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Final Report

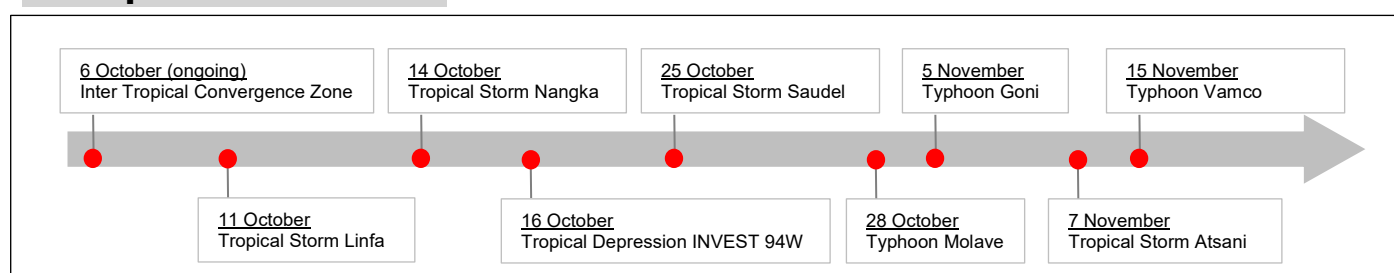
Viet Nam: Floods

 International Federation
of Red Cross and Red Crescent Societies

| | |
|---|---|
| Emergency Appeal | Operation n° MDRVN020 |
| Date of Issue: 31 March 2022 | Glide number: FL-2020-000211-VNM |
| Operation start date: 19 October 2020 | Operation end date: 31 December 2021 |
| Host National Society: Vietnam | Operation budget: CHF 1.7 million |
| Number of people affected: 1,500,000 | Number of people assisted: 139,436 |
| Red Cross Red Crescent Movement partners currently actively involved in the operation: | |
| At present, VNRC received funding support bilaterally from German RC, Thai RC, Singapore RC, RRC Society of China. National Societies contributed to the EA including Australian RC, Austrian RC, Hong Kong RC, Korean RC, Swiss RC, Swedish RC, Norwegian RC, Canadian RC, Japanese RC, and British RC. | |
| Other partner organizations actively involved in the operation: | |
| The National Committee for Disaster Prevention and Control (NCDPC), UN agencies, NGOs and private sectors have finished their emergency response and working on the recovery phase. The Swiss Agency for Development and Cooperation (SDC), Swedish Government, USAID have cooperated with VNRC to implement their pledge in the affected provinces listed as Ha Tinh, Quang Binh, Quang Ngai, Thua Thien Hue and Quang Nam. Coca Cola, and Prudential has their project undertaken since January 2021. | |

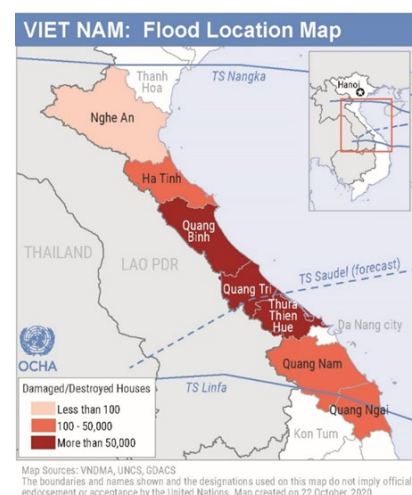
A. SITUATION ANALYSIS

Description of the disaster



On 6 October 2020, the central region of Viet Nam experienced prolonged, heavy rains that caused severe and widespread flooding and landslides in eight provinces in the country. This was due to the combination of numerous weather systems – the Inter Tropical Convergence Zone combining with cold air as well as tropical storms LINFA and NANGKA. This part of the country was also hit by additional nine cyclonic storms with the final one being Typhoon Vamco, which caused landfall on 15 November 2020.

People had suffered heavy losses caused by natural disasters in 2020 including damage of people, shelters and properties. 357 dead or missing (291 fatalities, 66 missing people) and 876 injured. 511,172 submerged houses, 3,429 collapsed houses, 333,084 damaged houses/ roofs blown away. These storms and floods happened in a row are considered the most terrible disaster which hit the Central Viet Nam in the past 100 years.



Floods wreaked havoc on infrastructure, including highways, schools, health institutions, and community centres. Over 360 schools were flooded or destroyed, over two million cattle lives were lost, and 30,000 hectares of agricultural productivity were devastated, according to reports. The distribution of aid in the aftermath of the floods was hampered by substantial damage to public transit systems. More than 165 kilometres of national highway, 801 kilometres of local roads, and three bridges were severely damaged, according to VNDMA. Due to the loss of electricity in many of the impacted areas, communication was restricted, with 3,125 electric poles collapsing or breaking (VNDMA). Total loss was estimated around VND 35,180,997,000 (approximately CHF 1,425,313) reported on 15 November 2020.

Summary of response

Overview of Host National Society

With a strong history of experience of flood response, the Viet Nam Red Cross (VNRC) mounted one of its biggest ever disaster responses. It will take many months and even years for many people to recover from this event.

VNRC monitored the situation with local counterparts from the start of the torrential rains on October 6, 2020. The National Society has been active at the branch level in assisting with the transmission of early warnings and evacuations. VNRC provided immediate assistance, including cash (CHF 120 per deceased household) and essential household items such as household kits (two blankets, two mosquito nets, one 10L water bucket, a set of cooking utensils (1 pot, 1 kettle, 1 frying pan) and one 1.5L water container) and boxes of water purification sachets (from VNRC stocks). VNRC's emergency response teams are deployed alongside community-based volunteers to carry out relief actions. The VNRC's Disaster Relief Fund distributed 3,140 home kits in eight provinces in central Vietnam, including 2,140 in the provinces targeted by the emergency appeal (Quang Binh, Quang Tri, Thua Thien Hue, and Quang Nam), and other 1,000 in Ha Tinh, Quang Ngai, Binh Dinh, and Phu Yen. The VNRC has transported its pre-stocked supplies, including 6,250 household kits, 684 shelter tool kits, and water purification tablets (WPT), to these provinces to help more people.

In Quang Binh, Provincial Disaster Response Teams (PDRTs) and Commune Disaster Response Teams (CDRTs) assisted in the evacuation of 3,400 households in the districts of Le Thuy, Quang Ninh, and Tuyen Hoa, with a focus on the elderly and children. The Chapter evacuated ten elderly women to the commune response center in Binh Dao. Local governments have been assisted by PDRTs in evacuating households from coastal areas to safer locations. The evacuation process was well-coordinated with local officials in each province.

After six months of operation since the Emergency Appeal began, 1,151 households (1,907 males and 2,294 females) had received cash assistance totalling to 3,200,000,000 VND (523,786.85 CHF); and 2,240 household kits had been distributed, reaching 9,450 persons (4560 male, 4845 female). A total of 16,533 homes received Aquatab (39,200 male, 35,200 female). There were also various trainings in the impacted communities to deliver health and WASH knowledge, with around 5,100 participants.

By 31 December 2021, the project has assisted 139,436 people. Among them 26,032 people were supported with direct shelter and NFIs assistance, 17,479 people were supported with livelihood restoration, 87,343 people received health communication and WASH support and 8,298 people benefited from disaster risk reduction activities.



Red Cross volunteers delivering relief packages to residents in Cau Nhi village, Quang Tri province, October 20, 2020 (Photo: Yen Duong/ IFRC)



The Red Cross team in Thua Thien Hue province is seen distributing food packages to people marooned by floods, 2 November 2020. (Photo: VNRC)

Overview of Red Cross Red Crescent Movement in country

The IFRC Country Cluster Delegation (CCD) in Bangkok has been coordinating and working closely with VNRC, providing support to the National Society in updating information and remotely monitoring the situation, as well as communications support to VNRC in coordination with IFRC Asia Pacific and IFRC in Geneva, resulting in coverage in major international news outlets. In conjunction with VNRC, strong coordination has also enabled to generate compelling audio-visual images from flood and landslide-affected areas. In addition, the CCD has enlisted the assistance of the Swiss RC's Country Coordinator to assist VNRC during the EPOA's development. The IFRC and VNRC have collaborated to have a Partner Call immediately following the launch of the EA on October 30 to discuss updates on the situation and possible solutions. During the creation of the Emergency plan of Action, the CCD Programme Coordinator met with VNRC to discuss the operation's structure and VNRC's expectations for human resource mobilization and support from partners. A team of finance officers, project assistants, and PMER officers in Hanoi provided day-to-day support and coordination with VNRC and partners.

The American Red Cross in the country, as well as the regional team, assisted VNRC in obtaining USD 900,000 (CHF 817,762) in financing from USAID. The American Red Cross further donated CHF 158,078 earmarked for livelihood restoration. With three Partner National Societies in Vietnam, including the American Red Cross, German Red Cross, and Swiss Red Cross, VNRC has been actively providing regular updates on torrential rains and tropical storms. The Chinese Red Cross Society confirmed contributions of USD 100,000 through the Chinese Embassy in Vietnam (CHF 90,862). The German Federal Foreign Office also confirmed their support for VNRC for CHF 78,053 through the German Red Cross.

The Singapore Red Cross (SRC) started a public fundraising campaign to help flood-affected nations such as Vietnam, the Philippines, Cambodia, and Laos with disaster relief and recovery efforts. Singapore RC had already contributed USD75,000 CHF 68,146 (USD25,000 each to Cambodian Red Cross, Lao Red Cross, and VNRC) for food (rice, instant noodles, canned fish, and soy sauce), non-food (mosquito nets and blankets), water purification units, and disaster prevention interventions; as well as short-term recovery projects like latrine rehabilitation and livelihood (agriculture and livestock) support for those affected as of October 20.

In addition, other members of the Red Cross Red Crescent Movement, including the Thai Red Cross Society, the Red Cross Society of China, the Singapore Red Cross, and the German Red Cross, sent bilateral cash donations. The Kuwait Red Crescent Society donated USD 200,000. The Centre for Disaster and Philanthropy supported with a donation of CHF 185,518 through the Emergency Appeal in January 2021, concentrating on livelihood restoration and shelter rebuilding.

Overview of non-RCRC actors in country

The Disaster Management Working Group, UN Agencies, and the Red Cross worked in coordination with the National Steering Committee for Disaster Prevention and Control (NDPC). On October 13, 2020, they issued a Call for Emergency Relief and Assistance to Affected People in the Central Coastal Provinces.

In conjunction with the Vietnamese government, the Disaster Management Group (DMG) and Sectors produced the Viet Nam Flood Response Plan 2020. Its goal was to determine which key response priorities should be addressed by the Red Cross, UN agencies, and non-governmental organizations (NGOs) to supplement the government's overall response. The six-month Response Plan considered both immediate humanitarian needs and early recovery activities, which would be integrated into all sector strategies. Sectors involved in the plan have worked closely together to ensure that the plan's key actions have the greatest impact on the lives of those who are most vulnerable.

The United States Agency for International Development (USAID) has provided a grant of USD 749,615 (CHF 675,914) towards relief efforts (cash assistance, shelter, livelihood). The Swiss government has contributed CHF 300,000 to the Emergency Appeal through the Swiss Agency for Development and Cooperation (SDC). Meanwhile, Prudential Insurance, Coca-Cola Company, and Facebook have collaborated closely with VNRC to provide in-kind donations, and the Coca-Cola Company has been sponsoring the shelter response with USD 350,000 (CHF 318,018) through a bilateral agreement.

Needs analysis and scenario planning

Eight tropical depressions, storms, and typhoons slammed central Vietnam in October 2020, causing torrential rainfall, severe flooding, and landslides, affecting an estimated 1.5 million people.

According to the Viet Nam Disaster Management Authority (VNDMA) (Ministry of Agriculture and Rural Development), that 2021 is the year with the ENSO (El Niño–Southern Oscillation phenomenon), which is likely to have strong storms with complicated movements and strong winds at sea. In 2021, the period of moderate and large floods is likely to be concentrated around the later part of the year (October -November). There is a risk of flash floods, landslides in mountainous provinces (the Northwest, Viet Bac, provinces from Thanh Hoa to Khanh Hoa and the North Central Highlands) and inundation can occur in cities and urban areas.

The measures to respond include:

- NDRT, PDRT, CDRT on standby and deployment.
- National and International Emergency Appeal launch/revision.
- Emergency Operation Centre activated.
- Continuous Monitoring and updates.
- Emergency response conducted.
- Cash/shelter working groups activated.
- Mapping resources, replenishing relief items in warehouses.

From 20 October to 24 October 2020, three joint assessment teams (JAT) with the participation of VNRC, 16 international organizations, and VNDMA were organized and dispatched to the most affected provinces of Quang Binh, Quang Tri, Thua Thien Hue, Quang Nam and Quang Ngai. From 14 to 25 December 2020, members of the VNRC's NDRT and the PDRTs of four affected provinces conducted a joint evaluation in 16 communes across nine districts. There were 16 discussions with vulnerable groups (the elderly, the impoverished, flood victims, women and persons with disabilities) as well as interviews with 80 households and local authorities (136 men and 104 women) and project management boards from Chapters to acquire thorough information on damages and the need of affected people. The findings of those assessments informed the key needs of affected population as follow: emergency shelter, livelihood, and water, sanitation, and hygiene.

Those assessments also revealed that needs had changed from the time when the disaster struck initially, necessitating a revision of targets to match current needs on the ground. Because several houses had completed their own repairs and other actors (private and other I/NGOs) had offered aid in the same region as the present emergency appeal operations, the needs had altered as below:

- Shelters and NFIs: the needs remained in construction of flood resistant houses, flood resistant tents, kitchen sets instead of shelter kits, floating houses.
- Livelihood: high demand for unconditional cash for livestock instead of agriculture inputs for lean season.
- Emergency food assistance.
- Water and sanitation: water tank
- Public construction: evacuation centres, search, and rescue equipment (boats, early warnings...) for future evacuation when flooding

Cash and voucher assistance has been used as one of the modalities under this operation in line with the rapid assessment for markets (RAM) which has now been conducted. The local market system in these provinces were still functioning, and people were able to purchase food and essential commodities. There have been no risks identified or threats in the provinces, with local governments mobilized and providing support to affected communities. The VNRC has an extensive cash-based programming experiences which began in 2009 to cover the needs of populations affected by Typhoon Ketsana. In 2017, VNRC implemented the cash component of a UNDP, FAO and IOM project supporting 28,842 households affected by the flood and storm. The same year, VNRC developed its "Position Paper: Cash-based Intervention (CBI)" to address humanitarian needs in a more timely, effective and transparent manner. Working through financial service providers (FSP) has become a VNRC priority.

As of May 2021, community transmissions of COVID-19 re-emerged in Vietnam on April 27. Since then, cases have risen to 411 and spread to 26 cities and provinces, [mostly in northern and central Vietnam](#). The new cases increased again since the pandemic began, with more than 36 million deaths.

VNRC has been at the forefront of the COVID-19 response in Viet Nam. Working as an auxiliary to the government, VNRC has trained 1,327 staff and volunteers in response and prevention of the pandemic. Overall, they have spread awareness on prevention and protection among more than a million people all around the country, distributed soaps, facemasks and hand sanitizers among thousands of people and provided 149,891 people) with livelihood support to

cover their basic needs and restore their livelihoods. Similar interventions will be undertaken to counter this latest surge in cases in the country. More Information on VNRC response to COVID – 19 pandemics in Viet Nam can be found in [GO Platform](#).

Risk Analysis

According to the findings of Joint Assessment Team (JAT), the disaster affected approximately 7.7 million people, with 1.5 million of them being severely affected. VNRC headquarters provided monitoring and technical support to provincial chapters, while also collaborated with local public departments in selection of households to receive assistance.

With neighbouring nations like Laos, Cambodia, and Thailand dealing with new waves of fast expanding COVID-19 pandemic, there was a possibility that project implementation regions was put under lockdown to prevent the outbreak. VNRC closely followed the government's SOP for pandemic control and prevention for implementing the activities planned under this EA operation. VNRC would reschedule and/or reorganize events such as trainings, meetings, and seminars as needed, taking social distancing into account.

The following table summarizes potential risks, which were registered under this EA operation during the implementation period.

| Scenario | Humanitarian consequence | Potential Response |
|---|--|--|
| Another severe tropical storm or typhoon makes landfall in the same location. | Loss of lives, shelter, assets and livelihoods due to the storm. | VNRC continues to support the affected areas and expand the operation to address the needs. Preparedness activities are also included to reduce the impact on lives when the storm hits. |
| COVID – 19 cases increased, and additional lockdown measures put in place | Loss of income and livelihoods and movement of people restricted | VNRC adjusts the operation outputs to accommodate the changes that may impact the movement of items. VNRC may explore additional activities to address additional gaps (in the affected areas) that may arise from this. |

B. OPERATIONAL STRATEGY

Proposed strategy

Quang Binh, Quang Tri, Thua Thien Hue, and Quang Nam were the four provinces most affected by the floods. The targeted regions and communes were chosen based on the needs in the ground, resources available, and in coordination with public departments and other humanitarian organizations. Thanks to implementing activities under this operation, VNRC provided emergency shelter, livelihood restoration, household items, and WASH (water, sanitation, and hygiene) assistance to the target households.

Based on the needs assessment and suggestions from the JAT report, VNRC aimed to provide 3,000 household with household items and shelter toolkits. In the immediate aftermath of a disaster, household kits were distributed to fulfil certain basic needs. Shelter kits were distributed to households whose housing suffered little damage (less than 70% of the house) and could be repaired by the people themselves. In addition, 400 households were to be fully supported with newly constructed houses (flood resistant housing), and 650 affected households were to receive conditional voucher aid (materials voucher) for restoring damaged houses. Households whose shelter have been damaged by 50-70 percent were to be given cash to purchase repair materials, while those whose homes have been destroyed by more than 70 percent or have been totally washed away were to be provided freshly built residences. All the beneficiary households were selected in result of detailed community-based assessments.


Secondary criteria for scoring and choosing households for repair and reconstruction assistance were created in collaboration with public departments and other available humanitarian organizations. VNRC anticipated some overlap in the households getting different types of aid, based on experience (Cyclone Damrey interventions, 2017). A total of 3,362 households (around 10,113 people) were selected to receive unconditional multipurpose cash grants (MPCG).

The risk of communicable and vector-borne diseases because of heavy rains and flooding were critical at the beginning of the operation. To mitigate the health risks, it was critical to promote health education for the population in impacted areas. VNRC identified 150 volunteers from four provinces to attend trainings on Epidemic Control for Volunteers (ECV). Following the training, these volunteers provided health related orientations to at least 50,000 people from various communities. In addition, 20,000 families received 2,400,000 Aqua tab water purification pills, as well as training on how to utilize them and post-distribution monitoring.


Due to the damage to people's water storage facilities caused by the floods, VNRC provided 1,000 households with 1,000 litre water storage containers to enable impacted households to store water. Along with the deployment of water purifying devices, Jerry cans were provided. The intervention was paired with activities that promoted behaviour change communication. This assistance was estimated to benefit a total of 21,000 households (84,000 people).

The findings of the needs assessment also suggested that local government and mass organizations/local communities/schools have insufficient capacity for disaster preparedness and response. About 200 villages in four provinces were targeted for capacity building in community-based disaster risk reduction (CBDRR), safe school trainings, contingency planning, and emergency response drills as part of this operation. The translation of Minimum Standards on PGI, as well as training of essential VNRC personnel involved in the operation, were carried out. Meanwhile, in all targeted communes, a feedback and complaint system would be established so that people may report any issue that arose throughout the operation.

To carry out relief activities, the provinces have organized 43 trainings for 1,187 commune and village officials from 22 communes regarding selection of people assisted in the four targeted provinces.



LỜI KÊU GỌI KHẨN CẤP VỀ ỨNG PHÓ, PHỤC HỒI VÀ TÁI THIẾT SAU MƯA LŨ MIỀN TRUNG THÁNG 10/2020



QUY TRÌNH LỰA CHỌN HỘ HƯỞNG LỢI

HỖ TRỢ NGƯỜI DÂN BỊ ẢNH HƯỞNG MƯA LŨ MIỀN TRUNG THÁNG 10 NĂM 2020
HỢP PHẦN HỖ TRỢ HÀNG HÓA

TIÊU CHÍ LỰA CHỌN BẮT BUỘC

Thiệt hại do mưa lũ tháng 10/2020

1. Hộ gia đình thiệt hại về người (1 điểm)
2. Hộ gia đình thiệt hại về nhà ở (1 điểm)
3. Hộ gia đình thiệt hại lương thực và sinh kế (1 điểm)

TIÊU CHÍ LỰA CHỌN ƯU TIÊN

Nếu số lượng hộ gia đình đáp ứng được tất cả tiêu chí bắt buộc vẫn cao hơn khả năng hỗ trợ, tiêu chí ưu tiên được sử dụng để tiếp tục lựa chọn

1. Hộ có tên trong danh sách hộ nghèo mới nhất (2 điểm)
2. Hộ có tên trong danh sách hộ cận nghèo (1 điểm)
3. Hộ chưa nhận được hỗ trợ hoặc nhận được ít (1 điểm)
4. Hộ gia đình không có nhân lực lao động (1 điểm)
5. Hộ có người khuyết tật hoặc đau ốm kinh niên (1 điểm)
6. Hộ gia đình có nữ giới là lao động chính (1 điểm)
7. Hộ gia đình có phụ nữ đang mang thai (1 điểm)
8. Hộ gia đình có trẻ em dưới 5 tuổi (1 điểm)
9. Hộ gia đình có người từ 65 tuổi trở lên (1 điểm).

QUY TRÌNH LỰA CHỌN

- Tổ chức bình xét lựa chọn hộ hưởng lợi theo tiêu chí của Chương trình, đảm bảo phù hợp với Quy định phòng chống dịch bệnh COVID-19 của địa phương.
- Lựa chọn hộ hưởng lợi dựa trên tổng điểm tiêu chí bắt buộc và tiêu chí ưu tiên (hộ hưởng lợi dự kiến có số điểm từ cao xuống thấp).
- Thẩm định ngẫu nhiên ít nhất 5% các tiêu chí bắt buộc và ưu tiên của hộ gia đình có tên trong danh sách hộ hưởng lợi dự kiến. Song song, tiến hành niêm yết công khai danh sách hộ hưởng lợi dự kiến tại UBND xã, nhà văn hóa thôn.
- Trong khoảng thời gian công khai danh sách và thẩm định từng hộ gia đình, nếu nhận được bất cứ phản hồi nào hay thông tin chưa chính xác thì tiến hành kiểm tra thông tin và điều chỉnh bổ sung hộ có số điểm tiếp theo.
- Phê duyệt hộ gia đình đủ điều kiện nhận hỗ trợ từ Chương trình.

LƯU Ý

- Không chia lại tiền đã cấp phát cho người hưởng lợi dưới bất kỳ hình thức nào.
- Không được thu bất cứ khoản phí nào từ người hưởng lợi trước, trong và sau khi cấp phát tiền.
- Nhận thay chủ hộ: người thân (vợ/chồng, bố/ mẹ, con) của người hưởng lợi (đủ 18 tuổi trở lên).

ĐƯỜNG DÂY NÔNG LIÊN HỆ

- Hội Chữ thập đỏ huyện..... SĐT....
- Hội Chữ thập đỏ tỉnh Quảng Bình, Quảng Trị, Thừa Thiên Huế, Quảng Nam:
- Giám đốc dự án: SĐT....
- Cán bộ dự án: SĐT....
- Trung ương Hội: Bà Phạm Thị Thanh Mỹ, Cán bộ Dự án. SĐT 0944113021
- Hiệp hội CTĐ&TLLĐ: Bà Lê Phương Anh, Cán bộ giám sát & đánh giá. SĐT 0379638712

ĐƠN VỊ TRIỂN KHAI

- Hội Chữ thập đỏ Việt Nam
- Hội chữ thập đỏ tỉnh: Quảng Bình, Quảng Trị, Thừa Thiên Huế, Quảng Nam.

ĐƠN VỊ TÀI TRỢ

Hiệp hội Chữ thập đỏ và Trăng lưỡi liềm đỏ quốc tế

ĐỊNH MỨC HỖ TRỢ

| Mức | Khẩu | Giá trị |
|-------|-----------|-------------|
| Mức 1 | 1 khẩu | 1.000.000 đ |
| Mức 2 | 2 khẩu | 2.000.000 đ |
| Mức 3 | từ 3 khẩu | 3.000.000 đ |

- Model of banner with beneficiary selection criteria and contact of Red Cross staff under multipurpose cash support (Photo: IFRC Vietnam)

C. DETAILED OPERATIONAL PLAN



Shelter

People reached: 26,032

Male: 13,098

Female: 12,943

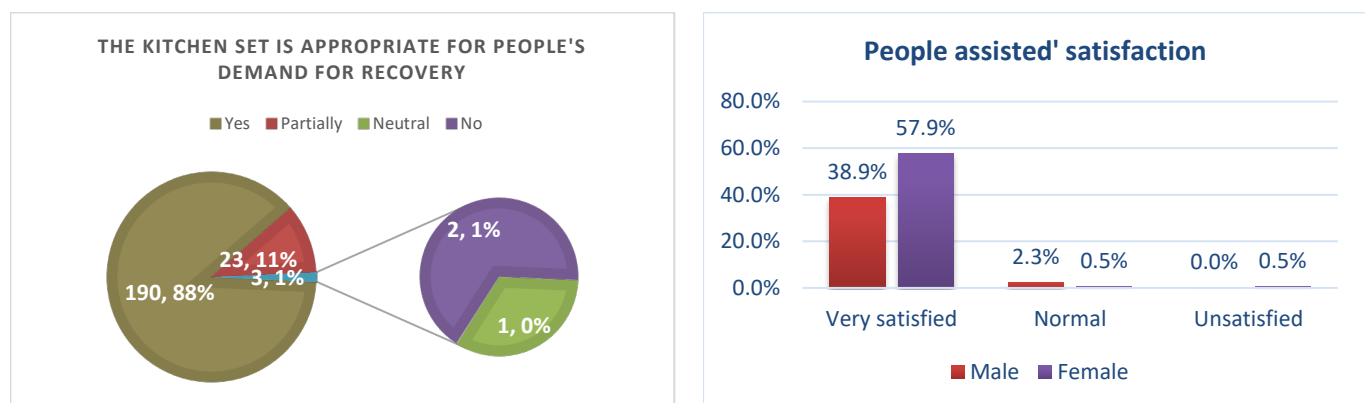
Shelter Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions

| Indicators: | Target | Actual |
|--|--------------------------|--------------------------|
| # of targeted people that have access to shelter | 29,600 | 26,032 |
| Shelter Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families. | | |
| # Households provided with emergency shelter and settlement assistance. | 4,140 | 4,140 |
| Shelter 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 | | |
| # Training manuals/ leaflets / guides developed for awareness raising on Build Back Safer adapted to the context and specific hazards. | 3 types of IEC materials | 3 types of IEC materials |

Narrative description of achievements

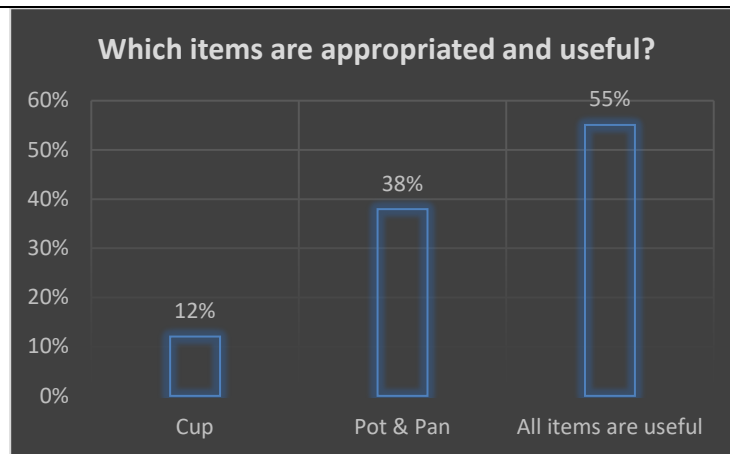
In terms of shelter, the target population was re-evaluated from 44,200 to 29,600 because several planned recipients of shelter assistance had completed their renovations with the help of other sources and no longer qualified for assistance through the EA operations. Other humanitarian organizations such as UNDP, Oxfam, World Vision, East Meets West, USAID, and corporate sector actors such as Coca-Cola did the same in the common target areas. Even after the new target was established, several households received support from other sources, by the time of program implementation and hence the actual number of households assisted is lower than that targeted.

Total 2,240 household kits and 2000 kitchen sets were distributed to meet people's emergency needs. The kits included aluminium pan, pot, kettle, plastic box, bucket, ladle, for their daily activities.



Graph: Level of beneficiary's satisfaction over the kitchen set support

The feedback collected from 10 percent of representatives of those who received the kits people assisted show that up to 96 percent of the interviewees were happy with the support provided.

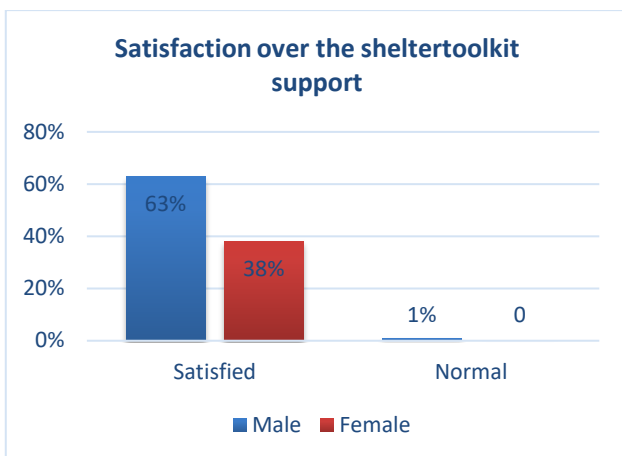


The most useful kitchen set' items voted by the people assisted

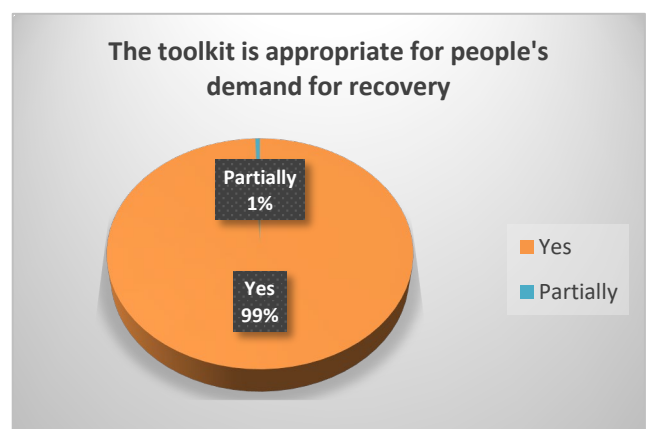
In addition, a total of 1,583 shelter toolkits¹ was provided to the people assisted in 4 provinces in April and May 2021. According to the data from the Post Distribution Monitoring (PDM) reaching at least 10 per cent of the people assisted, most were assisted satisfied with the support provided. The graphs above shows the feedback collected.



Shelter toolkits distribution in Quang Tri province (Photo: VNRC)



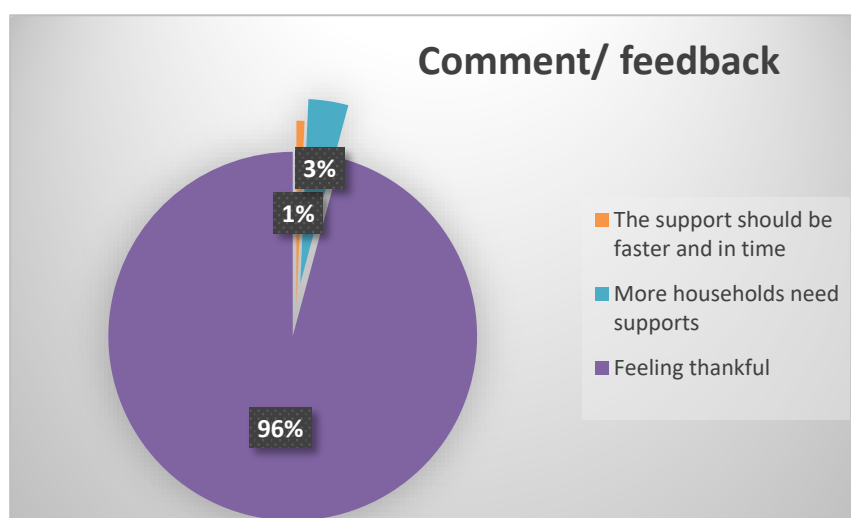
People assisted' satisfaction over the shelter toolkits



People assisted' feedbacks on the useful items of the shelter toolkit

Feedback on the appropriateness of the shelter toolkit shows that 99% of the people assisted found the toolkits appropriate with their condition with only one household (1%) expressing displeasure (“the sickle cannot be used properly”). To clarify how useful the toolkits are, 118 of 194 households (65%) said they considered all the items useful, while the rest chose the tarpaulin (18%), hoe (12%), and hammer (3%) as the most valuable instruments.

From the PDM, 96% of the recipients felt thankful with the support, 3% stated that the support should reach more households and 1% wanted the support to have arrived earlier.



Feedbacks of the people assisted regarding shelter toolkits support

Shelter assistance including new construction and repair work were handed to the people assisted in form of conditional cash which was undertaken via a secured financial service provider (FSP) named Vietnam Post Office to ensure the transparency. The works were undertaken with the supervision of the 4 technical engineers recruited in 4 provinces. Each household in Quang Binh and Thua Thien Hue provinces received VND 70 million (CHF 2,739). Recipients from Quang Nam province received VND 68 million (CHF 2,754) with VND 18 million (CHF 735) top-up from the East meet West foundation per family for the new construction. Payment process was compliant with VNRC's conditional cash procedure. The following table will provide details of the new construction support.

| Province | District | Commune | Beneficiary | | | Household receiving new construction |
|----------------|----------|-----------|-------------|------------|------------|--------------------------------------|
| | | | Total | M | F | |
| Quang Binh | 2 | 6 | 122 | 47 | 75 | 42 |
| Thua Thien Hue | 2 | 8 | 130 | 60 | 70 | 36 |
| Quang Nam | 2 | 6 | 85 | 67 | 61 | 42 |
| Total | 6 | 20 | 337 | 174 | 206 | 120 |



*Flood resistant shelter construction commencement in Quang Nam
(Photo: VNRC)*

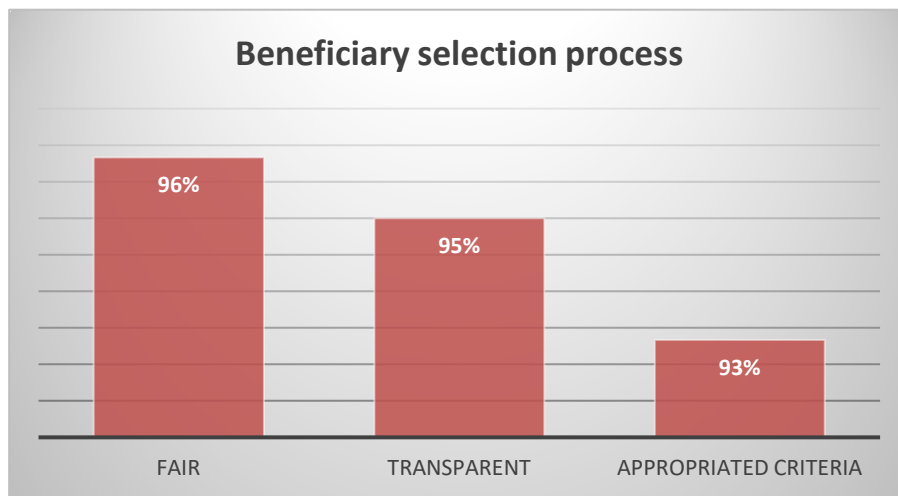


*Commencement of flood resistant shelter construction in Hue
(Photo: VNRC)*



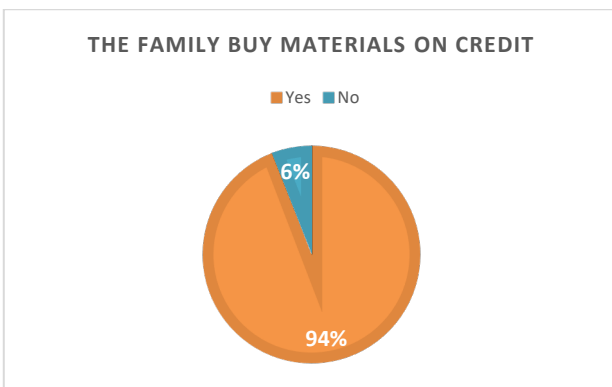
Shelter construction monitoring in Quang Nam province (Photo: VNRC)

In December 2021, all 3 instalments were fully distributed to beneficiary households. Questionnaires in the post distribution monitoring (PDM) with 120 intended recipients showed that most recipients found the beneficiary selection process fair, transparent and appropriate.

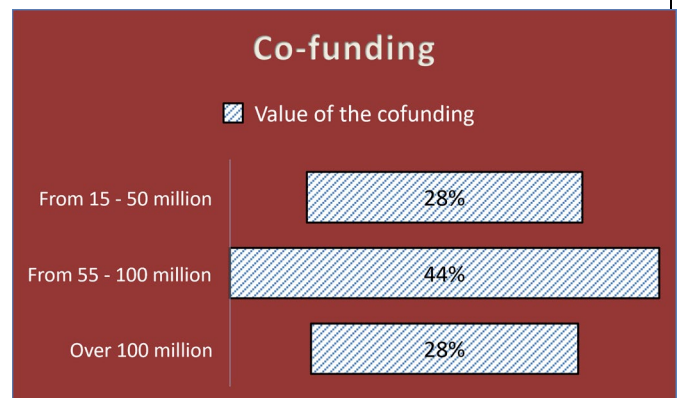


feedback on the selection process from the people assisted under the operation

In the process of construction, after each technical monitoring visit conducted by the technical engineers and the Red Cross staff accompanied with the local authority, the cash instalment was provided to the household being assisted, following the conditional cash distribution procedures. To ensure the construction progress, before the distribution, local Red Cross Chapters had worked with the local suppliers regarding purchase on-credit to make sure that the people being assisted were able to buy the needed materials and pay the credit later.

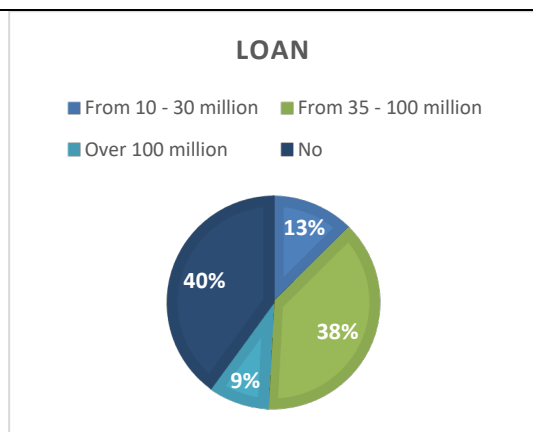


Family who bought the construction materials on credit

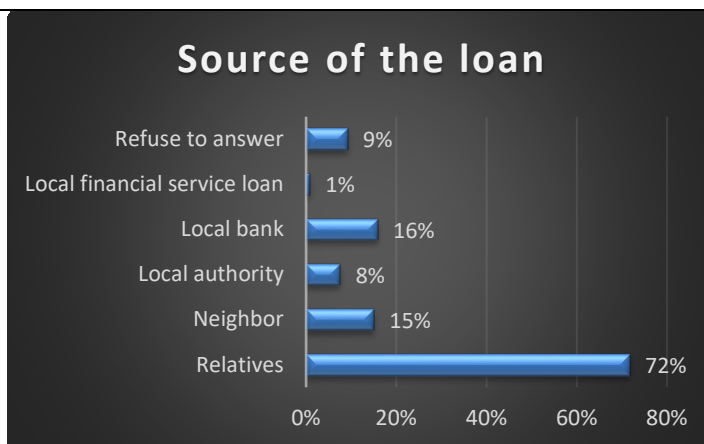


Data on the co-funding

On the question regarding co-funding from families, 44% of respondents stated that they had borrowed from VND 55 – 100 million to top up the construction, 28% said that they needed VND 14 – 50 million (CHF 563 – 603) more, and other 28% stated that needed over VND 100 million. The money was borrowed from relatives, neighbour, local authority with the value of loans indicated in the following graphs:



Graph: Value of the loan



Graph: Source of the loan

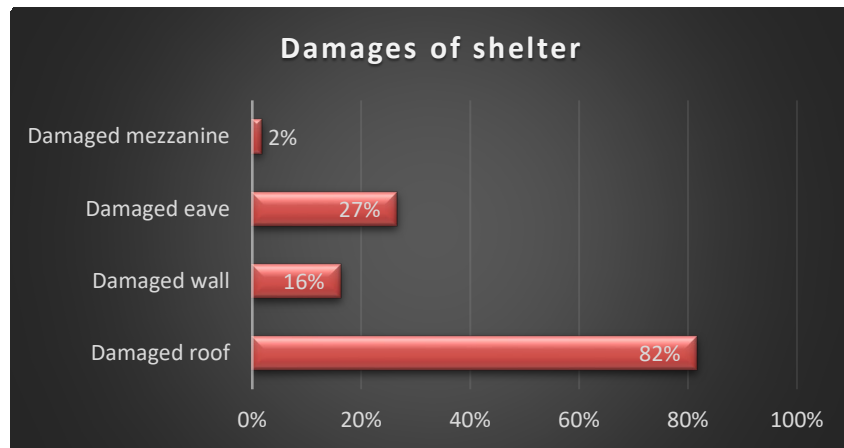
The repair work commenced with consultation from engineers after the careful assessment of the reality regarding the damages and potential resiliency as well as available resources. A household can perform repairs on numerous parts that they deem required. At the end of the operation, 298 shelters had finished repairs with two instalments valued VND 10 million (CHF 408) per household distributed to the people assisted after each monitoring visit (CHF 122 for the first instalment and CHF 286 for the second instalment). The table below shows the allocation to each province.

| Province | District | Com | People assisted | | | HHs |
|--------------|----------|-----------|-----------------|------------|------------|------------|
| | | | Total | M | F | |
| Quang Binh | 2 | 2 | 222 | 108 | 114 | 65 |
| Quang Tri | 2 | 3 | 225 | 109 | 116 | 80 |
| TT Hue | 1 | 2 | 248 | 112 | 136 | 73 |
| Quang Nam | 2 | 6 | 238 | 104 | 133 | 80 |
| Total | 7 | 13 | 933 | 433 | 499 | 298 |



Technical engineer and Red Cross staff conducted monitoring for the repaired shelters in Quang Tri province (Photo: VNRC)

According to the PDM, most recipients chose to fix their roof (78 %), followed by the eaves (26 %), doors (17%), walls (13%) and other portions including the mezzanine, floor, and yard as shown in the graph below. Accordingly, metal sheets and roof bracing steel were the most purchased items for the purpose of repairing the roof (68%). Cement, stone/rock, door, and other types of materials were specified as the remaining materials.



Damages related to shelter in the flood 2020



Houses with newly repaired roof in Hue (Photo: VNRC)

To support the shelter activities, orientations on build back safer guidance and safe construction techniques was also undertaken with the participation of 375 people (with 84 women accounting for 22% of the total participants) including members of local authorities, local masons, and the people assisted. At the event, households were also shown the designs that conformed to local government rules, allowing them to choose the most appropriate construction for the region and area based on the number of family members and households. Training on shelter construction techniques were undertaken in four provinces with the participation of RCRC volunteers, local masons, and members of the local authority. Besides, awareness raising and training on Shelter technique were undertaken in the localities throughout the project life. This training aimed to provide participants with techniques of strengthening house, build back safer and safe housing assessment method adapted from the materials of the local department of construction, PASSA and the 2 manuals as well as training package from other agencies in Vietnam listed as ‘Shelter operational manual’. This document provides guidelines for managing and implementing resilient shelter component in Vietnam, and “Vietnam; a guide to strengthen your home against storms and floods - a catalogue of technical suggestions for households to improve the strength of your homes”. These trainings reached 150 people with 71 males (68%) and 79 females (32%).



Training on shelter techniques in Quang Tri province (Photo: VNRC)

The shelter sector in general has reached 26,032 people, in which, 13,089 are male (51%) and 12,943 are female (43%) directly benefited from the support.

Challenges

Beginning in May 2021, the number of COVID-19 positive cases and deaths began to rise dramatically. The overall consultation and assessment process in the communities was delayed due to strict transportation restrictions across the country and considerations for the safety of staff and volunteers, and it took longer than expected to implement the recovery activities.

VNRC HQ received several calls from the people assisted in the localities regarding the kitchen set support with the message that people preferred cash. The HQ and the Red Cross Chapter have worked closely to reallocate the NFIs support to the households in needs. Besides, according to the communication among people assisted and the local Red Cross Chapter, VND 10 million provided for the repairs work was considered inadequate.

Three tropical storms named DIANMU, LIONROCK and KOMPASU happened in the last quarter of 2021 which delayed the construction and repair process, particularly in material transportation and monitoring.

Lessons Learned

Staff of the Vietnam Red Cross at all levels have been flexible in operating between online and face-to-face events to ensure the operation was completed as per schedule. In the implementation process, the local Red Cross staff, HQ staff, technical engineers, and representatives of the local authorities operated through a mix of remote and physical monitoring.

More consultation with the local people and Red Cross Chapters is needed before project implementation to ensure people's needs are met properly. Some recipients of cooking kits mentioned that some of the items in the kit were not appropriate for their culture and routine.

The construction and repair work should be planned in a way that it avoids the storm and cyclone season considering the safety of the people and staff performing the monitoring work. Dry seasons is ideal for repair and new construction works. The implementation timeframe needs to be adapted to the geographic location, seasonality and cultural practices of the local community.



Livelihoods and basic needs

People reached: 17,479

Male: 8,414

Female: 9,065

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

| Indicators: | Target | Actual |
|--|--------|--------|
| # of households supported through multipurpose cash grants | 2,929 | 3,362 |

Output 1.5: Households are provided with unconditional/multipurpose cash grants to address their basic needs

| | | |
|---|------|-------|
| # of households of targeted population whose livelihood are improved from pre-disaster level. | 1000 | 1,690 |
|---|------|-------|

Narrative description of achievements

Immediately after the floods, 1,532 households were selected to receive the emergency aid in the form of multipurpose cash distribution in the emergency phase to ensure the emergency needs of the affected people. Following that, 1,690 households were selected to receive the support in the recovery phase. A process of beneficiary selection was conducted properly and transparently. Meetings for beneficiary selection were led by the village leaders who attended the training while cash distribution events were fully participated by selected recipients.

After the scores of each household were synthesized and approved by voting with three levels of cash distribution (VND 1 million (CHF 40.8) per household with one member, 2 million (CHF 81.7) per household with 2 members, 3 million (CHF 122.6) per household with three or more than three members), lists of targeted households were prepared. Each recipient's family was given a VNRC and Red Cross Chapter staff hotline number in case they had any special complaints or feedbacks. Throughout the project's implementation, complaint boxes were set up at distribution points to accept information or comments.

Overall, 3,362 households equivalent to 10,113 people received multipurpose cash grant (4,621 male accounting for 46%, and 5,469 female accounting for 54% of total people assisted). The achievement was higher than the original target as more funding (from CDP and American Red Cross) enabled VNRC to select more households for assistance. Details are as below:

| Province | People assisted | | | Households | | | Total |
|--------------|-----------------|--------------|--------------|------------|------------|--------------|--------------|
| | Total | M | F | Level 1 | Level 2 | Level 3 | |
| Quang Binh | 2.588 | 1.178 | 1.410 | 224 | 226 | 408 | 858 |
| Quang Tri | 3.274 | 1.483 | 1.791 | 247 | 242 | 543 | 1.032 |
| TT Hue | 2.649 | 1.306 | 1.320 | 61 | 144 | 482 | 687 |
| Quang Nam | 1.602 | 654 | 948 | 374 | 212 | 199 | 785 |
| Total | 10.113 | 4.621 | 5.469 | 906 | 824 | 1.632 | 3.362 |



Village meetings for beneficiary selection in Quang Binh province (Photo: VNRC)



Village meetings for beneficiary selection at Dong Tu village, Hien Ninh commune, Quang Ninh district, Quang Binh province (Photo: VNRC)

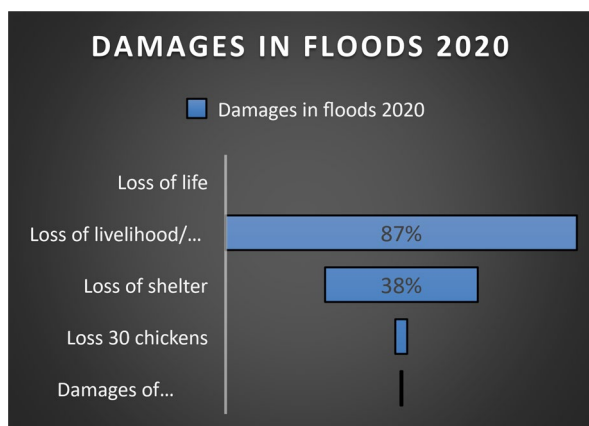
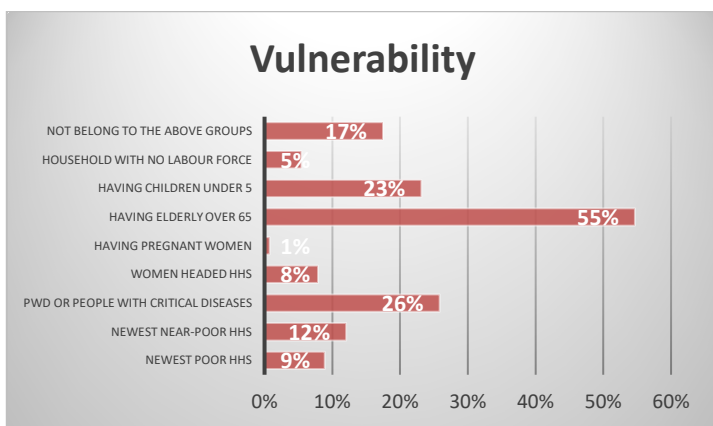


Multi-purpose cash distribution at Que Lam commune, Que Son district, Quang Nam province (Photo: VNRC)



Multi-purpose cash distribution in Gio Hai commune, Gio Linh district, Quang Tri province (Photo: VNRC)

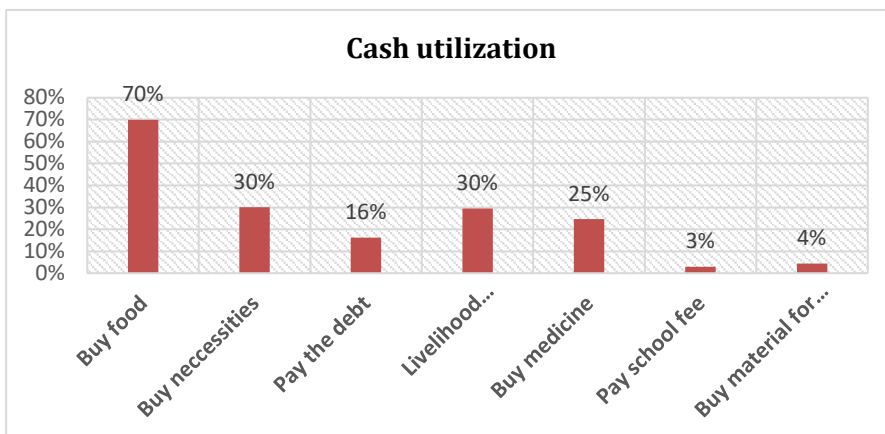
At least 10% of the total people assisted were interviewed for post distribution monitoring. 406 households were reached, with 56% of men and 44% of women played as interviewees. The ages of the interviewee varied. 57% of the people reached by the PDM was from 18 years old to under 65 years old. 41% of them is over 65 years old and 2% was under 18 years old.



Vulnerability of the people assisted and the damages in the flood 2020

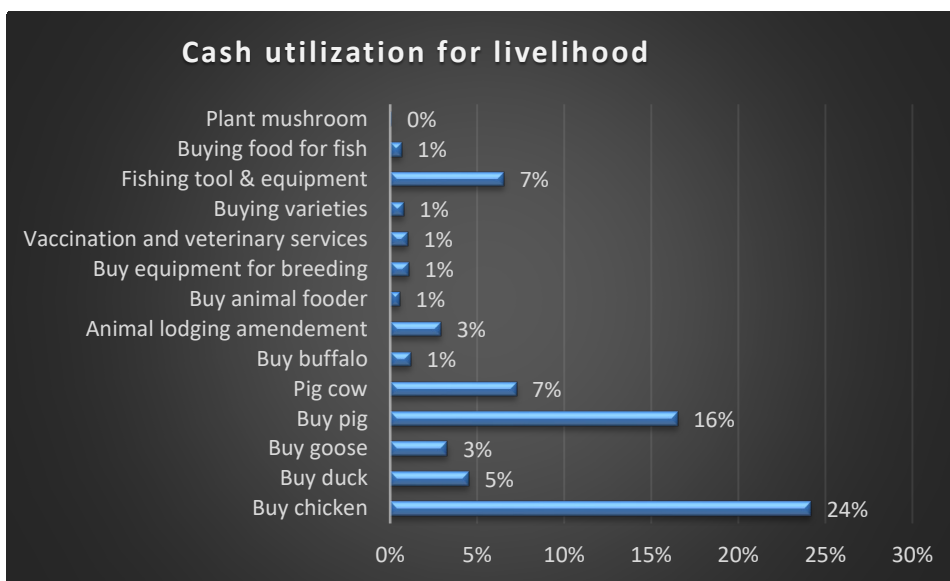
Data related to vulnerabilities and damages in the floods were collected to understand the process of selecting people for assistance. Among the selection criteria, the most frequently applied criteria were 'loss of livelihood' and most families were categorized as households having elderly people over 65 years of age.

The PDM also showed that most respondents (70%) used the cash assistance provided to buy food, followed by purchases for livelihood restoration (30%), medicines (25%) and the rest indicated that the money was used to pay school fees and to buy materials to repair their shelters.

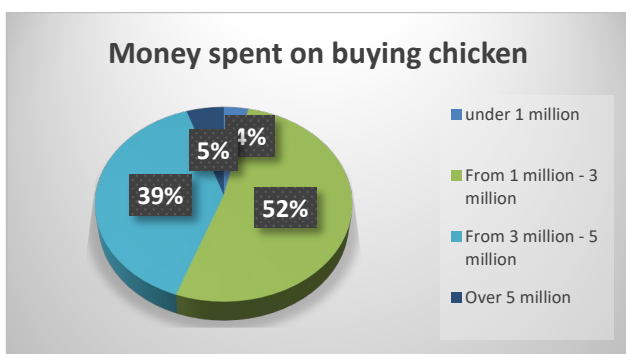


Multipurpose cash utilization

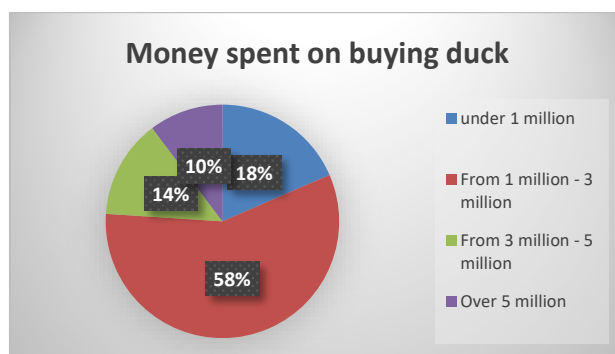
In addition to the multipurpose cash grant (MPCG), conditional cash support was also provided for livelihood restoration. Initially, the funding was adequate to cover 990 households. Later, a top up from the American Red Cross, enabled the addition of 700 more families. Livelihood support reached a total of 6,988 individuals (3,484 male and 3,504 female) with VND 5 million per household (CHF 201). Results from the PDM showed that most recipients used the money to buy chickens (40%), pigs (35%) followed by ducks, cows, and fishing tools. Please see the pie-graphs below. The remaining small amount of assisted indicated that they used the money for animal fodder (7%), vaccination and equipment for breeding (1%) as shown in the table below.



Conditional cash utilization

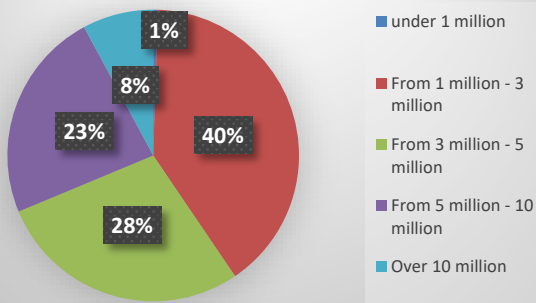


The amount of money spent on buying chicken



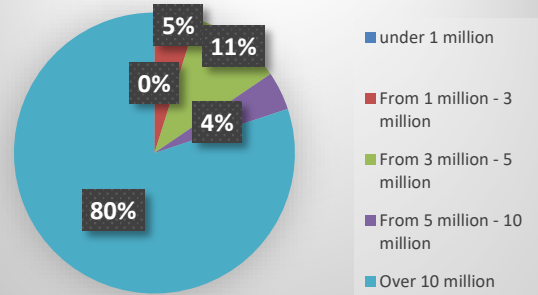
The amount of money spent on buying duck

Money spent on buying pig



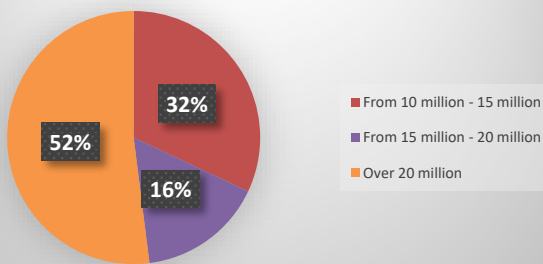
The amount of money spent on buying pig

Money spent on buying cow



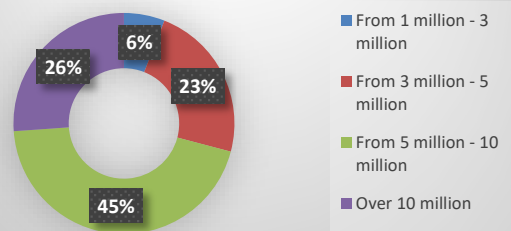
The amount of money spent on buying cow

Money spent on buying buffalo



The amount of money spent on buying buffalo

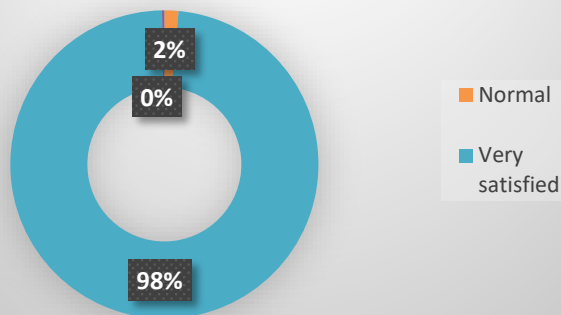
Money spent on other purposes



The amount of money spent on other purposes

In general, 99% of the recipients were satisfied with the livelihood support.

Satisfaction level of the beneficiary over the support



Level of satisfaction toward the support under livelihood sector



Photos of people assisted with their newly purchased livestock and poultry (Photo: VNRC)

Challenges

Viet Nam government regulations formulated in 2020, around management and use of non-refundable aid not belonging to official development assistance of foreign agencies, organizations, and individuals for Vietnam; and around the organization and management of international conferences and seminars in Vietnam created an obstacle for the receipt of the pledge from the American Red Cross for livelihood interventions, thus delaying its implementation.

It took four months to launch livelihood assistance in the provinces since the receipt of the pledge in July 2020. Due to the delay in pledge receipt process, the project was extended until the end of 2021 two months later than the initial completion date.

The change in the leadership of the Vietnam Red Cross since Quarter three of 2021 led to delays in financial clearance affected the operation of the project directly, especially in terms of delaying the transfer of working advance from HQ to local chapters.

Lessons Learned

- Coordination among VNRC, partners and Vietnamese government should be enhanced.
- As the government regulations around receipt of foreign aid and organisation of international conferences etc. as mentioned above were newly introduced forcing organisations to take additional time to adapt, an alternative solution to speed up the receipt of funds and its delivery to affected communities should have been planned as quickly as possible. VNRC should also develop a plan to ensure business continuity in the transition period during the process of leadership change to prevent delays in financial processes and project implementation.
- From the start of the project, age and sex desegregated data should be collected. In future, VNRC's M&E system and database need to be improved for better documentation of the operations achievements.



Health

People reached: 11,369

Male: 5,649

Female: 5,720

| Indicators: | Target | Actual |
|---|--------|--------|
| Outcome1: The immediate risks to the health of affected populations are reduced | | |
| # of people reached by NS with services to reduce relevant health risk factors | 50,000 | 11,369 |
| Output 1.3: Community-based disease prevention and health promotion is provided to the target population | | |
| # of volunteers trained by NS in epidemic control | 150 | 120 |
| # of people received health promotion | 50,000 | 11,249 |
| Narrative description of achievements | | |
| VNRC has created communication materials on clean water, sanitation, and disease prevention in preparation for the training in epidemic control for volunteers (ECVs). These materials were delivered to the target chapters for training purposes. | | |

Red Cross Chapters have prepared and printed 13,269 leaflets and posters (6 types) for communication activities on clean water and sanitation in an emergency and disease prevention, including:

- Posters on selection criteria for people to be assisted
- Set of 9 communication pictures on clean water and disease prevention
- Posters on hand washing instruction
- Banner for communication on clean water and sanitation in the villages
- Leaflets on clean water and disease prevention

In addition, the VNRC headquarters and Red Cross Chapters prepared four training sessions for 120 volunteers (74 men, 46 women) with 40 volunteers per province. Training modules covered the prevention and control of COVID-19 transmission, respiratory diseases, diarrheal disease, skin diseases, eye diseases, and other infectious water- and vector- borne diseases. They were introduced to communication methods on changing behavior, fundamental skills such as observation, questioning, presentation, feedback, listening, and water knowledge, as well as flood prevention measures, the use of clean water in floods, and information of infectious diseases and how to prevent them. Volunteers were divided into groups and given instructions by the trainers to practice communication in the community. Following the training, 100% of volunteers were able to plan and execute communication sessions on clean water, cleanliness, and infectious diseases. Communication plans had also been put in place to facilitate the monitoring, assessment, and support of the Red Cross Chapters.



Leaflets on disease prevention



Training on communication for volunteers at Nong Son district, Quang Nam province (Photo: VNRC)



Role play activities at Training on communication on clean water and sanitation and disease prevention in emergency situations in Quang Nam Province (Photo: VNRC)

After finishing the training courses, 11 communication sessions were organized for 6,026 participants (3,002 male and 3,024 women) by volunteers in the target villages, and 164 dissemination sessions were carried out afterward to reach 11,369 people (5,649 male and 5,720 female). As a result, people became more aware of disease prevention techniques, such as the significance of drinking clean water, handwashing, and utilizing mosquito nets.

The actual number of people reached by health assistance is only 23% of the initial target. This was because other humanitarian actors in the country had provided similar health assistance in the same provinces, thus reducing the number of people requiring such assistance under the EA operation. In addition, restrictions related to COVID-19 prevention, led to smaller number of people than that targeted, participating at health promotion events.



Hand-washing demonstration at Training on communication on clean water and sanitation and disease prevention in emergency situations at Quang Hai commune, Quang Binh province (Photo: VNRC)

Challenges

Government policies related to the prevention of COVID-19 had a considerable impact on the implementation of health promotion activities, which restricted the number of people participating in each event to avoid the spread of COVID-19 due to the close contact among participants. Besides, the budget used for the communication activities is limited, total number of people reached through the dissemination was far less than the initial target. Monitoring of activities encountered a wide range of difficulties due to limited travel between provinces. However, VNRC managed to complete health activities before the peak of the COVID wave in 2021.

Disaster happened in the surge of covid-19 pandemic created more difficulties for the people who lost their family members and livelihoods. Stresses put on their shoulder have made many mental health related problems arose, while the psychological support was not yet prioritized.

Lessons Learned

The health promotion materials should be revised integrating knowledge related to COVID 19 prevention techniques such as wearing masks, washing hand and keeping distance to avoid the COVID 19 infection in the context of people gathering at evacuation sites after disasters. It is also suggested to have a training on psychological first aid for Red Cross staff and volunteers to provide immediate support in terms of mental health for the people affected.



Water, sanitation, and hygiene

People reached: 87,343

Male: 45,636

Female: 41,707

| Indicators: | Target | Actual |
|---|--------|--------|
| Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities | | |
| # of households provided with safe water services that meet the agreed standards according to specific operational and programmatic context | 21,000 | 16,939 |
| 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. | | |
| # of households received water purification tablets/ sachets | 20,000 | 16,533 |

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

| | | | |
|---|--------|--------|--------|
| # of people reached by hygiene promotion activities | 90,933 | 90,000 | 87,343 |
|---|--------|--------|--------|

Narrative description of achievements

In four provinces (Quang Binh, Quang Tri, Quang Nam, and Thua Thien Hue), 480,000 water purification tablets (Aquatabs) have been provided to 16,533 families equivalent to 74,400 people (39,200 male and 35,200 female) affected by the consecutive floods in 15 districts and 61 communes. In addition to the water purification tablets, 200 households in Quang Tri province were provided with jerry cans.

One water purification unit was setup in Hai Lang district to deliver safe water to the affected people. From 27 October to 15 November 2020, the water purification unit generated nearly 30,000 liters of water per day.



Red Cross teams deploying water purification units in Quang Tri province, November 2, 2020. (Photo: VNRC)

During the delivery of water purification tablets, hygiene promotion activities were also conducted. This included advice on handwashing with soap before meals and after using the restroom, household water treatment methods (such as boiling and how to purify water using the distributed water purification tablets), covering food, covering the mouth while sneezing or coughing, and keeping the environment clean, among other things. This information was disseminated during distribution of the water purification tablets. 175 communication and dissemination events were held in schools and people's committee centres, involving not only locals but also teachers and students. The public awareness activities were combined with health promotion to help people understand how health issues are linked to waterborne transmission.

The operation provided affected people with water storage containers (capacity of 1,000 litres) to store safe water in case of future water scarcity. A total of 1,000 water tanks were expected to be given initially. However, due to funding constraints, this number was reduced to 406. The procurement and transportation of the water tanks were delayed until October 2021 due to movement restrictions which were in place to prevent the spread of COVID-19. Overall, a total of 1,520 people was benefited (746 male and 774 female).



Water tank distribution in distancing situation in Quang Nam province (Photo: VNRC)

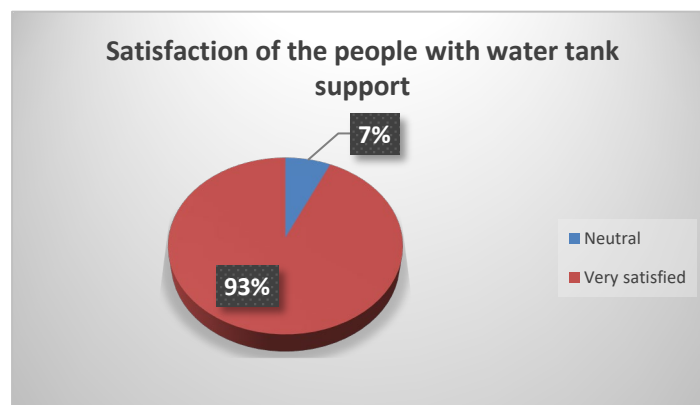


Water tank distribution in distancing situation in Quang Binh province (Photo: VNRC)

PDM for the water tank distribution reached 73 households (18 per cent) among the total recipients. Data analysis is shown below. The questionnaire was answered by 30 men and 43 women (41 per cent and 59 per cent respectively).

According to feedback from the PDM, 51 per cent of respondents said they had no feedback, 27 per cent found it useful to store water in the disaster season and 10 per cent said that they liked the style, quality, and color of the water tank. However, 5 per cent of respondents indicated that they did not like the plastic material of the water tank. This was in response to the question relating to features of the water tank which the respondents find most appropriate.

In general, 100 per cent of the feedback collected found the water tank met their needs, and happy with the support.



Satisfaction of the people with water tank support



Water tank placed in the people's houses collected in the PDM process (photo: Vietnam Red Cross)

Challenges

Due to restrictions imposed to contain the spread of COVID-19, and the changes in the staff of the procurement team at VNRC, the distribution of water tanks encountered a wide range of difficulties, especially during the approval and bidding process, which delayed the finalization of the procurement. However, by the end of October 2021, all the people to be assisted had received their designated water tank.

COVID-19 prevention measures affected the implementation of activities, which restricted the number of people participating in each event. As a result, the total number of people reached through the dissemination was less than the initial target. Health and hygiene promotion activities were integrated in the same communication/dissemination event.

Government policies related to the prevention of COVID-19 had a considerable impact on the implementation of health promotion activities, which restricted the number of people participating in each event to avoid the spread of COVID-19 due to the close contact among participants. Besides, the budget used for the communication activities is limited, total number of people reached through the dissemination was far less than the initial target.

Lessons Learned

To ensure business continuity, VNRC should have a contingency plan in place to address potential issues as a result of staff turnover. VNRC also needs to develop a contingency plan to continue operations in the face of unexpected events such as the restrictions imposed during the COVID-19 pandemic.



Protection Gender and Inclusion

People reached: 139,436

Male: 72,275

Female: 67,161

| Indicators: | Target | Actual |
|--|--------|--------|
| Does the operation demonstrate evidence of addressing the specific needs to ensure equitable access to disaster response services? | Yes | Yes |
| Orientation to Red Cross Chapters | Yes | Yes |

Narrative description of achievements

During the relief distribution and all initiatives under this operation, the operation has ensured that sex-age and disability disaggregated (SADD) data is documented. Meanwhile, the IFRC's Minimum Standard Commitments on protection, gender, and inclusion (PGI) are being proactively included throughout all levels of the operation, beginning with the selection of those who will get help.

Women-headed households and households with pregnant women were prioritized during the beneficiary selection process. To ensure the availability of gender disaggregated statistics, the number of men and women are clearly stated in reports of training courses or selection processes. A total of 65,988 women have taken part in the operation so far (49% of total 129,281 total people directly involved in the operation).

A training on PGI was undertaken at the national level in July 2021, which involved the participation of 23 (10 male and 13 female) staff from all technical sectors (shelter, livelihoods, Health, WASH, DRR) of the Head quarter level, and representatives from the four Red Cross Chapters, facilitated by the PGI coordinator from IFRC. The day long training covered topics such as the definitions of minimum standards, dignity, access, participation, safety and how to mainstream PGI into the relief sector. The training was received positively by all participants. These participants then conducted the same training in all four provinces for Red Cross staff and volunteers from the commune and district levels.



Roll-out training undertaken in Dong Ha city, Quang Tri province (Photo: VNRC)



Roll-out training in Quang Nam province (Photo: VNRC)

A training on Community engagement and accountability (CEA) was held on 22 November 2021 for 18 staff of VNRC HQ and representatives from the four project provinces. The training was delivered by IFRC's CEA Officer and CEA Coordinator with translation support in Vietnamese from IFRC PMER in Vietnam. The training focused on the definition of CEA, feedback mechanisms and data analysis from the feedback collection. Pre and post-test conducted before and after the training showed that participants need further capacity building to understand principles of CEA and its application in programs.

Challenges

PGI training could not be undertaken face-to-face due to the restrictions on social gatherings. Instead, the trainings were held in individual provinces limiting the scope of learning through sharing of experiences from people from other provinces.

Online trainings have encountered a wide range of difficulties such as language barriers and unstable internet connections leading to poor understanding of concepts. Hence participants have requested more such trainings in future.

Lessons Learned

It is critical to have a PGI focal point in VNRC and adequate business continuity plans so that trainings can be conducted effectively without being dependent on one staff member alone.

Context of the country and capacity of the National Society should be researched carefully before undertaking the technical training to ensure engaging and fresh content suited to the needs of participants is delivered.

Traditional virtual applications such as Zoom and Teams seem old fashioned and require further innovations. New applications such as "Gather Town" which allows participants to do role play with a feeling as if other people are present in the same virtual areas will make trainings more exciting and focused.



Disaster Risk Reduction

People reached: 8,298

Male: 5,008

Female: 3,290

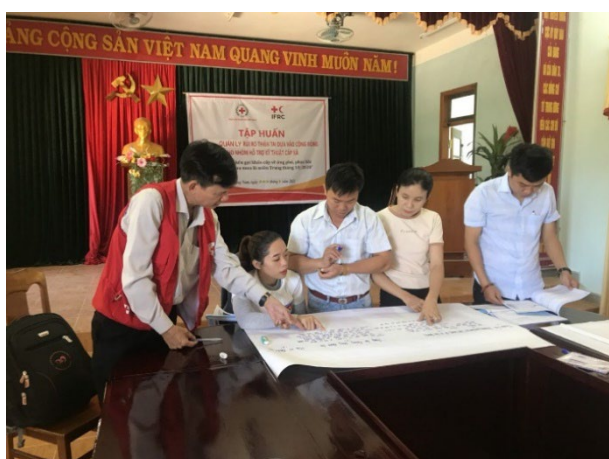
Outcome 1: Communities in high-risk areas are prepared for and able to respond to disaster

| Indicators: | Target | Actual |
|---|--------|--------|
| # of RC staff/ volunteers trained in disaster response, preparedness, DRR | 150 | 390 |
| Output 1.1: Communities take active steps to strengthen their preparedness for timely and effective response to disasters. | | |
| # of people reached through DRR projects | 24,000 | 7,908 |

Narrative description of achievements

In April 2021, six months after launching the Emergency Appeal, the targeted provinces began conducting community-based disaster risk management (CBDRM) activities such as CBDRM assessment, Safe school training (SST), and simulation exercises.

In the process of implementing CBDRM, 12 trainings were conducted in 12 communes in four provinces from June to September 2021, reaching 279 people (199 male and 80 female). The training emphasized the need for community-based projects to be flexible and innovative. Participants spent several days examining local communities' capabilities for climate change adaptation and disaster risk reduction, identifying current deficiencies that could intensify upcoming disasters, and recommending viable disaster management strategies for vulnerable populations during the courses. The final day was devoted to the review of the reports as well as the collaborative construction of contingency plans and natural disaster risk maps. The training utilized guidelines issued by the General Department of Disaster Prevention and Control - Ministry of Agriculture and Rural Development), thereby selecting 01 core team (commune-level technical support group) to carry out community-based disaster risk assessment (CBDRM) in the locality, serving as a basis for advising the government in updating and supplementing solutions of disaster risk reduction prioritizes in the commune's disaster prevention plan taking into account gender and mine risk education. After the training, 12 community-based disaster risk assessments were undertaken with the participation of 1621 people (1273 male and 348 female), helping determine, estimate, and rank local disaster risks, as well as identify vulnerability and local coping capacity, resulting in the development of a disaster risk reduction plan. The CBDRMs were all submitted to the local authorities for approval and were sent to the VNRC at the Central level.



Training on CBDRM in Quang Nam (Photo: VNRC)



CBDRM undertaken in Hue (Photo: VNRC)

Community action for disaster response (CADRE) trainings were carried out from May to July 2021, involving the total participation of 311 people (247 male and 64 female) who are community members of the most disaster-prone areas in the four project provinces. The training aimed to help empower local people and communities, equip them with sufficient skills and knowledge, and give them a better opportunity to effectively respond, as well as integrating communities in the national emergency preparedness framework. Participants received hands-on training in first aid, disaster health and safety, and the necessity of community-based disaster risk management during the courses. They were given not only basic emergency response training, but also the opportunity to practice first aid

techniques such as cardiopulmonary resuscitation (CPR), victim classification, dead body management, as well as fire and water emergency response. These courses are designed to increase local community members' abilities to deal with common natural catastrophes in their localities and to strengthen community collaboration in the face of potential disasters. Following the sessions, the participants were prepared to assist their communities in the event of unforeseen tragedies, reducing the danger of further injuries and even death.



Fire response, CADRE training in Quang Binh province (Photo: VNRC)



First Aid performance, CADRE training in Quang Binh province (Photo: VNRC)



CADRE trainings in Quang Nam province (Photo: VNRC)



Simulation exercises were undertaken as part of the observation of Disaster Management Day on 13 October 2021. The event had the participation from 974 people (642 male and 332 female) who were local officials and Red Cross volunteers as well as member of the local task forces. This helped to strengthen and improve the leadership and management capacity of the local authorities, the Steering Committee for Disaster Prevention and Control, local mass organizations and the local Red Cross as well as to promote the motto "4 on the spot" (command in place, forces in place, facilities in place, and logistics in place) when natural disasters, storms and floods occur, especially in the context of the complicated developments of the Covid-19 epidemic. The events were documented and broadcasted on the local television channel, reported on the provincial newspapers, and received positive feedback.



Performances in the simulation exercises in Quang Nam provinces (Photo: VNRC)



Performances in the simulation exercise event in Quang Nam province (Photo: VNRC)



A total of 222 teachers and students, as well as local authorities' staff were involved in the training on safe school framework (78 male and 144 female). The training aimed to provide knowledge related to safe school facilities, school disaster management and risk reduction education. After the training, 12 safe-school-assessments were undertaken to develop mitigation measures for each school. The goal of developing and implementing a safe school model for disaster prevention and control is to safeguard students, teachers, and unit personnel from injury and other dangers induced by natural disasters. The safe school mitigation measures will also contribute to strengthening resilience to natural disasters and climate change through education, awareness raising, knowledge and skill training for officials, teachers, staff, and students, as well as mobilizing community involvement, and promoting the formulation and implementation of plans to prevent, respond to, and overcome the consequences of natural disasters at each educational institution in order to minimize disruption of teaching and learning. At the end of the project, all 12 mitigation measures were successfully established.



Students were provided with Safe school knowledge in the SSF training in Hue province (Photo: VNRC)



Teachers participated in SSF training in Quang Nam province (Photo: VNRC)



Acceptance of the new parking place (mitigation measures) in Ly Thuong Kiet secondary school. (Photo: VNRC)

In general, the DRR sector has reached a total of 8,298 people assisted (5,008 male and 3,290 female) at different age groups leaving positive feedbacks for the intervention.

Challenges

The restrictions and disease prevention methods related to the COVID-19 pandemic in 2021 limited the transportation among the provinces, thus, creating obstacles for project management teams from VNRC officers and IFRC team in Vietnam from participating in the activities. However, with close communication and utilization of technology, most events undertaken in the communities were supervised online.

Lack of continuous progress update and sudden changes in the implementation plan in the context of strict restriction related to transportation and gathering brought difficulties for the activity monitoring especially for the participation of IFRC team in Vietnam.

Lessons Learned

Improved data recording system from the grass-root level will allow the project to count both direct and indirect people assisted which make the people assisted tracking database more accurate.

Continuous progress update will provide an overall picture which helped the project management board at the central level and the IFRC staff to stay aware of the situation. Despite the fact that communication between VNRC and the Chapters is often positive, it should be more consistent and frequent. Operational plan should be discussed at least two months ahead of the activities for the management team to arrange their travels and finance. There should always be a backup plan in place so that the operation is not suspended for a long time.

Strengthen National Society

Outcome S1.1: 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.

| Indicators: | Target | Actual |
|---|--------|--------|
| National society chapter capacities have been strengthened through the response operation. | Yes | Yes |
| Output S1.1.4: National Societies have effective and motivated volunteers who are protected. | | |
| # of volunteers attending briefings and trainings prior the water distributions. | 150 | 120 |
| Output S1.1.6: National Societies have the necessary corporate infrastructure and systems in place | | |
| No. of NS provided with technical support in development of communications, PMER, and financial management: | 1 | Yes |

Narrative description of achievements

The emergency appeal operation has supported VNRC to address some gaps with a view to further leverage its mandate and capabilities as partner of choice for emergency response and disaster preparedness. In this regard, VNRC was supported to be the leading agency for cash-based initiatives in the country as well as capacity enhancement on shelter coordination and reconstruction. Training courses on clean water and sanitation in emergency situations and disease prevention were organized for 120 volunteers (74 men, 46 women) by VNRC headquarter and after the training course, 100% of volunteers were able to prepare and organize communication sessions on clean water, hygiene, and infectious diseases. 12 commune-level disaster response teams with 311 members improved their disaster response capacity by participating in training and assessment of community-

based disaster risk management at commune level by participating in simulation exercises to respond to natural disasters. VNRC has also disseminated the PGI minimum standards and disaster preparedness for response manuals as well as disaster risk reduction interventions in all targeted provinces, districts, and communes/schools. In addition, planning, monitoring, evaluation, and reporting (PMER) capacity at both national and chapter levels was enhanced due to the training and implementation of seven post distribution monitoring exercises, and with the support for financial management from the IFRC CCD office.

The IFRC CCD deployed a team of three photographers and a field producer to generate audio visual content capturing the impact of the yearlong operation. This content was widely shared with the public through IFRC's [social media](#) and [website](#). In addition, achievements of the operation have been frequently highlighted through [social media posts](#) on IFRC channels.

Challenges

Due to the COVID 19 epidemic, which limited movement between provinces, the IFRC had to hire three photographers in three of the four project provinces and a field producer to capture the achievements of the operation. The photography assignment had to be monitored remotely by IFRC staff in Viet Nam as well as from Bangkok CCD due to the prevailing travel restrictions thus limiting the guidance to the three field photographers in the provinces. This was mitigated to some extent by hiring a photographer who had previously covered the disaster during 2020 and was familiar with the local context and Red Cross operations, to operate as a field producer and guide the field photographers.

Lack of disaggregated data has created a wide range of difficulties for the information exchange between VNRC and IFRC. In addition to that, photo of the activities undertaken in the provinces, which were captured using personal phone of the provincial Chapters, did not meet the requirements of the reporting standard.

Lessons Learned

An M&E plan should be created from the beginning of the operation and kept followed throughout the project implementation.

Photo and video documentation should focus on capturing the actions and emotions of the people assisted, as well as of the RCRC staff involved in the operations rather than focusing on ceremonial activities.

International Disaster Response

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

| Indicators: | Target | Actual |
|--|--------|--------|
| National Society cooperates closely with local authorities on response efforts. | Yes | Yes |
| Output S2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained. | | |
| # of communications surge support deployed | 1 | 2 |
| Output S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved. | | |
| Percentage of calls/contacts addressed through beneficiary feedback mechanism | 100% | 100% |

Narrative description of achievements

For the subsequent evacuation operations, the VNRC chapters have worked closely with local authorities at the provincial, district, and commune levels. VNRC chapters in Quang Binh, Quang Nam, Quang Tri, Thua Thien Hue, Quang Ngai, Ha Tinh, and Nghe An province activated their PDRTs on the eve of Typhon Vamco's landfall. In Quang Binh, PDRTs and CDRTS assisted in the evacuation of 3,400 homes in the districts of Le Thuy, Quang Ninh, and Tuyen Hoa, with a focus on the elderly and children. VNRC has transported ten elderly women to the commune response station in Binh Dao. In Nghe An, PDRTs assisted local officials in evacuating 800 coastal families to safer areas. The evacuation process is well-coordinated with local officials in each province, enhancing community preparation in the event of a disaster. Since early October, the PDRT and CDRT teams have been actively involved in needs assessments (conducted on November 16) and relief distribution after each flood incident.

The IFRC recruited a photojournalist based in Vietnam, Yen Duong, to chronicle the storm's impact across two different assignments: the first covering Thua Thien Hue and Quang Tri provinces from October 17 to 24, 2020,

and the second covering Quang Nam Ngai provinces from November 3 to 10, 2020. The photojournalist's photos and videos propelled global media coverage of the disaster in Vietnam, as well as the Red Cross response and emergency appeal, with major news outlets such as the [BBC](#), [Reuters](#), [New York Times](#), [CNN](#), [the New Humanitarian](#) and [Al Jazeera](#), among others, prominently featuring the photos and news bytes. Social media updates on the IFRC's Twitter and Facebook accounts also attracted a lot of attention and interaction. These images and videos helped to raise awareness about the severity of the humanitarian crisis in Vietnam.

In the implementation process of the recovery phase, the project teams got several calls from the people in Quang Tri provinces asking for clarification regarding beneficiary selection and the cash distributed. Their questions were promptly answered and handled. At each level of the implementation process, the team continues to invite the community to provide their feedback for improvement.

Challenges

VNRC's lack of a database management system made it difficult to track and respond to beneficiary enquiries and feedback. Though the solutions were deemed efficient based on data derived from the PDM system, effective handling of the task necessitated a significant amount of effort.

Lessons Learned

Close consultation with the local Red Cross staff helps select the most appropriate personnel who are not in the system but able to complete the tasks. Enhancing the involvement of the local project management board into the photoshoot will contribute to the success of the mission due to the knowledge about the natural context, social economic and their community interaction skills.

A good M&E system, which includes a logbook and communication records, can enable Vietnam Red Cross respond more quickly to community needs and make the reporting process easier.

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 S3.1.2: IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming.

| Indicators: | Target | Actual |
|---|--------|--------|
| Post distribution monitoring undertaken in 4 provinces. | Yes | Yes |

Narrative description of achievements

From the 4th to the 7th of May 2021, four PDM trainings for 44 RCRC personnel and volunteers (19 male and 25 female) were held in four provinces. The trainings were designed to teach participants how to use the KOBO toolbox and KOBO collect software to gather qualitative and quantitative data, as well as feedback from recipients on distributions. The questionnaires were designed and deployed with the help of the IFRC's PMER Officer at VNRC HQ. After the distribution, the PDM was supposed to be completed in ten days. Seven KOBO forms were completed, which provided the overall picture of how the activities affected people's life and was used as the record for improving future interventions.

Challenges

Staff were trained in using KOBO, however, due to lack of practice, there were some errors that took time for clarification. VNRC staff at the HQ level and IFRC staff in Vietnam have closely checked and cleaned the data before its analysis and finalization.

Lessons Learned

To improve the quality of operational design, implementation, and monitoring, it is recommended to have dedicated, skilled, and experienced human resources carry out CEA-related operations in the field. Close consultation and communication will aid a lot in the clarification of PDM questions in KOBO. In addition, the KOBO collect questionnaire should be consistent and specific. Minimising text and increasing multiple choice questions will reduce the amount of time it takes to clean and clear the data submitted.

Effective, credible, and accountable IFRC

Outcome 4.1: The IFRC enhances its effectiveness, credibility and accountability

Output S4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders

| Indicators: | Target | Actual |
|---|--------|--------|
| Finance Department CCD provides consistent support to the national society to ensure quality to financial reporting | Yes | Yes |

Narrative description of achievements

Since the start of the operation, IFRC staff have assisted VNRC by maintaining strong cooperation with VNRC counterparts, as well as IFRC APRO (Asia Pacific Regional Office) colleagues and in-country PNS. At the same time, concerned IFRC staff offered support services such as logistics, finance, resource mobilization, communication, PGI, reporting, planning, monitoring, and security. The finance team of the IFRC has been as flexible as feasible in dealing with financial reporting delays and budget holder changes from VNRC. Due to the ongoing COVID-19 epidemic, IFRC personnel used online technologies for meetings and other routine tasks to ensure that VNRC could respond quickly and effectively.

Challenges

Because of the covid-19 outbreak and the country's stringent lockdown, IFRC staff were unable to travel to the field on a regular basis. IFRC project team, on the other hand, offered technical support as needed, both remotely and physically where available.

Lessons Learned

Regular technical support from the IFRC team members despite movement restrictions through online means and physical presence where possible is essential for the successful implementation of operations.

D. THE BUDGET

Overall, CHF 2,240,438 was received from multiple donors, of which, CHF 2,041,698 (91 per cent) was spent within the timeframe. There remains a balance of CHF 198,740. IFRC seeks approval from its donors to move the balance to Vietnam Operational Plan 2022. The IFRC, on behalf of the National Society, would like to extend thanks to all for their generous contributions.

The final financial report of this operation is [attached](#) at the end of this report.

Contact information

Reference documents



Click here for:

- Previous Appeals and updates
- Emergency Plan of Action (EPoA)

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

In Vietnam Red Cross Society

- Secretary General, Nguyen Hai Anh, email: haianhcami@gmail.com
- Disaster Management Manager, Tran Sy Pha, email: tranphavnrc@gmail.com

In the IFRC Asia Pacific Regional Office, Kuala Lumpur

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- Juja Kim, Deputy Regional Director; email: juja.kim@ifrc.org
- Joy Singhal, 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.

www.ifrc.org

Saving lives, changing minds.



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

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace

Emergency Appeal

FINAL FINANCIAL REPORT

| Selected Parameters | | | |
|---------------------|-----------------|-----------|----------|
| Reporting Timeframe | 2020/10-2022/2 | Operation | MDRVN020 |
| Budget Timeframe | 2020/10-2021/12 | Budget | APPROVED |

Prepared on 21 Mar 2022

All figures are in Swiss Francs (CHF)

MDRVN020 - Vietnam - Floods

Operating Timeframe: 19 Oct 2020 to 31 Dec 2021; appeal launch date: 28 Oct 2020

I. Emergency Appeal Funding Requirements

| Thematic Area Code | Requirements CHF |
|---|------------------|
| AOF1 - Disaster risk reduction | 177,000 |
| AOF2 - Shelter | 954,000 |
| AOF3 - Livelihoods and basic needs | 566,000 |
| AOF4 - Health | 44,000 |
| AOF5 - Water, sanitation and hygiene | 46,000 |
| AOF6 - Protection, Gender & Inclusion | 5,000 |
| AOF7 - Migration | 0 |
| SFI1 - Strengthen National Societies | 244,000 |
| SFI2 - Effective international disaster management | 0 |
| SFI3 - Influence others as leading strategic partners | 236,000 |
| SFI4 - Ensure a strong IFRC | 17,000 |
| Total Funding Requirements | 2,289,000 |
| Donor Response* as per 21 Mar 2022 | 2,239,177 |
| Appeal Coverage | 97.82% |

II. IFRC Operating Budget Implementation

| Thematic Area Code | Budget | Expenditure | Variance |
|---|------------------|------------------|----------------|
| AOF1 - Disaster risk reduction | 146,318 | 163,922 | -17,603 |
| AOF2 - Shelter | 957,946 | 540,117 | 417,829 |
| AOF3 - Livelihoods and basic needs | 565,449 | 884,560 | -319,111 |
| AOF4 - Health | 43,279 | 38,554 | 4,725 |
| AOF5 - Water, sanitation and hygiene | 41,128 | 30,803 | 10,325 |
| AOF6 - Protection, Gender & Inclusion | 4,984 | 4,851 | 133 |
| AOF7 - Migration | 0 | 0 | 0 |
| SFI1 - Strengthen National Societies | 243,196 | 176,607 | 66,589 |
| SFI2 - Effective international disaster management | 222,570 | 190,251 | 32,320 |
| SFI3 - Influence others as leading strategic partners | 5,155 | 6,180 | -1,026 |
| SFI4 - Ensure a strong IFRC | 9,784 | 5,853 | 3,931 |
| Grand Total | 2,239,810 | 2,041,698 | 198,112 |

III. Operating Movement & Closing Balance per 2022/02

| | |
|---|----------------|
| Opening Balance | 0 |
| Income (includes outstanding DREF Loan per IV.) | 2,240,438 |
| Expenditure | -2,041,698 |
| Closing Balance | 198,740 |
| Deferred Income | 0 |
| Funds Available | 198,740 |

IV. DREF Loan

| | | | | | | |
|----------------------------------|--------|---------|--------------|---------|----------------------|----------|
| * not included in Donor Response | Loan : | 500,000 | Reimbursed : | 500,000 | Outstanding : | 0 |
|----------------------------------|--------|---------|--------------|---------|----------------------|----------|

Emergency Appeal

FINAL FINANCIAL REPORT

| Selected Parameters | | | |
|---------------------|-----------------|-----------|----------|
| Reporting Timeframe | 2020/10-2022/2 | Operation | MDRVN020 |
| Budget Timeframe | 2020/10-2021/12 | Budget | APPROVED |

Prepared on 21 Mar 2022

All figures are in Swiss Francs (CHF)

MDRVN020 - Vietnam - Floods

Operating Timeframe: 19 Oct 2020 to 31 Dec 2021; appeal launch date: 28 Oct 2020

V. Contributions by Donor and Other Income

| Opening Balance | | | | | | | 0 |
|---|------------------|----------------|------------------|--------------|------------------|-----------------|---|
| Income Type | Cash | InKind Goods | InKind Personnel | Other Income | TOTAL | Deferred Income | |
| American Red Cross | 184,172 | | | | 184,172 | | |
| Australian Red Cross (from QBE Group Services Pty L | 16,634 | | | | 16,634 | | |
| Austrian Red Cross | 107,698 | | | | 107,698 | | |
| British Red Cross (from British Government*) | 594,258 | | | | 594,258 | | |
| Center for Disaster Philanthropy | 187,064 | | | | 187,064 | | |
| China Red Cross, Hong Kong branch | | 23,324 | | | 23,324 | | |
| Czech Government | 50,450 | | | | 50,450 | | |
| Japanese Red Cross Society | 42,934 | | | | 42,934 | | |
| Norwegian Red Cross | | 13,437 | | | 13,437 | | |
| On Line donations | 13,902 | | | | 13,902 | | |
| Swedish Red Cross | 293,142 | | | | 293,142 | | |
| Swiss Government | 300,000 | | | | 300,000 | | |
| Swiss Red Cross | 200,000 | 58,748 | | | 258,748 | | |
| The Canadian Red Cross Society (from Canadian Gov | 110,669 | | | | 110,669 | | |
| The Republic of Korea National Red Cross | | 44,006 | | | 44,006 | | |
| Total Contributions and Other Income | 2,100,922 | 139,516 | 0 | 0 | 2,240,438 | 0 | |
| Total Income and Deferred Income | | | | | 2,240,438 | 0 | |