early to prevent some from working excessively long hours.
- The RDATS in some states reported a breakdown in all traditional means of communication, forcing them to rely on "runners" to transmit important messages by travelling to and from locations with and without communication capabilities (landlines and/or mobile phone services). It will be important to develop a contingency plan for a recurrence of this situation in a future emergency.

International Disaster Response

Outcome 2.1: Effective and coordinated international disaster response is ensured.

Output 2.1.1: Effective and respected surge capacity mechanism is maintained.

Outcome S2.1: Effective and coordinated international disaster response is ensured

S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved.

Indicators:	Target	Actual
NS is supported by IFRC and ICRC to start-up and implement the operations.	Yes	Yes
Adequate technical remote support is provided to the NS.	Yes	Yes
NS complies with DREF procedures.	Yes	Yes

Progress towards outcomes

The PRCS was supported by a Surge staff which was remote from Australian Red Cross to support oversight of all the international procurement and humanitarian flight coordination, enabling the NS to develop stronger logistics skills and knowledge in procurement, supply chain and warehousing. Support was provided through remote training with key National Society staff. The Principles and Rules, Emergency Response Framework and Emergency Appeal and DREF specifications were applied. and in accordance to the IFRC Logistics and procurement standard practices.

The stocks arriving in country needed a bigger space to be secured in. Since the PRCS had three 20-foot containers, there was not enough space to store. Therefore, the Airport Rescue and Fire Fighters car park was used as a make shift storage unit for only two months, allowing the PRCS teams to expedite their distribution plan before the two months ended. Hiring warehouses needed a longer period signed agreement and financial commitment which the PRCS was not able to come up with in a short period of time.

Support for the operation was provided in-country by a DRM delegate. The CCD provided additional backup remote technical support in shelter, CVA, health, operations, finance, planning, monitoring, evaluation and reporting (PMER) and IM.

Unfortunately, the PRCS finance manager was on leave for a couple of weeks, which delayed submission of acquittals and was one reason the operation needed to be extended.

Mechanisms were implemented to enable communities to provide feedback and voice any concerns regarding the response. Enquiries primarily related to clarifying household damage assessment categories and criteria and were managed through the PRCS hotline. Community feedback systems, established in collaboration with the government, included feedback forms, phone numbers, and community members (including rumour and/or perception tracking) to act on and ensure accurate expectations. The distributions of relief items and cash were done in coordination with the government, and regular local community channels and the RDATs (community response teams) kept people informed of operational plans and progress.

Challenges

- Due to the response scale, and the lack of preposition stocks, the National Society required additional stock. IFRC Asia Pacific Regional Office supported the importation of NFIs from the Kuala Lumpur warehouse.
- Lack of warehousing space for the PRCS to store the goods safely and within a longer period of time causing a rush to the distribution timeframe against the readiness and availability of states RDATs and states resources.

Lessons Learned

- Additional NS finance support will be budgeted for future operations
- Additional IM support will be planned to ease data collection and analysis

Influence others as leading strategic partner

Outcome 3.1: The IFRC secretariat, together with National Societies uses their unique position to influence decisions at local, national, and international levels that affect the most vulnerable.

Output 3.1.1: IFRC and NS are visible, trusted, and effective advocates on humanitarian issues.

Output 3.1.2: IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming.

Indicators:	Target	Actual
Communication products are created on how the RCM is meeting the needs of the affected and advocates for acting on remaining gaps.	Yes	No
The operation has good visibility on social media and with local communities.	Yes	Yes
NS is supported by the in-country delegate to conduct a lesson learned workshop.	150 volunteers 30 staff	74 RDAT workshop attendees 20 external partners

Progress towards outcomes

The NS produced communications materials based on the operation supported by IFRC and ICRC. The PRCS produced visual awareness materials across the programme technical sectors.

A half-day hotwash workshop was held on 28 October 2021 with National Emergency Management Office, Ministry of Education, Palau Visitors Authority, PPUC were involved in the response. Participating in the workshop was also the chairman and members of the board of directors.

A full day lesson learned workshop was held on 21 October, with 74 RDATs participants from all states using the IFRC Preparedness for Effective Response (PER) approach. This involved group work discussing all components of the response to identify what worked well, what didn't and what could be done in the future to improve future responses. Reports from both workshops have been drafted and used for preparedness/capacity building planning.

Challenges

- Koror state RDATs did not have the basic training to equip them for the tasks during the response
- Most of the volunteers trained wear multiple hats causing deferral in tasks and delay in assistance to beneficiaries
- Finance capacity was low for a month with the manager being sick

Lessons Learned

- During the response, both PRCS and the government developed a deeper understanding of the auxiliary role of PRCS. Over time, the auxiliary role expanded, e.g., PRCS supported the Republic of Palau's information centre. More awareness-raising regarding PRCS' auxiliary role would be helpful.
- This response highlighted the critical role of information management (IM) during disaster responses. In addition to PRCS own needs for information, such as needs assessment and distribution data, the Palau government looked to PRCS for accurate and detailed information about what was happening on the ground. Should a similar event occur in the future, experienced IM support would be helpful from the early stages of the event.
- More training is needed for RDATs, and sector leads to take up disaster response work at a pace needed

D. Financial Report

Total funding for this operation includes the DREF of CHF 309,462. In addition, USAID has provided USD 100,000 (CHF 91,911) for shelter and relief, volunteer costs and planning, monitoring, evaluation, and reporting (PMER); while the second allocation of USD 100,000 from USAID was provided for cash disbursement to Category 1 damaged households. Australian Red Cross provided a Surge staff that was remote to support logistics management for two months. New Zealand RC also provided in-kind support from their IM advisor to analyze distribution data and develop visuals for the final report. In addition, PRCS received in-kind contributions of 400 family kits from DFAT through IFRC CCD and Australian Red Cross coordination. THROUGH the NEMO office, shelter NFI from IOM (1,500 tarpaulins and 500 of the hygiene kits) complemented and met the gap in stocks.

Expenditure according to budget resulted in an overall underspend of CHF 68,503 due to the following:

Relief items, Construction, Supplies – an underspend of CHF 30,052 due to fewer relief items procured as there were in-kind donations in shelter, WASH, and health

Logistics, Transport & Storage – an underspend of CHF 8,896 due to less transport costs than anticipated as there was collaborative planning with NDMO on distributions

Personnel – an underspend due to less than anticipated costs of volunteers as there was cost-sharing with other pledges and contributions from other partners

The balance of CHF 68,503 will be returned to the DREF pool. Detailed expenditure is outlined in the [attached](#) financial report.

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

Contact information

Reference documents



Click here for:

- [Previous DREF Operations Update](#)
- [DREF Emergency Plan of Action \(EPoA\)](#)

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

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- Alexander Matheou, regional director; email: alexander.matheou@ifrc.org
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- Antony Balmain, communications manager; email: antony.balmain@ifrc.org

IFRC Geneva

- Christina Duschl, senior officer, operations coordination; email: christina.duschl@ifrc.org
- Eszter Matyeka, senior officer, DREF; email: eszter.matyeka@ifrc.org
- Karla Morizzo, senior officer, DREF; email: karla.morizzo@ifrc.org

IFRC Resource Mobilization and Pledges support

- Alice Ho, partnership in emergencies coordinator; email: partnershipsEA.AP@ifrc.org

Performance and Accountability support (planning, monitoring, evaluation, and reporting enquiries)

- Fadzli Saari, PMER and Quality Assurance manager a.i. ; email: Fadzli.saari@ifrc.org

How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGOs) 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

Selected Parameters			
Reporting Timeframe	2021/04-2021/12	Operation	MDRPW001
Budget Timeframe	2021/04-2021/10	Budget	APPROVED

FINAL FINANCIAL REPORT

Prepared on 31/Jan/2022

All figures are in Swiss Francs (CHF)

MDRPW001 - Palau - Typhoon Surigae

Operating Timeframe: 26 Apr 2021 to 31 Oct 2021

I. Summary

Opening Balance	0
Funds & Other Income	309,462
DREF Allocations	309,462
Expenditure	-240,959
Closing Balance	68,503

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction		156,433	-156,433
AOF2 - Shelter	94,125	48,078	46,047
AOF3 - Livelihoods and basic needs	122,185	33,750	88,435
AOF4 - Health	19,378	97	19,281
AOF5 - Water, sanitation and hygiene	11,916	1,684	10,232
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
Area of focus Total	247,604	240,042	7,562
SFI1 - Strengthen National Societies	42,651		42,651
SFI2 - Effective international disaster management	3,548	917	2,631
SFI3 - Influence others as leading strategic partners	6,851		6,851
SFI4 - Ensure a strong IFRC			0
Strategy for implementation Total	53,050	917	52,133
Grand Total	300,654	240,959	59,695

DREF Operation

Selected Parameters			
Reporting Timeframe	2021/04-2021/12	Operation	MDRPW001
Budget Timeframe	2021/04-2021/10	Budget	APPROVED

FINAL FINANCIAL REPORT

Prepared on 31/Jan/2022

All figures are in Swiss Francs (CHF)

MDRPW001 - Palau - Typhoon Surigae

Operating Timeframe: 26 Apr 2021 to 31 Oct 2021

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	129,643	99,591	30,052
Shelter - Relief	8,271	28	8,242
Construction - Facilities	6,433		6,433
Construction Materials		6,521	-6,521
Clothing & Textiles	6,451		6,451
Water, Sanitation & Hygiene	2,206	551	1,655
Medical & First Aid		52	-52
Teaching Materials	5,468		5,468
Utensils & Tools	7,789	77	7,711
Other Supplies & Services	1,130		1,130
Cash Disbursement	91,896	92,362	-466
Logistics, Transport & Storage	12,796	3,899	8,896
Distribution & Monitoring		148	-148
Transport & Vehicles Costs	11,946	3,336	8,610
Logistics Services	849	415	434
Personnel	93,458	77,155	16,303
International Staff		1,036	-1,036
National Society Staff	5,808	13,496	-7,688
Volunteers	87,650	62,623	25,027
Workshops & Training	9,190	7,582	1,607
Workshops & Training	9,190	7,582	1,607
General Expenditure	37,218	38,025	-807
Travel	8,271		8,271
Information & Public Relations	4,135	7,062	-2,926
Office Costs	3,492	2,641	851
Communications	1,103	3,041	-1,938
Financial Charges	6,433	1,533	4,899
Other General Expenses	13,784	23,748	-9,964
Indirect Costs	18,350	14,706	3,643
Programme & Services Support Recover	18,350	14,706	3,643
Grand Total	300,654	240,959	59,695