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Emergency Plan of Action Preliminary Final Report

Chile: VALPARAÍSO FIRE

 International Federation
of Red Cross and Red Crescent Societies

DREF Operation	Operation no. MDRCL010
Date of issue: 04 March 2015	GLIDE Number: <u>WF-2014-000050-CHL</u>
Date of disaster: 12 April 2014	
Operation start date: 12 August 2014	Expected timeframe: 4 months, ending 12 August 2014
Host National Society: Chilean Red Cross	Operation budget: revised for 294,089 Swiss francs
Number of people affected: Approximately 17,500.	Number of people assisted: 700 families received essential non-food items; 627 families benefited from the cash transfer program; 2,920 people received direct training in disease prevention and 7,718 indirectly; 3,800 received first aid care and more than 4,000 received psychological support.
No. of National Societies involved in the operation:	
<ul style="list-style-type: none"> • The International Federation Red Cross and Red Crescent Societies, along with its regional disaster management delegate for South America, the IFRC country representative and the Chilean Red Cross • The American Red Cross Office in Chile offered technical support to the Chilean Red Cross and shared information regarding the disaster 	
No. of other partner organizations involved in the operation: Chilean Humanitarian Aid Network (RAHCh), Ministry of the Interior's National Emergencies Office (ONEMI), National Forestry Corporation (CONAF) and the Chile Investigative Police (PDI).	
*Status as a preliminary report: Please note that this report has been issued as a preliminary report because a transaction was erroneously booked into this appeal. The correction was made in 2015, and the final report will be issued once the February 2015 accounting has been closed.	

<Click [here](#) to view the contact information; Click [here](#) to view the preliminary final financial report>

A. Situation analysis

Description of the disaster

A large-scale forest fire affected the city of Valparaíso in Chile, located some 120 kilometres from Santiago. The fire began around 4:00 pm on 12 April near Camino La Pólvora, a section of one of the major highways near Valparaíso in the vicinity of the El Mole landfill. The fire destroyed 12,000 hectares of grasslands, shrub lands and eucalyptus trees. This is considered one of the largest and most destructive events in Valparaíso's history.

At the time the DREF operation was launched, the latest reports from national authorities indicated that more than 800 homes had been destroyed by the fire and that more than 12,000 people had to evacuate their homes. As the days passed, damage and losses from the fire continued to grow. Figures provided by the government reported that some 3,500 families had been affected, of which 80 per cent had their homes damaged or completely destroyed.

The National Emergency Office at the Ministry of the Interior and Public Security (ONEMI) estimated that more than 3,500 members of the National Forestry Corporation (CONAF), Fire Department, Investigative Police (PDI), together

with the Army and the Navy, worked to bring the emergency under control. In addition, air resources and water trucks were initially sent by the municipalities of Valparaíso, Viña del Mar, Villa Alemana and Esval.

The ONEMI dispatched trucks loaded with mattresses, blankets, water, respiratory protection masks, tents and food rations to affected areas. Collection centres were set up at the beginning of the DREF operation at the O'Higgins Stadium, Juan Bosco Church, the Naval Gym, the Playa Brava Sports Centre and the Trafon Centre. The fact that the city is built on a series of steep hills made access difficult, which should have been taken into account. Moreover, many of the affected hills had very poor or non-existent water supply systems, which aggravated the situation.

On 17 July 2014, the red alert for forest fire-affected areas was lifted 97 days after the start of the emergency.

As previously planned, the Chilean Navy provided support to officials at two collection and distribution centres until 18 July. The Chilean Army, represented by the Military Work Corps, continues to work in conjunction with the regional administration on relief activities. Government work crews are also continuing to assist the population as they recover.

The ONEMI's Regional Early Warning Centre is continuing to take the necessary course of action to safeguard the population.

Summary of revisions made to the emergency plan of action:

The government has been working with NGOs and the private sector to support the reconstruction of homes that were destroyed by the fire. These housing solutions were considered short term as they were temporary wooden structures. The reconstruction occurred rapidly and some rebuilding took place in areas that are considered at risk. The government attempted to intervene, but people ignored the recommendations and rebuilt where they were living before the disaster occurred. This situation caused a series of problems during the winter. Heavy rains fell on the city of Valparaíso between late May and mid-June, causing many families to lose their personal belongings, such as clothing, appliances and other household items due to leaks in their poorly built homes.

In view of this situation, the National Society planned an open and unconditional cash transfer program (CTP) in order to help repair and improve housing conditions and to be able to replace assets that had been lost due to the heavy rains. In order to implement this program without direct restrictions, the CTP intervention was transferred from the temporary and emergency shelter and human settlements section of the plan of action to the areas common to all sectors.

In addition, poor weather conditions delayed the implementation of planned DREF activities, such as the assessments for both the final delivery of humanitarian aid and the selection of beneficiaries for the CTP. Consequently, it was necessary to request a one month extension of the operational plan until 12 August 2014 in order to achieve the proposed targets. This extension neither affected nor increased the budget.

The Chilean Red Cross (ChRC) made the decision to use the funds raised nationally for the emergency towards the cash transfer program in order to increase the amount donated to each family. This helped to improve the living conditions of those affected, who belonged to the most vulnerable population groups affected by the fire (selection criteria established by the National Society).

Summary of actions taken

Overview of Host National Society

The Chilean Red Cross worked mainly in four sectors:

Water, sanitation and hygiene promotion: In total, 700 affected families received essential non-food items: hygiene kits, jerry cans and chlorine. One hundred per cent of the target set in the operational plan (700 beneficiary families) was achieved. Volunteers distributed essential non-food items and implemented a hygiene campaign during the distribution that focused on hygiene kit elements and the importance of personal hygiene in reducing health risks. In addition, a hygiene campaign was conducted through social media to leverage the urban context of the emergency. In addition, four hygiene promotion campaigns were carried out, reaching 10,638 people.

Water, sanitation and hygiene promotion	Total
Distribution of 1,400 jerry cans and 1,400 litres of chlorine in	1,400 jerry cans and 1,400 litres of chlorine delivered to 700 families (100%)

Valparaíso	
Distribution of 700 hygiene kits to vulnerable groups	700 hygiene kits delivered to 700 families (100%)
Five hygiene promotion campaigns in public places (including shelters), as well as campaigns on proper handling of water and solid waste and excreta disposal, to reach 5,000 people	4 hygiene promotion training campaigns (80%) Total people trained: 10,638 (212.76%) Direct trainings: 2,920 (58.4%) Indirect trainings 7.718 (154.36%)

Health and Care: First aid care was provided to 3,803 people through fixed first-aid posts and mobile units, amounting to 76.06 per cent of the 5,000 that was planned for in the plan of action. In addition, psychosocial support was delivered in collaboration with the IFRC's Health Regional Response Unit (RRU) to 4,049 people, 80.98 per cent of the target set in the operational plan (5,000).

Health and Care	Total
Provide first aid to 5,000 people	3,803 (76.06%)
Provide psychological support to 5,000 people, including migrants, volunteers and others responding to the emergency	4,049 PSS (80.98%)

Temporary and emergency shelter and human settlements: In total, 522 affected families received kitchen sets and 700 families received blankets (2 per family). This number represents one hundred per cent of the target set in the operational plan.

Shelter	Total
Distribution of non-food items to 700 families, including 700 kitchen sets and 1,400 blankets	- 522 kitchen sets delivered to 522 families (74.6%) - 1,400 blankets delivered to 700 families (100%)

Cash Transfer Program- Areas common to all sectors: The DREF had initially included the CTP program under the temporary and emergency shelter and human settlements sector. When asking for a DREF extension up until 12 August, The program was transferred from the area common to all sectors in order to avoid restrictions related to shelter upon the request for the extension to 12 August. This program improved the housing conditions for 627 families The IFRC provided 200 US dollars (approximately 110,000 Chilean pesos) and the Chilean Red Cross added an additional 180 dollars US dollars (approximately 100,000 Chilean pesos). The final CTP report is enclosed.

Common Areas	Total
Implementation of a Cash Transfer Program for 700 families	-627 beneficiary families (89.57%)

The National Society continued working on improving coordination and lines of communication with the government and all humanitarian actors involved in the response. In this regard, the IFRC and the ChRC participated in a full multi-sector assessment of the situation in Valparaíso, along with the United Nations Disaster Assessment and Coordination team (UNDAC) and the Chilean Government.

Overview of Red Cross Red Crescent Movement in country

The communities of "Manzana H" and "Mesana", which were included in the Resilience in the Americas project (RITA) financed with support from the American Red Cross, were affected by the emergency. Both communities were evacuated according to reports from the Regional Risk Management Director of the Chilean Red Cross. Work was conducted in the field, including discussion groups in which community leaders acknowledged that fire is a constant threat since communities are located in marginal areas.

The regional disaster management coordinator for South America visited the National Society for a financial review and to monitor the operational objectives in the plan of action. Support was also provided by the Colombian Regional Response Unit both in direct psychosocial care and training to Chilean Red Cross volunteers in community psychosocial issues during emergencies.

Overview of non-RCRC actors in country

- In most cases, shelters and temporary housing solutions were built without following proper building codes and/or safety standards. The government had the Housing and Shelter Task Force look into this as well as erosion in some reconstruction sites. It also arranged for the United Nations to conduct a multi-sector assessment, which focused mainly on housing.
- The government's Valparaíso region Ministry of Housing and Urban Development developed the Reconstruction of Unrecoverable Housing Plan in June of this year. It took into account the following three axes of action:
 - **Procurement of new or pre-existing housing** for families that rent, own, or live with other families in homes declared unrecoverable, especially those located in high risk areas. The subsidy for a new house is 37,800 US dollars and 29,400 US dollars for a pre-existing one.
 - **Construction on own property or property densification with subsequent payment of subsidy** for families that own unrecoverable housing who will be building on their own through a contractor. The maximum value of the dwelling to be built is 84,000 US dollars and the maximum value of the subsidy is 25,200 US dollars. Property densification means building more than one house on one single property together with other affected family groups (maximum of three families).
 - **Construction on own property with payment for work advance** for families who own unrecoverable housing and need state support to begin rebuilding.
- The Regional Health Ministry conducts medical operations in the hills of Valparaíso through the Health Solidarity Action Program, providing the population with general physicians, gynaecologists, psychologists, midwives and nurses, in addition to delivering toilet modules; all of this is done with the support of the Health, Peace and Justice Centre.
- In Chile, UNICEF is also developing activities, particularly the provision of psychosocial support to children and the elderly. Along the same lines, the NGO Volunteer Psychologists of Chile provided psychosocial support in the hills of Valparaíso from the onset of the emergency. Furthermore, it coordinated its assistance with the Chilean Red Cross, the Regional Health Service and the Humanitarian assistance Methodist Team (Equipo Metodista de Ayuda Humanitaria) - Chile.
- The Chilean Humanitarian Aid Network's goal is to conduct coordinated, collaborative and inter-agency efforts in order to deliver timely and effective aid to those most vulnerable in emergency and disaster scenarios. It mainly works in coordination with the National Emergencies Office of the Ministry of the Interior (ONEMI). The Chilean Red Cross is part of this network, along with 13 other institutions, 2 volunteer networks, Caritas Chile, World Vision, Guides and Scouts of Chile, EHMA Chile, Volunteer Psychologists of Chile, among others.
- The Chilean Red Cross has worked with the Presidential Delegate for the Reconstruction of Valparaíso in selecting beneficiaries for the CTP as well as cross-referencing CTP surveys with lists of victims registered by the government.
- The National Emergencies Office of the Ministry of the Interior (ONEMI), the National Forestry Corporation (CONAF) and the Investigative Police of Chile (PDI) were involved in emergency response activities.

Needs analysis and scenario planning

Health and Care: The initial plan of action called for the provision of first aid to 5,000 people until 12 July, a period of 3 months. By 17 June, 3,295 people had been assisted with first aid; which represented 65.9 per cent of what was initially planned. For this reason, the plan was extended, although the total amount of people reached only increased by 10.16 per cent, to 3,803 people. It was still not enough though as only 76.06 per cent of the total amount of people planned were reached. In light of this, the National Society recommends that first aid support continues to be carried out as one of the lines of action in the Valparaíso Regional Committee's health coordination.

A similar situation occurred with Psychosocial Support (PSS), which aimed to provide care to 5,000 people. Even though the numbers increased since the last report from 1,481 assisted people (29.6 per cent) to 4,049 (80.98 per cent), there are still PSS needs to be met in the disaster area. Again, the Red Cross recommends that PSS be included as one of the lines of action of the Valparaíso Regional Committee's health coordination. In addition, the complementary action of broadcasting radio spots targeting the affected population with simple and clear recommendations on how to address post-emergency psychosocial situations should also continue as it was shown that the spots had a positive effect on the population.

Water, sanitation and hygiene promotion: The needs coverage by the Chilean Red Cross in terms of this sector focused on access to safe water for cooking, drinking and personal hygiene, which was insufficient following the disaster. The plan focused on the distribution of jerry cans, chlorine for water purification or disinfection, and on hygiene promotion through trainings on disease prevention in affected communities without access to basic services.

The needs coverage in this sector has proceeded as planned since the last report. There were 1,400 jerry cans and 1,400 litres of chlorine distributed to 700 families in Valparaíso.

The same happened with the distribution of 700 hygiene kits to the most vulnerable groups (700 families), which was originally supposed to reach 360 families (52 per cent) by mid-June. However, it increased to 700 families by the end of the operation, which was 100 per cent of the target.

The five hygiene promotion campaigns planned for public places aimed at reaching 5,000 people. By 17 June, 3 training campaigns had been implemented (60 per cent). An additional training session was completed by the end of the operation, exceeding the target of 5,000 trained people. In total, 10,638 people were reached, (212.76 per cent); 2,920 reached directly (58.4 per cent) and 7,718 reached indirectly (154.36 per cent).

All these activities were developed while reconstruction efforts continued in the hills affected by the fire. Water distribution must continue as the reconstruction process is still ongoing.

Temporary and emergency shelter and human settlements: The coverage of the needs by the Chilean Red Cross in this sector has not progressed as planned. The distribution of non-food items to 700 families (700 kitchen kits and 1,400 blankets) increased from 360 families (52 per cent) to 522 families by the end of the operation (74.6 per cent), an increase of 22.6 per cent. However, these items were not completely distributed. Aid was expected to come from the Americas zone in Panama to complete the kit distribution, but there were clearance issues with Chilean customs.

Nevertheless, 100 per cent of the blanket distribution was completed for 360 beneficiary families (2 blankets per family) by 17 June (52 per cent). By the end of the operation 700 families were reached with 1,400 blankets.

The National Society volunteers were also involved in debris disposal activities.

Areas common to all sectors:

The needs coverage by the ChRC in this sector in terms of helping to improve the emergency housing conditions of 700 affected families was a success. The cash transfer program assisted 627 families (89.71 per cent of the target), a selection representing 75.28 per cent of the families with per capita incomes per family below the poverty line.

Risk Analysis

At the onset of the emergency, the Red Cross had to conduct assessments and rapidly mobilize in a disaster zone that was hard to access, with steep hills and at constant risk from a spreading fire that could not be easily contained. Work had to be conducted under evacuation alerts in certain sectors. These situations were resolved without any harm to Red Cross personnel, who carefully followed instructions from the authorities handling the emergency.

B. Strategy and plan of action

Overall Objective

The main objective of the DREF operation was to meet the priority needs of the most vulnerable population affected by forest fires in urban areas in the city of Valparaíso through a response that enhances the sustainability and resilience of the community. The DREF operation achieved the following:

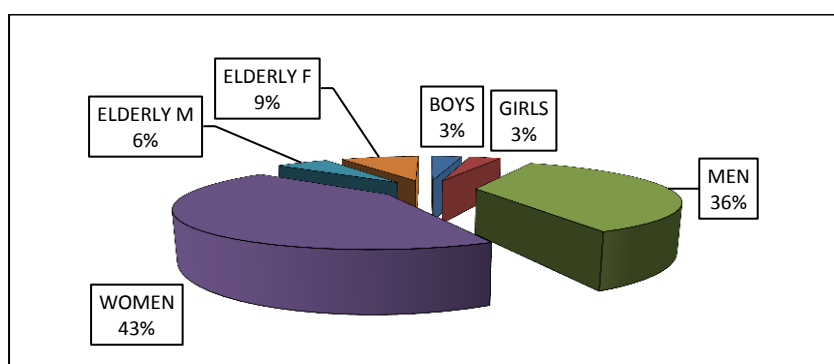
- **700 families** received essential non-food items (blankets, hygiene kits, chlorine and jerry cans), delivering 100 per cent of the target set in the operational plan.
- **522 families** received essential non-food items (kitchen kits), delivering 74.6 per cent of the target set in the operational plan (178 kits were not delivered due to delivery delays from abroad).
- 4 hygiene promotion campaigns were conducted, for a total of **10,638 people reached** 2,920 directly (58.4 per cent) and 7,718 indirectly (154.36 per cent). These numbers represent 212.76 per cent of the target set in the operational plan, which was assisting 5,000 people.
- **3,793 people** received first aid, representing 76.06 per cent of the target set in the operational plan, which was 5,000.
- **4,049 people** received psychosocial support, representing 80.98 per cent of the target set in the operational plan, which was 5,000.
- **627 families** received cash transfers, representing 89.71 per cent of the target set in the operational plan.

The impact on the beneficiaries of the cash transfer program was positive since it not only identified the families with significant or total structural damage to their homes, but also its selection criteria ensured aid reached the most vulnerable groups within the population. These included: 75.28 per cent of families living below the poverty line, with monthly average incomes of 66.771 pesos; 81.20 per cent of households headed by women; 22.65 per cent of households with members with physical or mental disabilities; 32.70 per cent of households with elderly members; 22.65 per cent of households with pregnant women; and 48.5 per cent of families with formal debts.

Furthermore, first aid and psychosocial assistance was provided on an ongoing basis from the beginning of the emergency until the end of the operation through first-aid and PSS mobile units in the more affected hills by the fire and by providing essential non-food aid items vital to coping with the disaster.

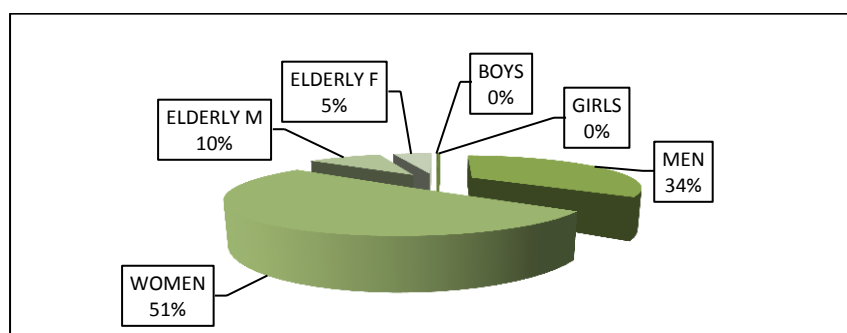
Water, sanitation and hygiene promotion: In total, 700 affected families received essential non-food items. These included hygiene kits, jerry cans (2 per family) and chlorine (2 litres per family), delivering 100 per cent of the target set in the operational plan (700 beneficiary families). In addition, from the five hygiene promotion campaigns planned, four hygiene promotion campaigns were carried out over the operation, which sought to reach 5,000 people. A total of **10,638** people were reached (212.76 per cent), 2,920 directly and 7,718 indirectly with these trainings.

First Aid Assistance



Boys	Girls	Men	Women	Elderly males	Elderly females	TOTAL
129	123	1,373	1,622	218	328	3,793 (76.06%)

Psychosocial Support Assistance



Boys	Girls	Men	Women	Elderly males	Elderly females	TOTAL
10	9	1,392	2,052	383	203	4,049 (80.98%)

From August to date, the following is the amount of people reached with radio spots targeting the affected population with simple and clear recommendations to address post-emergency psychosocial situations (broadcasting in the Valparaíso region began in early August).

Radio Stella Maris (Daily programming: 10:00, 14:00 and 18:00 hrs. during the day and 0:30 and 04:00 hrs. during the night)

Estimated audience: 8,000 people

Radio Ritoque (Daily programming: Between 8:00 and 9:00 hrs. and between 12:00 and 13:00 hrs.)

Estimated audience: 2,400 people

Radio Portales (Daily programming: 10:00, 14:00 and 18:00 hrs.)

Estimated audience: 28,000 people

Temporary and emergency shelter and human settlements: A total of 522 affected families received kitchen kits (74.6 per cent) and 700 families received blankets (2 per family), achieving 100 per cent of the target set in the operational plan (700 beneficiary families).

Areas common to all sectors: The cash transfer program assisted 627 affected families. This is 98.71 per cent of the target set in the operational plan (700 beneficiary families) due to the fact that teams on the ground were unable to locate the remaining 72 families. Below are the ten criteria used to select beneficiaries:

- Degree of damage to housing: in this case it was considered exclusionary to include only families who suffered significant or total damage to their homes.
- Female head of household: Families that identified a woman as head of household had better selection scores.
- Presence of older adults (over the age of 65).
- Large families (five or more people in the household, considering that the national average is four persons per family and 3.2 for the Valparaíso region).
- Families with pregnant women
- Families with members suffering from a disability (physical or mental)
- Heavy spending on family health problems
- Not being recipients of government subsidies to rebuild, repair and/or rent housing
- Level of per capita income per family: We considered 60 per cent of families surveyed with the lowest per capita income

Taking into account the above criteria, the 700 families with the highest scores were selected.

The following are the main statistics obtained from the beneficiary selection surveys:

Heads of household according to gender		
Women	509	81.20%
Men	118	18.80%
Total	627	100%

Members per Family Group	
Average per family	3.42
Mean	3

Per capita income per family		
Per capita income	66,771,562 pesos (USD 111,207)	
Families in poverty	472	75.28%
Income with data >0	77,796,922 pesos (USD 129,569)	
Families in poverty >0	384	71.2%

Families with one or more disabled members		
Yes	142	22.65 %
No	470	74.96 %
Does not respond	15	2.39 %
TOTAL	627	100 %
Type of disability		
Physical	102	
Psychological	27	

Households with pregnant members		
Yes	142	22.65 %
No	485	77.35 %
TOTAL	627	100 %

Families claiming to be in debt		
Formal	301	48.5 %
Informal	14	2.3 %
Both	16	2.6 %
No debt	289	46.6 %
TOTAL with data	620	100 %
Average Debt		
		\$1,291,171.95.- pesos (USD 2,150.42)

Households with older adults (>64 years of age)		
Yes	205	32.70 %
No	422	67.30 %
TOTAL	627	100 %

Proposed strategy

The National Society has dealt with several challenges in order to implement the proposed operational plan to effectively deliver humanitarian aid to the affected people. Firstly, identifying people affected by the fire, not only the landowners, but also people living there illegally through "tomas"¹ who remained without legalization processes despite having been warned they were living in high-risk areas. This affected the efficiency of the emergency response. Secondly, certain people not affected by the fire moved to the area to try to resolve their housing issues by attempting to benefit from government assistance programs. Consequently, it became a challenge to identify those who had actually been impacted by the fire. When implementing the CTP program, it became important to cross-reference the information gathered in the field (surveys) with regional government data in order to select beneficiaries. Without this close collaboration with regional reconstruction authorities, it would have been impossible to accurately identify beneficiaries.

Moreover, given the fact that the government did not evict families living in the illegal situation described above, it was difficult to conduct evaluations on the delivery of humanitarian aid to the actual families affected by the fire. This caused difficulties to perform accurate diagnoses for future humanitarian actions by the Chilean Red Cross.

Another challenge encountered was the government's initiative to make a cash transfer of 200,000 Chilean pesos to each family (approximately 370 US dollars) to purchase clothing. The method of payment, which was a gift card redeemable at the three biggest retail companies in the country, was widely rejected by the national community. The fact that this significant amount of money would end up in the hands of the three largest retail companies and exclude small local business owners was publicly criticized. Many media outlets released multiple articles questioning the "morality" of victims purchasing clothing in the middle of an emergency when there were more urgent needs to be met. In short, these situations adversely affected a rapid implementation of the ChRC cash transfer program. Therefore, the National Society made it clear to the beneficiaries and the media that the transfers would go towards improving housing conditions for the affected people through the purchase of building materials or towards purchasing essential non-food items. Each beneficiary was required to sign a letter of commitment to ensure they understood the purpose of the program. The Chilean Red Cross volunteers kept the beneficiaries informed about the progress of the on-site monitoring and the establishment of a system for complaints and answers regarding actions through the institution's web page.

The cash transfer program aimed to reach the most vulnerable members of the affected community. These included 75.28 per cent of families living below the poverty line, with monthly average incomes of 66, 771 pesos (112.34 US dollars); 81.20 per cent of households headed by women; 22.65 per cent of households with members with physical or mental disabilities; 32.70 per cent of households with elderly members; 22.65 per cent of households with pregnant women; and 48.5 per cent of families with formal debts. These represent people with high levels of unemployment as only 48.3 per cent get their income from jobs.

Providing assistance to women was an important component of the National Society's response since women are one of the most vulnerable groups in the population and many of them are heads of household. Women made up 56 per cent of the people who received direct trainings in disease prevention and 51 per cent of the PSS received. Unfortunately, training sessions and PSS care to older adults and children were extremely low. Conducting PSS and training campaigns that specifically target the elderly and children is a remaining challenge, especially the latter in their schools. It should be noted that the strategy used to achieve 100 per cent of the target in assistance was developing a radio spot aimed at the population affected by the fire. The estimated audience for the daily radio spot broadcast between August 2014 and now was 8,000 people through Radio Stella Maris, 2,400 people through Radio Ritoque and 28,000 people through Radio Portales.

Finally, assessments conducted by the National Society volunteers ensured that the poorest people affected by the fire are those who received aid (hygiene and kitchen kits, jerry cans, blankets, chlorine).

Human resources

The volunteers from the Valparaíso branches were an integral part of the operation and were involved in all the project activities. It is estimated that at least 100 volunteers supported the operation. In addition, the permanent staff of the Chilean Red Cross headquarters provided support and advice to the team on the ground as well as to the local branches.

The operation included ChRC non-volunteer staff, the national disaster Risk Management director, the disaster risk reduction coordinator; the national health director and national emergency health coordinator. In addition, a DREF national coordinator was also hired for operational and administrative support to conduct the activities proposed

¹ Translator's note: tomas: illegal land invasions

within this plan of action. There was also additional psychosocial assistance with the deployment of the Regional Response Unit (RRU).

All national directorates were also activated to form a technical panel to coordinate support areas, such as finance, logistics, communications, resource mobilization, youth and the executive directorate. All played important roles in responding to this emergency.

A Regional Intervention Team (RIT) was also deployed to support DREF Valparaíso operation and a National Emergency Intervention Coordinator joined the team in June.

Logistics and supply chain

The resources available at the ChRC's national warehouse were initially used to respond to this emergency. The items were insufficient since another emergency response was already in place at the same time due to an earthquake in northern Chile.

The ChRC's procurement process follows the same procurement procedure structure as the IFRC.

The out-of-stock and replacement aid items (humanitarian aid kits) were purchased from the logistics unit in Panama.

The ChRC has a national warehouse in the city of Santiago, where procured materials are received, warehoused and prepared for shipping. The Valparaíso regional committee also set up its own warehouses. A nation-wide campaign was launched and a bank account was opened to receive cash donations since traditional aid overloaded both the institution's and the government's warehouses, which required a call to halt the arrival of more aid.

Communications

The National Society communications department provided information regarding humanitarian efforts conducted by the Chilean Red Cross with IFRC support in communities affected by the Valparaíso fires. Actions included press conferences and on-site and remote interviews, such as a medical operation in Cerro Ramaditas organized by the National Society, ONEMI and the local health service. The challenge was getting coverage in an emergency scenario with little media presence due to the time elapsed since the disaster. At this stage, interviews were arranged with Radio Carabineros de Chile and Radio Bío Bío.

The launching of the CTP in Valparaíso was also covered. The mediums used were radio, television, newspapers, online, and agencies. Actions by the National Society included press conferences and producing the event (tent, sound, videos, furniture, snacks, etc.). The challenge was getting media coverage despite the press conference organized by the government at the same time and place. The media management approach that was used highlighted humanitarian action in Valparaíso through the launching of the CTP. Achievements included press releases over Televisión Nacional de Chile (national), Radio Bío Bío (local), Radio Bío Bío Online (global), El Mercurio in Valparaíso (local) and El Mercurio (national).

The Communications leadership of the Valparaíso Regional Committee actively participated during the entire emergency, drafting four press releases that were sent to communications headquarters for distribution.

Communications played a fundamental role in the in the section in the plan of action under areas common to all sectors, which aimed to evaluate and monitor emergency priority needs as well as to publicize the activities developed by the National Society. The ChCR developed and disseminated various press releases, two videos containing five accounts from people affected by the fire (both in the institutional web page and socialization in social networks), three to four stories narrated by victims on the same institutional page, and the production of radio spots targeting affected audiences in the region of Valparaíso with simple and clear recommendations for addressing post-emergency psychosocial situations; the press report is enclosed.

Planning, monitoring, evaluation and reporting

The International Federation provided support through its representative office for South American countries as well as through the Pan American Disaster Response Unit (PADRU), with the support of the regional disaster management coordinator and specialized personnel in the fields of health, emergencies and shelter. A member of the Regional Intervention Team (RIT) was deployed from the Costa Rican Red Cross to support coordination of the DREF project's implementation. A psychosocial support Regional Response Unit (RRU) from the Colombian Red

Cross was also mobilized. This team of experts was deployed for one month to join the Chilean Red Cross and take part in the emergency through both direct assistance and training in psychosocial support to ChRC volunteers.

C. DETAILED OPERATIONAL PLAN

Quality programming/ Areas common to all sector

Outcome 1: Continuous and detailed assessments and analysis are used to inform the design and implementation of the operation.	Outputs		% achieved	
	Output 1.1 Initially assessed needs are updated following consultations with beneficiaries			100%
	Output 1.2 The management of the operation is informed by a comprehensive monitoring and evaluation system			66%
	Output 1.3 Activities of the National Society are known at the local, national and regional level		100%	
Activities	Implementation on time?			
	Yes	No		
Conduct a rapid emergency assessment by branch	X		100%	
Develop a multi-sectorial plan of action	X		100%	
Develop a market study	X		100%	
Conduct a detailed damage assessment in the communities	X		100%	
Develop and disseminate two press releases	X		100%	
Develop and disseminate two stories by beneficiaries	X		100%	
Three monitoring visits by the IFRC secretariat	X		66%	

Achievements

- Provided timely response to the needs of people affected by the Valparaíso fire.
- Fulfilment of almost the entire plan of action and its outcomes in the various areas.
- Implementation of the CTP.
- Both the financial aspects and the scope of the plan of action's operational objectives were reviewed during the second monitoring visit conducted by the regional disaster management coordinator for South America. This improved the development of all DREF activities until the end of the emergency and also increased action percentages in each activity planned.

Challenges

- Establishing good coordination with the Community Emergency Operations Committee was a challenge, especially in regard to monitoring and ensuring the readiness of resources to respond to the emergency in a timely manner. This became particularly difficult in the case of unfavourable developments.
- Generating regional contingency plans for emergency and disaster preparedness.
- Setting up technical panels for inter-agency coordination (RAHCh).

Lessons learned

Strengthening ties and working jointly with governmental entities along with generating working partnerships with other institutions, such as RAHCh and the Chilean Humanitarian Aid Network, was crucial. This ensured that efforts were not duplicated during the emergency.

Cash Transfer Program			
Outcome2: The main needs of host families have been reached	Outputs		
	Output 2.1 Beneficiary families sign individual agreements for using the cash transfer.		100%
	Output 2.2 A cash transfer program is implemented to complement the delivery of relief items.		100%
Activities	Implementation on time?		% achieved
	Yes	No	
Conduct a market study to implement the CTP	X		100%
Selection of the mechanism and methods for the cash transfer	X		100%
Selection of local suppliers for cash transfers	X		100%
Cash transfer for shelter and local procurement of materials for 700 families.		X	89.7%
Awareness workshops for beneficiaries on cash transfers	X		100%
Create a complaints system within the CTP	X		100%
Monitor the use of cash distribution/solutions and beneficiary satisfaction		X	0%

Achievements
<p>A Cash Transfer Program for 627 families was implemented for shelter and the local procurement of materials. A total of 200 US dollars (approximately 110,000 Chilean pesos) was provided by the IFRC and was supplemented by 180 US dollars (approximately 100,000 Chilean pesos) by the Chilean Red Cross.</p> <p>The following actions took place to fulfil this activity:</p> <ul style="list-style-type: none"> • Monitoring of the emergency; • Identification of shelter support mechanisms from the government; • Analysis of alternative methods and mechanisms to transfer cash to those affected. The final decision was to transfer money via wire transfer to a RUT (Rol Único Tributario) account. A survey was drawn up to identify potential beneficiaries in the affected area. • Gathering of information from potential beneficiaries: From 29 Jun to 13 July 2014, ChRC volunteers from both the Valparaíso Regional Committee and branches in the metropolitan area gathered information on site in El Litre, La Cruz, Las Cañas and Merced, covering 880 families during this period. • Survey evaluation and beneficiary selection • Signing of agreements and verification of the identity of beneficiaries: The cash transfer was conditional. Beneficiaries were expected to attend a briefing by the Chilean Red Cross on 26 and 27 July 2014 in La Cancha in Cerro La Cruz. In total, 498 beneficiaries signed a letter of commitment voluntarily expressing what they would do with the money they would receive; this represented 71.14 per cent of beneficiaries selected. Over the following days, Chilean Red Cross volunteers worked on searching for people who did not sign the letter of commitment. By 12 August, 627 letters of commitment were signed, corresponding to 89.71 per cent of the selected beneficiaries. <p>The CTP transfers: The final number of beneficiaries who complied with the signing of the letter of commitment and who proved to have a valid RUT was 627 (72 beneficiaries were excluded since they could not be located). Furthermore, transfers took longer than planned (4 August 2014) due to difficulties in validating the beneficiaries and their RUT accounts in the system. Nevertheless, the transfers were finalized on 12 August 2014.</p>
Challenges
Two significant challenges were identified during the CTP process.

1. Monitoring: Since the transfers to beneficiaries were completed on the last day of the DREF operation, it was not possible to monitor how beneficiaries used the money. As a result, an institutional alternative will be sought in order to conduct this process in the way it was originally planned.

A team from the Regional Committee in Valparaíso will conduct random visits to beneficiary families in order to check the level of progress in fulfilling the commitments that have been undertaken. This will be monitored for 20 days, and detailed records of all the observations that are made will be kept. Special attention will be paid to obstacles that prevent the fulfilment of objectives, and actions will be proposed for overcoming them.

2. The signing of the letter of commitment: Unfortunately, it was not possible to locate 72 beneficiaries who had been selected as part of the group of 700 families who would be receiving the transfers. This was due to various factors in both the gathering of information, tabulation and beneficiary selection process, as well as the CTP implementation period. These aspects will be described in depth in a lessons learned document.

Health & Care:

Needs analysis: The latest needs identified in the health sector are mostly in psychosocial support. This request comes from the families surveyed during the entire gathering of information process (surveys) for the cash transfer program and also during the delivery of first-aid and PSS assistance in the field. Beneficiaries are requesting this assistance as a complement to financial aid.

There are no government health posts or clinics specializing in psychosocial care in the disaster-affected areas. Health clinics do exist, but they either do not prioritize this care or lack specialized personnel.

Population assisted: According to initial Red Cross assessments, the poorest population in the hills has been affected by the fire.

Health & Care			
Outcome1: The immediate risks to the health of the affected populations are reduced.	Outputs		
	Output 1.1 Target population is provided with rapid first aid		76%
	Output 1.2 Psychosocial support is provided to the targeted population.		80.9%
Activities	Implementation on time?		% achieved
	Yes	No	
Provide first aid to 5,000 people	X		76%
Replenishment of first aid kits to six branches	X		100%
Provide psychosocial support to 5,000 people, including migrants, volunteers and other partners working in the emergency.	X		80.9%
Training on psychological and self-care support to 20 volunteers	X		368%
Deploy one team specialized in psychosocial support		X	0%
Mobilize a RRU specializing in psychosocial support	X		100%

Achievements

First aid: Assistance was provided to 3,793 people, 76.06 per cent of the target of 5,000 set in the operational plan. This took place in Alemania, Grecia and Gaspar Cabrales schools, and in Ramaditas, Pajonal and Cerro La Cruz (sectors Cancha and Tiro al Blanco), Cerro El Vergel (sector Los Patos) and Cerro Las Cañas. Initially, fixed posts were in place, but then home visits were conducted according to needs and security conditions. After the demobilization of the last care post in Cerro La Cruz, first aid continued to be provided through a mobile unit,

which delivered care by moving across various areas in the affected zone until the end of the operation in mid-August.

Psychosocial support: In total, 4,049 people were helped with psychosocial support interventions, achieving 80.98 per cent of the target of 5,000 set in the operational plan. This included data from the RRU, which reached more than 1,000 people when the operation started. This assistance was provided at three shelters located in Valparaíso hills: Escuela Alemania, Escuela Grecia and Escuela Gaspar Cabrales, and in the communities of Ramaditas; Cerro La Cruz (sectors Cancha and Vergel Alto), Cerros Las Cañas, La Virgen (sector Pajonal), the Litre, Mariposa and La Merced.

In addition to working directly with beneficiaries, the Colombian Red Cross RRU also provided training to both Chilean Red Cross and community volunteers. It provided psychosocial support training to 593 people in various branches in the region, as well as in other institutions. These workshops were on psychological first aid awareness, and psychosocial and mental health first aid, including community first aid awareness.

Finally, psychosocial support messages were delivered to the population affected by the fire through radio stations in the Valparaíso region. This work was carried out with support from PADRU's emergency health officer to determine whether it was feasible to reach 100 per cent of the targeted population through a local radio psychosocial campaign. The estimated audience for the daily airing of radio spots from August to date (since broadcasts started in early August) was of 8,000 people through Radio Stella Maris, 2,400 people through Radio Ritique and 28,000 people through Radio Portales in Radio portals.

Challenges

- Although 5,000 people were not reached, first aid care was provided during the emergency and weeks after to families in emergency shelters. Everyone affected by the fire received first aid care. The National Society recommended first-aid should continue to be provided to the affected population by the Valparaíso Regional Committee's health coordination. There is still a considerable amount of affected people requesting assistance, especially in terms of the at-home delivery of first aid care to housebound older adults with limited mobility. This was detected during on-site visits by DREF health volunteers in coordination with social welfare volunteers from the Regional Committee in Valparaíso.
- Administrative and financial transfer times should be improved in order to carry out planned activities on the specified dates.

Lessons learned

- In looking at the total number of people assisted with PSS interventions, 51 per cent were women, 34 per cent men, and of these, 5 to 10 per cent were older adults. There were very few interventions provided to children. In the future, an important challenge to tackle would be conducting PSS campaigns that target the elderly and children, particularly the latter in their own schools.
- Another lesson learned is the necessity of training a large number of PSS volunteers in order to continue with interventions.

Water, sanitation and hygiene promotion

Needs analysis: There are still some areas without adequate shower systems, lacking either insufficient capacity in terms of sanitation services (bathrooms) or having with none at all. This is causing serious health issues for the population, as faeces are being put in plastic bags and disposed inappropriately. There is a lack of garbage containers in the affected areas. In addition, more community sanitation services are needed in areas where facilities are practically non-existent inside homes as they are in the process of being rebuilt.

Population assisted: People who received humanitarian aid (hygiene kits, jerry cans and chlorine) were from the poorest areas affected by the fire. A house-to-house assessment was conducted on site by the risk management volunteers.

According to the initial National Society assessments, disease prevention training was conducted in the poorest hill areas affected by the fire.

Water, sanitation and hygiene promotion			
Outcome1: Immediate reduction in risk of waterborne or water-related diseases in targeted communities.	Outputs		
	Output 1.1 700 affected families have access to containers (buckets) for the safe storage of water.		100%
	Output 1.2 Hygiene promotion activities that meet Sphere standards in terms of the identification and use of hygiene items provided to targeted population.		100%
Activities	Implementation on time?		% achieved
	Yes	No	
Distribution of 1,400 jerry cans and 1,400 litres of chlorine to 700 families in Valparaíso		X	100%
Distribution of 700 hygiene kits to vulnerable groups (700 families)		X	100%
Five hygiene promotion campaigns in public places (including shelters) on proper handling of water and family excreta and solid waste disposal (5,000 people)		X	4 campaigns (80%) 10,638 trainings: 2,920 directly (58.4%) and 7,718 indirectly (154.4%)

Achievements
<p>In total, 10,638 people were trained in disease prevention, reaching 212.76 per cent of the target. A total of 2,920 people (58.4 per cent) were reached directly and 7,718 (154 per cent) were reached indirectly. Indirect training corresponds to the family of the person who received the training.</p> <p>The training dealt with topics such as hand-washing, water purification, hantavirus, influenza prevention and CBHFA. People were trained in the following areas: Mesana, Cerro La Cruz (sector Tiro al Blanco, Cancha and El Vergel Alto), Cerro El Litre, Cerro Las Cañas, Feria Las Cañas, Pajonal and Ramaditas (Cerro La Virgen).</p> <p>This process was supported by fixed and mobile first aid posts to provide comprehensive intervention care in communities.</p> <p>The budgeted distribution of 700 hygiene kits and 1,400 jerrycans for 700 families was achieved at one hundred per cent. Distribution was carried out in Cerro La Virgen (sector Pajonal), Cerro La Cruz sector Tiro al Blanco, America, El Vergel and sector La Cancha.</p>
Challenges
<ul style="list-style-type: none"> One of the main difficulties was the time lost trying to re-establish contact with beneficiary families who did not show up to receive aid (jerry cans, chlorine, hygiene kits) on the specified dates and locations. Items were distributed until the very last day of DREF actions, 12 August 2014 in order to achieve the targets set. There is a need to improve administrative and financial transfer times in order to carry out activities on the dates they were planned.
Lessons learned
<ul style="list-style-type: none"> In total 56 per cent of the direct training was provided to women, 16 per cent to adult males and only 3 and 4 per cent to elderly males and females respectively; children accounted for only 21 per cent of the activity. The lesson learned is to conduct training campaigns specifically targeting older adults and children, especially the latter by launching hygiene training campaigns in their schools. Water distribution must continue to be implemented because the reconstruction process has not ended.

Hygiene promotion campaigns must continue as well to alleviate health problems that remain unresolved in affected areas.

Temporary and emergency shelter and human settlements

Needs analysis: Several older adults were living in wooden emergency housing in challenging conditions. Many of them were either ill or had limited mobility, lived alone in inadequate conditions without access to food or non-food items and proper sanitation, had no one in good health to manage the household, and did not receive regularly scheduled visits from health professionals in order to monitor chronic conditions.

Population assisted: The population who received humanitarian aid were from the poorest areas affected by the fire. The on-site house-to-house assessment was conducted by volunteers.

Temporary and emergency shelter, and human settlements			
Outcome 1: The main needs of host families have been met.	Outputs		87.3%
	Output 1.1 Essential household items (EHI) / and non-food items (NFI) are provided to the targeted population.		
Activities	Implementation on time?		% achieved
	Yes	No	
Distribution of non-food items to 700 families, including 700 kitchen kits		X	74.6%
Distribution of non-food items to 700 families, including 1,400 blankets		X	100%
Identification and registration of families in shelters and host families.	X		100%

Achievements

- The National Society identified the distribution of non-food items as a priority action in the initial on-site assessment. Kitchen kits and blankets were specifically identified as basic needs that had to be provided for during the emergency. The budgeted distribution of 700 kitchen kits and 1,400 blankets benefited 522 families with one kitchen kit each (74.6 per cent) and 700 families with 1,400 blankets (2 per family) thereby achieving the target set in this operation.
- Distributions were carried out in Cerro la Virgen, sector Pajonal, Cerro La Cruz sectors Tiro al Blanco, América, El Vergel, and Cancha.
- At the same time, the National Society volunteers continued carrying out the DREF activities, such as, delivering items to fire-affected hills as part of the humanitarian objectives of the Valparaíso Regional Committee. The Social Welfare Committee continued with these same actions, delivering parkas and shoes to schools attended by children affected by the fire.

Challenges

- One of the main difficulties was trying to reconnect with beneficiary families who did not show up to receive the aid (kitchen kits and blankets) on the specified dates and locations. This caused the entire delivery process to be delayed and items had to be distributed until the very last day of DREF activities (12 August 2014).
- Kitchen sets were supposed to come from the Zone office in Panama to complete the distribution, but this did not happen due to issues with customs; therefore, it was not possible to distribute 700 hygiene kits to

700 beneficiary families.

- There is a need to improve administrative and financial transfer times in order to carry out the activities planned on the specified dates.

Lessons learned

Based on the house-to-house experience in the field, the task at hand is to monitor the families who received humanitarian aid and detect those families most in need. This is not only financially, but also in terms of comprehensive assistance, especially for older adults and people with physical and mental disabilities.

Contact information

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Disaster Response Financial Report

MDRCL010 - Chile - Fire Valparaiso

Timeframe: 14 Apr 14 to 12 Aug 14

Appeal Launch Date: 14 Apr 14

Preliminary Final Report

Selected Parameters

Reporting Timeframe	2014/4-2015/2	Programme	MDRCL010
Budget Timeframe	2014/4-8	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget		294,089				294,089	
B. Opening Balance							
Income							
<u>Other Income</u>							
<i>DREF Allocations</i>		294,089				294,089	
C4. Other Income		294,089				294,089	
C. Total Income = SUM(C1..C4)		294,089				294,089	
D. Total Funding = B + C		294,089				294,089	

* Funding source data based on information provided by the donor

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance							
C. Income		294,089				294,089	
E. Expenditure		-239,663				-239,663	
F. Closing Balance = (B + C + E)		54,426				54,426	

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Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
BUDGET (C)			294,089			294,089		
Relief items, Construction, Supplies								
Shelter - Transitional	124,614		111,644			111,644	12,970	
Clothing & Textiles	7,477		6,776			6,776	701	
Water, Sanitation & Hygiene	19,582		12,757			12,757	6,825	
Medical & First Aid	5,341		4,487			4,487	854	
Teaching Materials	13,352		2,811			2,811	10,540	
Utensils & Tools	25,546		22,136			22,136	3,410	
Total Relief items, Construction, Sup	195,911		160,612			160,612	35,299	
Logistics, Transport & Storage								
Storage			5,041			5,041	-5,041	
Distribution & Monitoring			1,353			1,353	-1,353	
Transport & Vehicles Costs	8,456		4,447			4,447	4,009	
Logistics Services			4,031			4,031	-4,031	
Total Logistics, Transport & Storage	8,456		14,871			14,871	-6,415	
Personnel								
International Staff	11,215		7,074			7,074	4,141	
National Society Staff	10,592		8,998			8,998	1,594	
Volunteers	9,355		7,199			7,199	2,156	
Other Staff Benefits	890						890	
Total Personnel	32,053		23,271			23,271	8,781	
Consultants & Professional Fees								
Consultants	6,231						6,231	
Professional Fees	712						712	
Total Consultants & Professional Fees	6,943						6,943	
Workshops & Training								
Workshops & Training	4,451		691			691	3,759	
Total Workshops & Training	4,451		691			691	3,759	
General Expenditure								
Travel	17,713		13,179			13,179	4,534	
Information & Public Relations	6,409		8,704			8,704	-2,296	
Office Costs	1,736		3,540			3,540	-1,805	
Communications	1,669		1,665			1,665	4	
Financial Charges	801		-1,909			-1,909	2,710	
Other General Expenses			411			411	-411	
Total General Expenditure	28,327		25,591			25,591	2,736	
Indirect Costs								
Programme & Services Support Recover	17,949		14,627			14,627	3,322	
Total Indirect Costs	17,949		14,627			14,627	3,322	
TOTAL EXPENDITURE (D)	294,089		239,663			239,663	54,426	
VARIANCE (C - D)			54,426			54,426		

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Budget Timeframe	2014/4-8	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL2 - Grow RC/RC services for vulnerable people							
Disaster response	294,089		294,089	294,089	239,663	54,426	
Subtotal BL2	294,089		294,089	294,089	239,663	54,426	
GRAND TOTAL	294,089		294,089	294,089	239,663	54,426	