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Final Report

Malaysia: Floods

 International Federation
of Red Cross and Red Crescent Societies

DREF operation	Operation n°: MDRMY007
Date of Issue: 24/03/2022	Glide number: FL-2021-000126-MYS
Operation start date: 06/09/2021	Operation end date: 30/11/2021
Host National Society: Malaysian Red Crescent Society (MRCS)	Operation budget: CHF 152,432
Number of people affected: 4,825 people	Number of people assisted: 1,053 people
Red Cross Red Crescent Movement partners currently actively involved in the operation: Malaysian Red Crescent Society (MRCS) has over 6,000 volunteers and staff and 13 states all over the country. The National Society is well known and respected and works closely with the Government. The MRCS mandate is outlined in Directives No. 18, No. 20, and No. 21 of the National Security Council. Its role is to support other government agencies in rescue and evacuation efforts and provide emergency medical services. The IFRC Malaysia support team worked closely with the MRCS headquarter counterparts to monitor the situation and enhance readiness measures. The IFRC supported the MRCS with prepositioned stocks funded under Red Ready that were utilized to respond to the floods.	
Other partner organizations actively involved in the operation: Government of Malaysia (GoM), National Disaster Management Administration (NADMA), Malaysian Fire and Rescue Department, National Security Council (NSC) and the Social Welfare Department of Kedah (JKM), Malaysian Civil Defence Force (APM), Kedah State Government, Sultanah Bahiyah Foundation, Yan district office, Kuala Muda district office.	

A. SITUATION ANALYSIS

Description of the disaster

Yan, Kedah was faced with a flash flood from the foothill of Mount Jerai (Gunung Jerai). On Wednesday, 18 August 2021, the flash flood happened at 5.30 pm (Local Malaysian Time). The heavy downpour caused water surges and landslides on Gunung Jerai that later hit Yan and Kuala Muda district in Kedah with muddy flash floods. The surrounding location of Gunung Jerai Resort was severely damaged. Difficulty in road access from the affected flash flood sites hampered the search and rescue of the casualties believed to have drowned and been swept away by the strong current. The flash floods have affected approximately 1,149 in the affected area of Yan district and 320 households in Kuala Muda district. The data collected is based on the district offices in Yan and Kuala Muda as of 1 September 2021. During the flash flood, 1469 people lodged police reports about their situation.

The Government opened two evacuation centres and hosted 43 people for short-term assistance. Out of 4,825 people affected by the flash flood, only 43 people went to the evacuation centre. People from the affected flash flood villages were hesitant to evacuate to the centres due to the fear of COVID-19 transmission. COVID-19 cases in the Yan district were considered high at the state level. For Yan district, 395 positive COVID-19 cases were reported, and in Kuala Muda district, figures reached 6,285 cases. Flash floods carrying sediment and large tree trunks impacted nearby houses in Kampung Permatang Keramat. Most of the houses in this village are two km from the primary impact area of the foothill of Gunung Jerai. The affected houses were covered in mud, some with minor damage.

Villages affected by the flash flood were covered with mud and sand on the houses from 18 August 2021. The Yan district was the most affected location of the three affected locations. Heavy rains poured a massive volume of water down a stream from Gunung Jerai, sweeping tree trunks and rocks. The ensuing floods destroyed local village livestock and vegetable farms. Local authorities have confirmed six deaths.

In the Kuala Muda district, most areas were covered with muddy water, tree trunks, and large rocks from the side of the river. Despite mud covering houses, flood victims did not report heavy damage. People did, however, report damage to several home appliances and furniture. The walls of a few residences were damaged, smashed by rocks from the nearby river. Most of the houses were built with concrete structures and wood materials. In the two districts of Yan and Kuala Muda, flash floods destroyed farmland and plantations. Livestock loss such as chickens, goats, and cows was also reported, which was critical livelihood or safety net assets for the affected. Some farmers reportedly lost harvests due to the flood, which was significant as the rice harvest was due later in the month.



Flood affected house in Yan, Kedah. Photo credit: MRCS

During the flash flood, Kedah State experienced the third wave of COVID-19, and it reached 1,538 new cases every day. Kedah state was the seventh-highest state with COVID-19 cases in Malaysia, reporting 89,027 cases as of 26 August 2021. Kedah state was fell under the category of phase 1, where daily cases were still high during the flash flood.

Summary of response

Overview of Host National Society

The Malaysian Red Crescent Society (MRCS) and IFRC Asia Pacific Regional Office (APRO) closely monitored the situation and coordinated the response with the Government of Malaysia (GoM) at the district level. MRCS staff in the Kedah branch throughout the affected areas was activated on 18 August 2021 and supported the District's Social Welfare Department as part of its initial response. The MRCS Kedah State team mobilized 40 volunteers from various districts, including Yan, Kubang Pasu, Kulim, Kota Setar and Kuala Muda. The volunteers conducted rapid assessments, assisted the villages on house cleaning, and conducted hygiene promotion related to personal hygiene and water usage. MRCS Kedah was setting up the state headquarters to manage the operation, coordinate volunteer movement and manage data collection. MRCS Kedah conducted a daily update meeting since the initial flood event occurred on 18 August. MRCS national headquarters mobilized three staff with the support of one IFRC staff to support the state on the rapid assessment, led by the MRCS Kedah branch. MRCS requests funds from the IFRC Disaster Relief Emergency Fund (DREF) based on this assessment.



MRCS volunteers did house cleaning support in the early responses. Photo credit: MRCS

MRCS Kedah team conducted necessary field assessments in the affected areas of the two districts (Yan and Kuala Muda). MRCS identified the worst affected villages in Yan and Kuala Muda to be targeted for this response. Twenty-nine villages in Yan and Kuala Muda Districts were targeted for this flash flood response. Villagers were selected based

on damages caused by the mud flood and the damage severity. This operation has reached 221 households (1,053 people, with an average of five family members per household). All 211 households received both multipurpose cash grants and livelihoods grants. Five households received multipurpose cash grants only, and five received livelihoods grants only. In the EPoA, the target population to be reached was 1,080, assuming five family members per household. The operation started on 6 September 2021 and was completed by 30 November 2021. Out of 221 households, MRCS reached 62 per cent male head of households and 38 per cent female head of households to receive the assistance.

Number of households reached by type of assistance

Type of assistance	# of male heads of household	# of female heads of household	Total # of households
Multi-purpose cash assistance & Livelihoods grants	132	79	211
Multipurpose cash assistance	3	2	5
Livelihoods grants	3	2	5
Total	138	83	221
Percentage	62%	38%	100%

During this operation, MRCS followed the existing Government and movement guidance related to the COVID-19 crisis. During the Movement Control Order (MCO), MRCS staff and volunteers were still allowed to operate as the National Society provided essential services to people. MRCS was still able to offer planned assistance under the DREF operation, including cash assistance for basic needs and livelihoods grants to the targeted affected people. MRCS Kedah coordinated well with government agencies as most government agencies and district officers were aware of the branch's responsibility and support.

Overview of Red Cross Red Crescent Movement in country

The IFRC Asia Pacific Regional Office (APRO) in Kuala Lumpur has a dedicated team within the MRCS at the national headquarters. The IFRC Malaysia support team worked closely with the MRCS headquarter counterpart to monitor the situation and enhance readiness measures, besides supporting the MRCS on the emergency operations, including the current COVID-19 and disaster emergency response. The IFRC continues to support MRCS in implementing the Red Ready Programme, with a key focus on enhancing cash readiness of the National Society's headquarters and branches and strengthening the Response Readiness of the National Society's headquarters and branches. With this DREF flood operations, the IFRC Malaysia team has provided close support by coaching MRCS headquarters and Kedah branches on implementing the operation.

Overview of non-RCRC actors in country

The Social Welfare Department (JKM) and National Disaster Management Administration (NADMA) coordinated the initial response in the two districts affected by the flood. They set up a temporary flood relief centre and provided essential needs assistance. The assistance included food, water, hygiene items, and blankets to the people affected by the flood sheltered in the temporary flood relief centre. In addition, NADMA provided an estimated CHF 108 (500 MYR) per family as one-off cash assistance to all affected victims of these flash floods. The purpose of the cash assistance was for the households to clean their houses and replace an essential household item. There was a requirement for the households to receive cash assistance from NADMA: as a verification process, each family had to lodge a police report to report their damages, such as personal identification cards, family senses cards, and house electric bills. This list of documentation was standard practice and procedure, which had to be submitted to the police for the flood report. Once the report was completed, the villages were granted the police report and supporting documents for endorsement in the district office, which enabled them to register for assistance, such as cash and household items. The procedure was applied to all affected people of the flash floods in the Yan and Kuala Muda districts.

The state water company, Syarikat Air Darul Aman (SADA), provided fresh water to the affected area of Yan district. They supplied fresh water until the water source was up to the normal flow and pressure. Several water tanks were located in the housing area that the state water consortium company provided. The tanks supplied the villages with clean water for their daily use and hygiene care. The state water consortium repaired all the water supply infrastructure in the affected areas of the flash floods in two weeks. The villages were seen collecting water with the help of local volunteer groups such as Mercy Malaysia, Aman Malaysia, MRCS Kedah, and family members.

Yan district council workers and Kuala Muda district were also working to ensure all the flood rubbish was cleared and relocated to the district waste collection point. Rubbish clearance ensures that unwanted hygiene cases would not

exacerbate the current COVID-19 situation. There was no report of diarrhoea cases from the head village office during the assessment. However, there were reports of villagers being wounded by sharp branches when cleaning their homes. The villagers will be sent to the district hospital of Yan. All emergency services were running as per daily operation.

Needs analysis and scenario planning

Needs analysis

The MRCS Kedah staff and volunteers conducted an initial rapid assessment in Yan district and Kuala Muda district and coordinated with the Social Welfare Department (JKM), National Disaster Management Administration (NADMA) that led the response in those two districts. One of the IFRC staff joined and supported the MRCS Kedah team during the assessment.

From the assessment findings, the majority of the people from the affected flood villages work in hill resorts of Gunung Jerai and are agricultural farmers, with an estimated monthly household income of less than CHF 432 (less than MYR 2,000). During the interview, more than 30 per cent of people assessed practices agricultural farming, and 25 per cent works in local tourism. Households with a monthly income below MYR 3,000 (CHF 662) falls under the B40 family category, the country's lowest-income group classification.

Due to the flash flood and the MCO being implemented in the country, households affected could not practice their livelihoods or have limited activities to earn an income for their households. Households that depend on tourism and agricultural activities have reported significant losses due to this event. The rice farmers reported losses of their current harvest, which was supposed to be harvested in September 2021. Therefore, rice farmers have lost their seasonal income for the current crop season. The rice farming calendar season is between March to August and September to February. Other people reported the loss of small livestock (chicken and goats) that serve as family safety net assets. The losses significantly affected households as they could not utilize their safety net assets in this emergency to cover temporary living costs, which usually they would, by selling small livestock.

MRCS has also conducted a rapid market assessment. Results showed that the local market functioned after the flash flood and basic household items were available, and prices were stable even for agricultural inputs.

The assessment results highlighted that the affected households were most concerned about not having access to their daily basic needs, including food, personal hygiene items, cleaning up or repairing their houses after the flood, and loss of income. The farmers were concerned about not being able to start planting again in the next season. Due to the harvest loss, they would have the necessary inputs for the planting season. Access to financial support would be essential for the affected people to attend to immediate food, water, and hygiene needs.

The assessment found no significant health issues that would compound the village's response efforts or the people staying in temporary flood relief centres, other than the high COVID-19 cases in the area. As reported by the district office, there were only two temporary shelters in Yan district and one in Kuala Muda that was quickly closed. Closures resulted from low occupancy in the relief centre as people feared theft of valuables and COVID-19 transmission.

The people also raised concern that they were feeling stress, worry, and trauma because of this flash flood and the current movement restriction that was in place due to the COVID-19 pandemic. They worried about not being able to practice their livelihoods, losing their jobs or not earning income for their children's education, and repairing damaged properties such as houses, furniture, and household appliances. There was a need to support these people with mental health and psychosocial support (MHPSS). In the previous two DREF operations, MRCS conducted MHPSS activities to the affected people, provided key messages on MHPSS, and conducted MHPSS sessions at the community level. MRCS established psychosocial support (PSS) careline in Sabah and Kuala Lumpur, which can be accessed nationwide. Those activities were replicated in Kedah state, and the MRCS assessed the possibility of establishing a careline centre.

Targeting

The floods affected Yan and Kuala Muda districts in Kedah and inundated 130 villages in Yan and 86 villages in Kuala Muda. With coordination with JKM, and based on the initial assessment, MRCS identified the worst affected villages in Yan and Kuala Muda for this flood response. The response focused on two villages from Yan and Kuala Muda districts, respectively, with an estimated total target of 216 households (estimated 1,080 people).

MRCS coordinated closely with agencies on the ground to engage affected communities and ensure the selection of recipients for the distribution of assistance was well-targeted based on clear criteria, targeting those most in need. The general criterion were households affected by flood and the most vulnerable households (under B40 family group), with additional vulnerability criteria that may include the income situation, level of damages of the shelter, etc.

MRCS considered the vulnerability criteria such as the elderly, pregnant and lactating women, women-headed households, and households caring for persons with disabilities in selecting the target beneficiaries. During the

registration of beneficiaries, the sex, age and disability disaggregated data (SADDD) for the target population was collected during the implementation phase of this operation.

Operation Risk Assessment

Apart from the difficulty of road access in some affected areas because of roads damaged by flash floods, the national movement restriction (MCO), the increased health risks in the COVID-19 crisis, mosquito and waterborne diseases, and debris and vehicle accidents, there were no major threats in Malaysia that directly impacted the implementation of operational activities. However, adequate measures were put in place to mitigate the security risks. There was already a field implementation guide for MRCS branches and volunteers considering the current COVID context, followed for this DREF implementation to minimize risk. During this operation, MRCS followed the existing Government and movement guidance related to the COVID-19 crisis. IFRC oriented MRCS on the COVID safe programming pilot guide Asia Pacific 2020, which used to reference the mitigation risk. MRCS considered appropriate logistics to reach out to the targeted areas, such as having a 4WD vehicle for the operations, which was rented.

B. OPERATIONAL STRATEGY

The primary objective of the operation was to meet the immediate needs of the 216 households in flood-affected villages of two districts (Yan and Kuala Muda) in Kedah through the distribution of unconditional multipurpose cash grant (MPCG), early recovery livelihoods grants, mental health and psychosocial support (MHPSS) services, and hygiene promotion.

MRCS provided multipurpose cash grants livelihoods grants, conducted mental health and psychosocial support (MHPSS), hygiene promotion, and provided COVID-19 prevention kits. The operations benefited 221 households (1,053 people, with an average of four-point seven family members per household, with; 50 per cent male and 50 per cent female. Of the 211 households that received both multipurpose cash grants and livelihoods grants, five households received multipurpose cash grants only, and five households received livelihoods grants only. The operation started on 6 September 2021 and was completed by 30 November 2021. Out of 221 households reached by this operation, 62 per cent had a male head of households and 38 per cent had a female head of household (refer to tables and charts).

Number of households reached by type of assistance

Type of Assistance	# of male heads of households	# of female heads of households	Total households
Multi-purpose cash assistance & Livelihoods grants	132	79	211
Multipurpose cash assistance	3	2	5
Livelihoods grants	3	2	5
Total	138	83	221
Percentage	62%	38%	100%

Number of people reached by type of assistance

Type of Assistance	# of people	# of males in households	# females in the households
Multi-purpose cash assistance & Livelihoods grants	1,013	499	514
Multipurpose cash assistance	17	9	8
Livelihoods grants	23	15	8
Total	1,053	523	530
Percentage	100%	50%	50%

Age disaggregated data by the number of people reached with the assistance

Type of Assistance	# of people	# people < 18 years old	# people between 18 - 59 years old	# of senior citizens (> 59 years old)
Multi-purpose cash assistance & Livelihoods grants	1,013	345	527	141

Multi-purpose cash assistance	17	2	11	4
Livelihoods grants	23	6	14	3
Total	1,053	353	552	148

At the beginning of this operation, MRCS prepared IEC materials with descriptions of MRCS activities in this operation, including the recipient selection criteria, type of assistance provided, the mechanism of support offered to recipients, the timeframe of the operation, and the feedback mechanism available for communities to contact MRCS for comments or feedback. MRCS volunteers conducted community engagement and provided IEC materials to the targeted community before assisting. After the community engagement was conducted, MRCS began to register the potential recipients to receive multipurpose cash assistance (MPCA).

MRCS volunteers conducted briefings on livelihoods grant to community leaders, including heads of sub-districts and heads of villages. Briefings covered the selection criteria of the recipients, the process of the application, and the approval. The individuals submitted a proposal to MRCS using the proposal template provided by MRCS. The proposal consisted of their livelihoods background affected by the flood, their request for assistance, the plan of activities and the amount of budget requested. The shortlisted beneficiaries were called for a group briefing based on the different types of livelihoods, such as small businesses, grocer shops, mechanics, rice farmers etc. The initial review of the proposal was done by community leaders, MRCS volunteers and the field coordinator before the final review by MRCS headquarters. From the proposal received by MRCS, 99 per cent requested the repair of business assets and recovery of stock items, whilst one per cent requested to start new ventures (not continuing the damaged business, instead changing to a simpler business with lower capital). Out of 216 livelihoods grant recipients, 95 per cent were small businesses, and only five per cent were farmers.

As this operation was implemented during the COVID-19 pandemic time, MRCS ensured the safety of staff and volunteers by giving them orientation on the movement and mobilization guidance during the COVID-19 pandemic, providing them with personal PPE, including masks and hand-sanitizers, and facilitating regular COVID-19 tests after the fieldwork.

The MRCS MHPSS programme deployed qualified psychosocial support (PSS) volunteers in this operation. A total of 25 volunteers in Kedah received basic psychological first aid (PFA) training, focusing on the three PFA principles of look, listen, and the ability to connect to communities. Volunteers were trained how and where to approach people who were in distress. PSS activities for children included empathic interviewing, calming techniques, mindfulness breathing and grounding, arts and crafts, and games. Every interaction with villagers was used to promote MRCS RedCrescent4U Carelines, and signage was placed in public places to increase awareness. By having Kedah MRCS members on the ground to support activities, this interaction eased the stress of the villages and provided intervention for their mental health. MHPSS information was included in the IEC material that MRCS will distribute to the households, including DREF operations information, CVA, early recovery livelihoods grants, hygiene promotion, and feedback numbers.



MRCS volunteers conducted hygiene promotion, health awareness, and MHPSS support door to door. Photo credit: MRCS

MRCS implemented health and wellness awareness and hygiene promotion activities to the same 216 targeted households. The health systems were already overstressed due to the COVID-19 pandemic, and so were the resources. The flood caused an additional burden to the health system, with the battle on COVID-19 and additional waterborne diseases and health issues. The hygiene promotion information in the IEC material had a greater emphasis on COVID-19 and waterborne disease. MRCS provided COVID-19 prevention kits to the 216 households during the hygiene promotion activities, consisting of surgical masks and hand sanitizers. MRCS has these items prepositioned in their warehouse from the other donations.

Human resources

MRCS Kedah led the operations with technical support and guidance from MRCS national headquarters. This approach was taken to build trust between MRCS Kedah and MRCS national headquarters staff, resulting in improved communication and coordination. The approach will be replicated to this operation in Kedah state. The MRCS Kedah did not have enough technical capacity and experience to deliver the interventions planned in this DREF-supported response. Substantial technical assistance from the national headquarters and IFRC was provided to MRCS Kedah. In the first month of the operations, the technical staff from the national headquarters were deployed to Kedah to orient and train MRCS Kedah staff and volunteers on the kick-off of this operation. Relief activities in targeted states were led and carried out by MRCS staff and volunteers at the Kedah branch level, with the close support of disaster management, the health focal point staff, the cash focal point staff of the national headquarters, and the IFRC Malaysia support team.

To complete the DREF operation within the timeline, MRCS appointed focal persons for the DREF operation in the Kedah and headquarters to mobilize its staff and engage volunteers as required and appropriate. A monitoring visit, which includes technical support, was conducted by MRCS national headquarters at least every month. The IFRC Malaysia support staff (including an operations manager, a senior operations support officer, and CEA¹ and protection, gender and inclusion (PGI) senior officer for Malaysia operations) assisted MRCS in planning, coordination, information management, need assessment, etc. In addition, IFRC staff provided technical support for operational management.

Information technology and information management

The MRCS used mobile data collection to assess the targeted areas through the Kobo platform rapidly. The MRCS, with support from IFRC, developed the assessment tools and uploaded them to the Kobo platform. Volunteers and staff were trained on the assessment tools and collecting data with mobile phones. A quick analysis could be generated from the data collected during the assessment from the Kobo platform. Mobile data collection was used to register recipients and conduct post-distribution monitoring, while a Red Rose data management platform aided the distribution of multipurpose cash grants. All collected data were stored in the Red Rose data management platform, which managed all the cash transfer processes, including the review and verification process, cash transfer requests from the programme, management approval, and the finance department's cash transfer process. This Red Rose platform also provided a feature to conduct a PDM (Post Distribution Monitoring) like the Kobo platform.

Logistics and Supply Chain

In this operation, MRCS continued to work with one financial service provider (FSP), Maybank, to support the CVA activities. MRCS conducted a procurement process to select the FSP, with a specific scope of work (SOW) in the previous DREF operations and extended the partnership. The procurement process was endorsed by IFRC APRO and in compliance with IFRC Procurement Procedure. In this partnership, Maybank was still not yet able to provide a maximum result as expected by the SOW. In this operation, Maybank facilitated the unbanked families to open a bank account but could not offer cash to the unbanked families in remote places. Based on this, MRCS, with the support of IFRC, will continue to explore finding a suitable FSP to support MRCS on the CVA. This is already included in the MRCS Cash Preparedness Plan.

Quality Programming

The post distribution monitoring (PDM) exercise was carried out to evaluate the overall degree of satisfaction of those who received assistance. Respondents were randomly selected. Out of the targeted 216 households for cash assistance, we received PDM responses from 129 households.

Overall, beneficiaries reported a high satisfaction rate with 66.4 per cent for MHPSS and a medium level of satisfaction at 54.3 per cent for cash assistance. The data analyzed also revealed that DREF planned programmatic objectives were met, meeting immediate basic needs, protecting livelihoods, and reducing waterborne and water-related diseases. While the utilization of the assistance provided was very high and positive, data also revealed a few areas that can be improved for future responses. Most of the findings cover operational constraints that limit the quality of programme implementation. Below are the findings:

Targeting

- The majority of the recipients suffered multiple losses, but the most common loss was the partial or total damage to their houses, damaged assets, and affected livelihood. Business owners also experienced partial or total

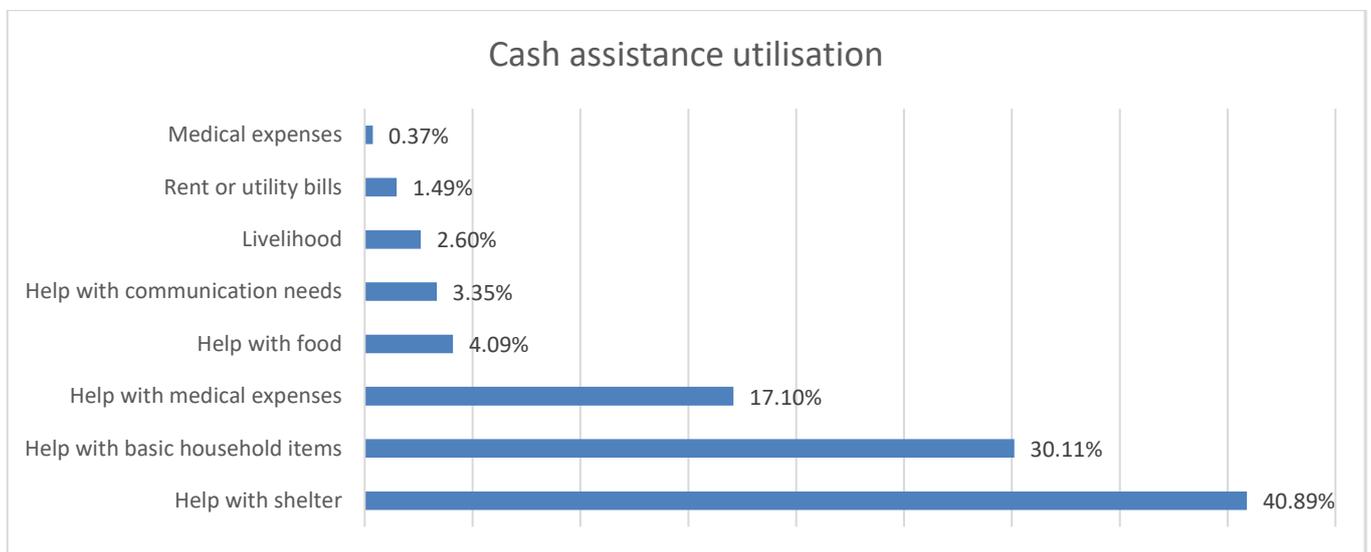
¹ CEA: Community engagement and accountability.

damage to their premises, which accounts for 24 per cent of the total respondents. This DREF response reached the most vulnerable households where senior citizens and households with children were prioritized.

- A total of 37 per cent were female respondents, while 63 per cent were male. A majority (44 per cent) of the respondents belonged to the older age group 50 years old and above, while a significant proportion also belonged to the 40-49 age group. The age group of the recipients needs to be considered in future programme design, especially on planning technology-based solutions in receiving the assistance and communicating and gathering feedback.

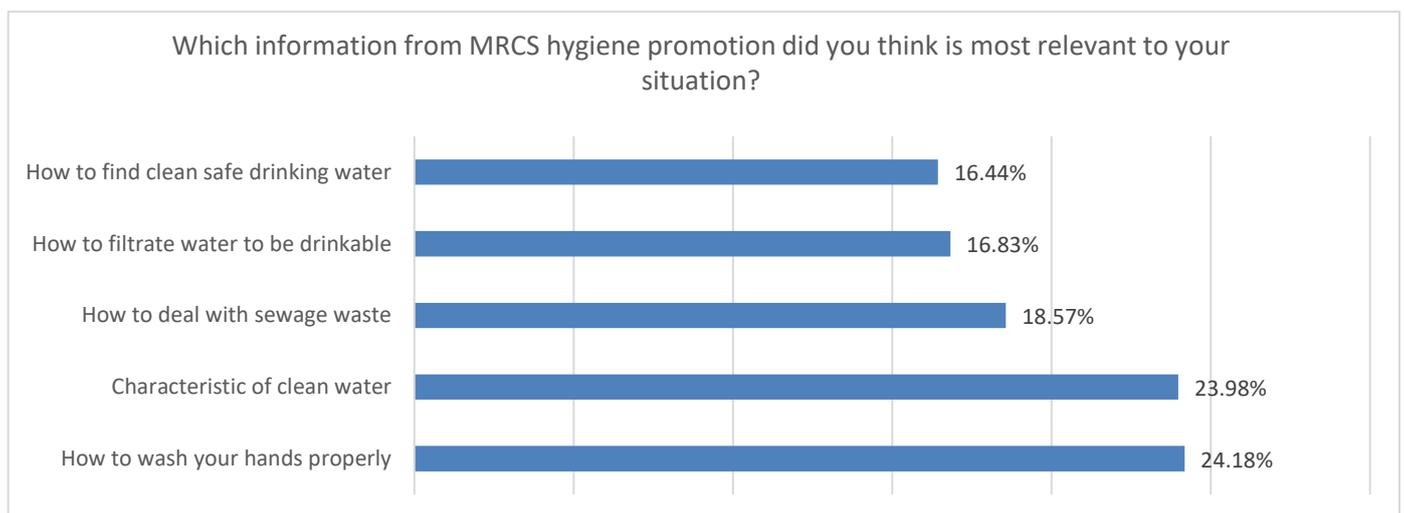
Cash and Voucher Assistance

- One hundred per cent of the respondents reported receiving cash assistance. Out of 129 respondents, only seven received notifications on their cash transfer, although none mentioned the notification method.
- The top five cash expenditures were on shelter (40.89 per cent), basic household items (30.11 per cent), medical expenses (17.10 per cent), food (4.09 per cent), communication needs (3.35 per cent).
- PDM survey results highlighted that the recipient's needs were met. The assistance received gave a sense of relief for a couple of weeks without worrying about reducing the quantity and quality of food and purchasing for basic household items, using up their savings, and seeking help from others by borrowing or relying on donations and other humanitarian assistance.



Hygiene promotion

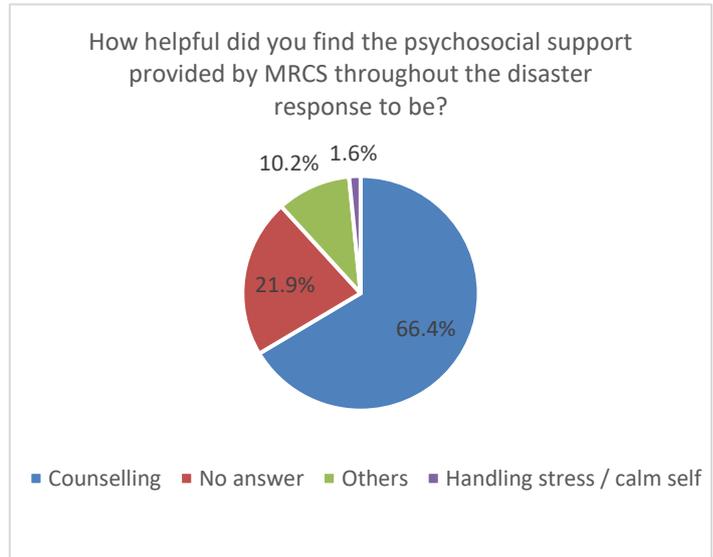
- All 129 respondents confirmed receiving the three items as part of hygiene promotion activities i.e. face mask, hand sanitizers, IEC booklet.
- About 24 per cent of respondents said the information about hand-washing and the information on characteristics of clean water was the most relevant information for them.



- The majority agreed that the information provided was useful to their household, at 96.9 per cent. Only 3.1 per cent did not feel that the information was useful.
- A total of 99.22 per cent felt that items and/or information provided by MRCS equipped them and their household with a better understanding and protection from COVID-19 and waterborne disease.

MHPSS

- A high utilization can be noted under MHPSS. A majority of 66.4 per cent found the counselling session helpful or somewhat helpful, and 1.6 per cent specifically highlighted the stress management sessions beneficial.
- Of the remaining ten per cent of respondents, they elaborated why they benefited from the sessions in terms of increased preparedness (44 per cent), getting a better understanding of MRCS (11 per cent), and learning new things (11 per cent).



Community engagement and accountability (CEA)

- The community feedback tools can still be improved to consider how best community members feel comfortable in using those mechanisms. The survey showed that hotline usage is the preferred means of getting information.
- On the feedback mechanism, the most commonly known medium is to call or send a message using the hotline number (66.7 per cent), to go to the MRCS office (52.7 per cent), to send a message in MRCS social media accounts (52.7 per cent), or to ask a representative to send complaints or suggestions to MRCS (49.6 per cent)
- It is evident in the PDM that there has been a gap in communication for cash assistance. Some respondents were not informed that the cash was already transferred to their bank accounts, and some of them could not confirm if the cash assistance were from MRCS or the Government.

Planning, Operational management and coordination

- On the planning, it was planned that the beneficiaries would receive cash. However, in terms of execution at the state level, especially with targeting and selection, it was evident that the state branches needed stronger support, especially on the initial program set-up. The Yan branch was reactivated due to the floods and would require follow-up for future developments.
- Overall feedback from this PDM showed that there is a need to have a clearer communication structure and better communication channels beyond WhatsApp messaging.

Recommendations

Given the findings above, the following were the recommendations:

Targeting

- Guidance on targeting needs to be developed, which includes decision matrix on geographical targeting and steps to consider in household selection.
- Program design to accommodate older age groups when it comes to technology-based solutions and in communicating the program objectives and activities
- Community participation should be highlighted/emphasized from planning to implementation and monitoring

CVA

- Review cash grants value that is informed by minimum expenditure basket (MEB) analysis as a result of needs and markets assessments

- Timeliness of cash assistance can still be improved, and that recommended timing of cash assistance distribution should be aimed from week 3 to 4 weeks after onset of flooding
- Consider livelihood programming capacity-building support to MRCS when livelihood activities will be included as part of the response plans.
- Strengthen disaster preparedness, including cash preparedness and systemically capture lessons learned and address bottlenecks to improve efficiency and quality of programming

MHPSS

- A need to involve MHPSS to advise and review existing PDM questionnaires on measuring MHPSS outcomes.
- MHPSS sessions can be further improved, as the effectiveness of the HP sessions could not be established.

CEA

- Improvement is needed in the feedback mechanism, and the set-up of the systems should have been set up at the early stages of implementation. The investments made in this response can already be easily rolled-out in future responses.
- While community gathering is best identified as a key in providing information, COVID19 realities should always be considered. It also recommended that several options for community feedback be maintained and feedback designed, and options on the mechanisms to consider where transparency is best achieved.

Operational management and coordination

- Minimum standard training on needs assessments, community mobilization, and basic program and project management is needed. Standard training also needed to incorporate CEA, CVA and information management (IM). These can be designed in disaster response mechanisms like the National Disaster Response Team (NDRT) and State-level response team (SDRT).
- Official communication channels need to be established, and official or designated email for staff involved in operations can be provided so that decisions are documented beyond WhatsApp messaging. The operations teams also need to decide what communication tools are required, and when WhatsApp is used, a moderated function such as admin only can be set up.
- On 29 November 2021, the MRCS Kedah, IPK and IFRC had a lesson learned meeting conducted virtually on the discussion for DREF Kedah. This lesson learned was to have a better understanding and more detail-oriented tasking for better responses in the future. The lesson learned meeting comprised the National headquarters staff, Kedah state staff, village heads and volunteers.

Recommendations from the lesson learned meeting

Operations

- To allocate sufficient time to learn new assistance delivery modes and educate aid recipients on programme requirements. The livelihood recovery grant was not as smooth as the cash assistance because it was new to MRCS. Three aid recipients withdrew as they found reporting requirements overwhelming, so the team required additional time to find replacements.

Coordination

- To develop stronger collaborative relationships with local government agencies and other stakeholders. Establish communication skills with all relevant parties before a disaster occurs.
- To improve coordination between National headquarters and MRCS Kedah state on the overall action plan.
- To coordinate activities across departments and improve scheduling to optimize community engagement, particularly as Kedah follows a different weekend compared to Kuala Lumpur.

Volunteers' safety and wellbeing

- To provide COVID-19 swab test after each fieldwork.
- Ensure the staff and volunteers are always insured with insurance before the start of the operations.

Capacity building

- To improve volunteer training, selection, and engagement for state and national headquarters.

C. DETAILED OPERATIONAL PLAN



Livelihoods and basic needs

People reached: 1,053

Male: 523

Female: 530

Indicators:	Actual
# of targeted household that have enough (food, cash, income) to meet their survival threshold	216
# of household reached with cash for livelihoods	216
# of household reached with multipurpose cash grants	216
Narrative description of achievements	
<p>Multipurpose cash assistance</p> <p>MPCGs were provided to 216 households affected by the flood from the two villages targeted between September to November 2021. The recipient selection criteria were households affected by the flood, households with vulnerability criteria such as senior citizens as head of household, women-head of households, pregnant and lactating women, ill members, and people with disabilities (PWD). The amount of cash assistance was MYR 450 (approximately CHF 100) per family and was given once through bank transfer, and cash in hands for the family did not have a bank account. The cash assistance was given one-off to enable target households to address their food and non-food basic needs.</p> <p>The amount of cash was defined based on 70 per cent of the minimum expenditure basket for one household for one month in the targeted areas (Annex 1). The cash covered food based on calculations that provided 72 per cent of the monthly 2,100 kilocalorie requirements (1,511 kcal/person) for an average household size of five and personal hygiene items.</p> <p>The post-distribution monitoring result showed that 100 per cent of the respondents reported receiving cash assistance. Out of 129 respondents, seven received notifications on their cash transfers, although none mentioned the notification method. Only one out of 129 respondents did not think the amount was sufficient to cover their basic household needs (food, housing rent, hygiene, medicine or communication) for one month. The reason given was that they had a large household consisting of more than six adults. The top five cash expenditures reported were on shelter (40.89 per cent), basic household items (30.11 per cent), medical expenses (17.10 per cent), food (4.09 per cent), communication needs (3.35 per cent).</p> <p>The PDM further highlighted that the recipient's needs were met. The assistance received gave a sense of relief for a couple of weeks without worrying about reducing quantity and quality of food and purchasing for basic household items, using up their savings, and seeking help from others by borrowing or relying on donations and other humanitarian assistance. The timeliness of cash assistance can be improved. While almost all the respondents reported that the</p>	

assistance came on time, it was difficult to gauge since most of the respondents were still very positive and grateful of the cash received, noting that to some of them, it was their first time to receive cash assistance.

Household livelihood cash assistance

MRCS provided livelihoods grants to 216 households affected by the floods. A total of 1,800 MYR (400 CHF) was provided as livelihood cash grants into two tranches. The cash grant value was determined with the household individual proposals and as a contribution to the overall total amount required to restart livelihood activities. MRCS volunteers conducted briefing on livelihoods grant to community leaders which included heads of sub-districts and head of villages, which included the selection criteria of the recipients, the process of the application, and the approval. Each household selected submitted a proposal to MRCS, using the proposal template provided. The proposal consisted of their livelihoods background affected by the flood, their request for assistance, the plan of activities and the amount of budget requested. The shortlisted beneficiaries were called for a group briefing based on different types of livelihoods, such as small businesses, grocer shops, mechanics, rice farmers etc. The initial review of the proposal was done by the community leaders and then by MRCS volunteers and Field Coordinator, before final review and approval by MRCS headquarter.

From the proposals received by MRCS, 99 per cent requested for repair of business assets and recovery of stock items, whilst one per cent requested to start new ventures (not continuing the damaged business, instead changing to a simpler business with lower capital). Out of 216 livelihoods grant recipient, 95 per cent were small businesses and 5 per cent were rice farmers.

Challenges

It was time-consuming to interview recipients because most of them were worried about attending the COVID-19 pandemic. Both volunteers and recipients take precautions not to be involved in the programme due to COVID-19 pandemic. Another challenge faced was the distance of the recipients' houses from the operation centre of MRCS, which meant some recipients were unable to attend.

The Livelihoods grant was a new approach to MRCS. It was a challenge to start this project initially due to limitations in skills and experience, which caused slight delays in the project implementation. IFRC staff was providing extensive technical support to this project. This was a good pilot to start and will need more improvement in the future response.

Lessons Learned

The interview should be held at the recipient's house to ease the workload and not miss any recipients.

The livelihoods grant is a new approach for MRCS, and this should be included in the future's technical capacity building for MRCS.

From the lesson learned workshop, the participants recommended allocating sufficient time to learn new modes of assistance delivery and educate aid recipients on program requirements. The livelihood recovery grant was not as smooth as the MPCG because it was new to MRCS. Three aid recipients withdrew as they found reporting requirements overwhelming, so the team required additional time to find replacements.



Health

People reached: 1,053

Male: 523

Female: 530

Indicators:	Target	Actual
<i># of targeted household at evacuation centre and district that effect and volunteer</i>	216	221
<i># of household, vol, and village that are involved in the disaster</i>	216	221
Narrative description of achievements		
<p>MRCS Kedah distributed COVID-19 prevention kits consisting of surgical masks and hand sanitizers, hygiene promotion and health awareness activities to 221 households. The prevention kits were from their prepositioned stocks from the other donations in their warehouse. The health systems were already over stressed due to the COVID-19 pandemic, and so were the resources. The flood caused an additional burden to the health system, with the battle on COVID-19 and additional waterborne diseases and health issues. The provision of health awareness and hygiene promotion activities aims to provide a prevention knowledge to the targeted communities to the health risk after the flood.</p> <p>The MRCS MHPSS programme deployed qualified psychosocial support (PSS) volunteers to work with 30 volunteers at the health programmes in Kedah. They have received basic psychological first aid (PFA) training, focusing on the three PFA principles of look, listen, and link. Volunteers were trained how and where to approach people who were in distress. The PSS toolboxes have been given to the MRCS Kedah and they have utilized the toolbox to interact with children affected by the floods. Every interaction with villagers was used to promote MRCS RedCrescent4U Careline in headquarters. In addition, the mental wellbeing of the beneficiaries were monitored through the careline during and after the DREF. Generally, most of the beneficiaries found the psychosocial support provided by MRCS helpful.</p>		
Challenges		
<p>Limited movement due to the ongoing COVID-19 pandemic and movement control order (MCO) phase 2 hindered the MRCS from conducting the activities in the targeted villages. Furthermore, focal persons and volunteers were not fully available due to individual time clashes with their jobs.</p>		
Lessons Learned		
<p>Recruitment, selection, and training of genuinely interested volunteers in MHPSS need to be done throughout the year and before disasters. Apart from having skilful volunteers and responsible focal person, the MHPSS team informed that there should be a better improvement in child-friendly spaces and working with children. Suggest necessary action next DREF of operation for MHPSS. With the correct language and approach, creating a better understanding of children and asking about their mental and emotional health is more profound. This will help spread awareness on MHPSS and the visibility of MRCS.</p>		



Water, sanitation and hygiene

People reached: 1,053

Male: 523

Female: 530

Indicators:	Target	Actual
# of households reached with WASH services	216	221
# of people provided with hygiene promotion	1,080	1,053

Narrative description of achievements

MRCS implemented hygiene promotion activities to the same 221 targeted households. Hygiene promotion with all the beneficiaries around the village was divided into four sessions.

The hygiene promotion focused on personal hygiene and water usage at the household level. Adhering to COVID-19 precautions, the volunteers wore PPE to protect themselves, such as gloves, face mask, isolation gown, and face shields. Most of the hygiene promotion activity was conducted with the presence of the state focal person as some of the villagers did not understand the Malay language and instead used the local Kedahan dialect.

MRCS provided COVID-19 prevention kits to the 221 households during the hygiene promotion activities, consisting of surgical masks and hand sanitizers. MRCS has these items prepositioned in their warehouse from the other donations.

MRCS national headquarters trained the staff and volunteers in the Kedah branch on hygiene promotion and health awareness after the kick-off operation. Total of 30 volunteers were trained.



Bagaimanakah cara untuk mencuci tangan dengan betul?
Jangka masa seluruh prosedur :
Sekurang-kurangnya 20 saat atau lebih
Sumber : WHO

Challenges

Limited movement due to the current ongoing COVID-19 pandemic and movement control order (MCO) phase 2 hindered the MRCS from conducting the activities in the targeted villages. Furthermore, focal persons and volunteers were not fully available due to individual time clash with their own job.

Lessons Learned

Recruitment, selection and training of volunteers need to be improved, to ensure MRCS branches will have a skillful and committed volunteers for the emergency operations.



Protection Gender and Inclusion

People reached: 1.053

Male: 523

Female: 530

Indicators:	Target	Actual
<i>The operation demonstrates evidence of addressing the specific needs to ensure equitable access to disaster response services</i>	YES	YES
<i>NS that ensure improved equitable access to basic services, considering different needs based on gender and other diversity factors.</i>	YES	YES
Narrative description of achievements		
<p>MRCS included vulnerability selection criteria in the recipient's selection, and considerations were made to ensure that minority groups in the community were targeted. Known vulnerabilities were included in the recipient's eligibility criteria, such as senior citizens as heads of household, women heads of households, families with pregnant and or lactating women, families with members with illness, and families with disabilities. MRCS collected sex-age disability desegregated (SADDD) data on recipients' registration to capture information on specific groups and analyze it for programme decisions.</p>		
Challenges		
<p>MRCS has a limited understanding of PGI issues and how to integrate PGI approaches into their programming. It will be essential to continue to facilitate MRCS in helping to improve their understanding of PGI and making sure that it will be incorporated into their activities. This is the ongoing process that the IFRC Malaysia support team does to help MRCS integrate PGI in their programming.</p>		
Lessons Learned		
<p>Before commencing operational processes, the MRCS will need to consider PGI approaches in the design of their operations and provide an orientation to volunteers and staff. It is relevant for the MRCS to provide volunteers and staff with training on PGI issues. Supporting the PGI mandate is another form of understanding vulnerable communities and their challenges in understanding their needs.</p>		

Strengthen National Society

Indicators:	Target	Actual
<i># of NS branches that are well functioning in the operation</i>	1	1
<i># of volunteers involved in the operation provided with briefing/orientation</i>	30	30
Narrative description of achievements		

The Flood Response Team was activated in Kedah (MCS IPN) to implement the operation. MRCS conducted a kick-off meeting with the Kedah IPN team, the National Headquarters technical group and was briefed on the DREF operations. Staff & volunteers from Kedah branch was oriented and trained on the CEA, hygiene promotion, PFA, on mobile registration of recipients, and livelihoods grants processes.

A weekly call was set up between them to discuss the progress of the implementation and the challenges faced by the team. A daily update communication system channel has been activated through the WhatsApp group, to ensure that the operations in the field receive the necessary support from the National Headquarters and IFRC country support team. Good communication and accountability were always emphasized for better mission performance.

Challenges

Volunteers have limited working hours that hinder the implementation, as most volunteers have their daily work. Most activities had to be conducted during the weekend or outside of working hours. The volunteers' skills did not match the project requirement, which became a challenge too in the implementation. This issue was highlighted to MCRS IPK and IFRC to ensure a proper selection process in recruiting volunteers for emergency response.

Lessons Learned

From the lesson learned workshop, the recommendations are:

- To develop stronger collaborative relationships with local government agencies and other stakeholders. Establish communication skills with all relevant parties before a disaster occurs.
- To improve coordination between National headquarters and MRCS Kedah state on the overall action plan. Coordinating activities across departments and improving scheduling to optimize community engagement, particularly as Kedah follows a different weekend than Kuala Lumpur.
- To improve volunteer training, selection, and engagement for state and national headquarters.
- To ensure the staff and volunteers are always insured with insurance before the start of the operations.

International Disaster Response		
Indicators:	Target	Actual
Procurement is carried as per IFRC standards and items replenished in the operation timeline	100%	100%
Narrative description of achievements		
In this operation, there was no major procurement conducted. MRCS printed some IEC materials, that ensured followed a proper procurement procedure. MRCS procurement and finance department ensured to follow the IFRC procurement standards in this operations.		
Challenges		
There were no significant challenges on this matter.		
Lessons Learned		
N/A		

Influence others as leading strategic partner		
Indicators:	Target	Actual
# of National Societies launched, and workshop conducted	1	1
# of assessments in State	1	1
Lessons learned workshop conducted	1	1
Narrative description of achievements		
<ul style="list-style-type: none"> In the initial stages of the operation, the MRCS held a kick-off meeting and briefly explained the Kedah states. Rapid assessment has been carried out by MRCS Kedah with support from the MRCS National headquarter, and IFRC. The online lesson learned workshop was conducted in the end of this operations (29 November 2021) 		
Challenges		
The kick-off meeting was held in the Kedah branch, and the lesson learned workshops were held online due to MCO.		
Lessons Learned		
The capacity of MRCS Kedah staff and volunteers to conduct a quick assessment and gather information in a timely and accurate manner is limited. It is recommended that MRCS (re) orient and refresh MRCS staff and volunteers on the Disaster Response SOP, including rapid situational reporting (sitrep) and rapid assessment.		

Effective, credible and accountable IFRC		
Indicators:	Target	Actual
<i>The Finance Department continuously aims to assist the national society in working to ensure the quality of financial reporting.</i>	YES	YES
Narrative description of achievements		
Finance provided clear guidance to MRCS about working advance claims and the required documentation for submission to IFRC. The IFRC team assisted the MRCS team in developing a budget forecasting model and continuously monitoring the budget.		
Challenges		
Still limited capacity of the financial reporting from the MRCS Kedah to MRCS headquarter finance department resulted in delayed reporting. MRCS headquarter. Finance team conducted orientation to the MRCS Kedah Finance team on the reporting requirement.		
Lesson Learned		
<ul style="list-style-type: none"> Continued IFRC support for financial reporting is required, as is guidance to MRCS. MRCS submitted financial reporting and required documentation during this operation with the assistance of IFRC. MRCS headquarter to provide an orientation and training to MRCS branches is required, to improve the capacity of financial reporting. 		

D. Financial Report

Out of the approved allocation amount (CHF152,432), CHF149,735 was spent under this DREF operation.

A more detailed financial report is attached at the end of this report.

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

Contact information

Reference documents



Click here for:

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

For further information specifically related to this operation please contact:

In the Malaysian Red Crescent National Society

- Secretary General: Haji Hakim Bin Haji Hamzah, secretary general; phone: +60125389835; email: hakim@redcrescent.org.my
- IFRC Malaysia support: Dian Yuliana Chairul, operations manager; email: dianyuliana.chairul@ifrc.org

In the IFRC Asia Pacific Regional Office, Kuala Lumpur

- Alexander Matheou, regional director; email: alexander.matheou@ifrc.org
- Juja Kim, deputy regional director; email: juja.kim@ifrc.org
- Joy Singhal, acting head of HDCC unit; email: joy.singhal@ifrc.org
- Ahmad Ali Rezaie, operations coordinator; Email: opscoord.southeastasia@ifrc.org
- Antony Balmain, communications manager; email: anthony.balmain@ifrc.org

In IFRC Geneva

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

For IFRC Resource Mobilization and Pledges support:

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

How we work

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

DREF Operation

Selected Parameters			
Reporting Timeframe	2021/8-2022/3	Operation	MDRMY007
Budget Timeframe	2021/8-11	Budget	APPROVED

FINAL FINANCIAL REPORT

Prepared on 22/Mar/2022

All figures are in Swiss Francs (CHF)

MDRMY007 - Malaysia - Floods Kedah

Operating Timeframe: 30 Aug 2021 to 30 Nov 2021

I. Summary

Opening Balance	0
Funds & Other Income	152,432
DREF Allocations	152,432
Expenditure	-149,735
Closing Balance	2,697

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items			0
PO02 - Livelihoods	96,890	94,570	2,321
PO03 - Multi-purpose Cash	26,705	27,623	-918
PO04 - Health	2,663	1,320	1,343
PO05 - Water, Sanitation & Hygiene	1,598	1,696	-98
PO06 - Protection, Gender and Inclusion			0
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery	8,627	11,391	-2,765
PO10 - Community Engagement and Accountability	639	611	28
PO11 - Environmental Sustainability			0
Planned Operations Total	137,121	137,211	-90
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	14,214	12,524	1,690
EA03 - National Society Strengthening	1,097		1,097
Enabling Approaches Total	15,311	12,524	2,787
Grand Total	152,432	149,735	2,697

DREF Operation

Selected Parameters			
Reporting Timeframe	2021/8-2022/3	Operation	MDRMY007
Budget Timeframe	2021/8-11	Budget	APPROVED

FINAL FINANCIAL REPORT

Prepared on 22/Mar/2022

All figures are in Swiss Francs (CHF)

MDRMY007 - Malaysia - Floods Kedah

Operating Timeframe: 30 Aug 2021 to 30 Nov 2021

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	109,836	109,157	679
Cash Disbursement	109,836	109,157	679
Logistics, Transport & Storage	1,500	2,785	-1,285
Distribution & Monitoring	1,500		1,500
Transport & Vehicles Costs		2,285	-2,285
Logistics Services		500	-500
Personnel	18,130	17,681	449
National Staff	8,100		8,100
National Society Staff		13,836	-13,836
Volunteers	10,030	3,845	6,185
Workshops & Training	1,200	547	653
Workshops & Training	1,200	547	653
General Expenditure	12,462	10,425	2,037
Travel	2,900	721	2,179
Information & Public Relations	900	607	293
Office Costs		965	-965
Communications		69	-69
Financial Charges	216	39	177
Other General Expenses	8,446	8,024	422
Indirect Costs	9,303	9,139	165
Programme & Services Support Recover	9,303	9,139	165
Grand Total	152,432	149,735	2,697