

**MAAVN001**  
**30 April 2015**

**This report covers the  
period 1 January 2014 to  
31 December 2014**

VNRC community volunteers  
providing guidance to the  
beneficiaries on how to use the  
mosquito net provided by the VNRC  
in Khanh Hoa province  
(*Photo: VNRC*)



## Overview

2014 was a quiet year for Viet Nam in terms of natural disasters, allowing the Viet Nam Red Cross Society (VNRC) to focus on recovery efforts of the Wutip/Nari Typhoon operation, particularly in cash transfer programming (CTP) and capacity building in **disaster preparedness and response** through the development of national disaster response mechanisms. In **disaster risk reduction (DRR)**, the VNRC continued the Mangrove Plantation – Disaster Risk Reduction (MP-DRR) project and commenced a new project to support the national community-based disaster risk management (CBDRM) programme. In the area of **healthcare**, the VNRC carried out activities in community-based health and first aid (CBHFA) and built capacity in water and sanitation (WatSan) in emergencies, health in emergencies and blood donation.

The International Federation of Red Cross and Red Crescent Societies (IFRC) support to VNRC in the above areas were complemented by **organizational development (OD)** support in human resource management, volunteer management, financial development and resource mobilization (RM); as well as in **humanitarian diplomacy** at the national and international levels, and enhanced **coordination** with in-country Partner National Societies (PNSs) for more effective programme implementation.

## Number of people reached

The activities implemented by the VNRC under the programme areas of the IFRC long term planning framework benefited a total of 2,430,554 beneficiaries in 2014, among whom 83,314 were direct beneficiaries (46 percent women).

Programme	People reached during this reporting period				
	Direct recipients			Indirect recipients	Total people reached
	Men	Women	Total		
Disaster preparedness	148	106	254	0	254
Community-based disaster risk reduction (CBDRR)	31,433	25,517	56,950	2,345,061	2,411,011
Healthcare	11,843	11,806	23,649	0	23,649
OD	784	704	1,488	1,374	2,862
Coordination and cooperation	520	453	973	805	1,778
<b>Total</b>	<b>44,728</b>	<b>38,586</b>	<b>83,314</b>	<b>2,347,240</b>	<b>2,430,554</b>

## Working in partnership

Operational Partners	Agreement
American Red Cross	Project Agreement
Japanese Red Cross Society	Project Agreement
German and Spanish Red Cross Societies	Project Agreement
American, Australian, British, French, Italian, Norwegian, Spanish and Swiss Red Cross Societies	Coordinated bilateral cooperation
Australian, Italian, Norwegian Red Cross Societies, Global Road Safety Partnership	Integration Agreement
European Commission's Humanitarian Aid and Civil Protection Department (ECHO)	Project agreement

## Progress towards outcomes

### Business Line 2 – “To grow VNRC humanitarian services for the vulnerable people”

Outcome/Output/Indicators	Baseline (Dec 2013)	Annual target	Year to date actual
<b>Outcome 1 (disaster preparedness): Relevant, speedy and effective humanitarian assistance by VNRC.</b>			
<b>Output 1.1:</b> VNRC provides immediate relief by providing essential basic services (food, water, shelter and emergency health) to the people affected by disasters.			
All IFRC funded disaster response operations of VNRC will show positive evaluations on relevance, speed and effectiveness criteria.	100%	100%	0%
<b>Output 1.2:</b> VNRC helps people and communities affected by disasters to quickly rebuild their lives, restore their livelihoods, repair their homes and essential services, and protect their health.			
All IFRC funded recovery operations of VNRC will restore and/or improve on pre-disaster living conditions in a defined and agreed period.	0%	100%	100%

### Comments on progress towards outcomes

#### Output 1.1

The disaster season in 2014 was quiet with only two significant events, typhoons Rammasun and Hagupit, both of which weakened to a depression by the time they made landfall after passing across the Philippines. The impact from the two storms was limited and all needs were managed by local communities with no need for international intervention. As such, there was no relief activities conducted during the period.

#### Output 1.2

The plan of action for recovery for the Wutip/Nari Typhoon operation was built on the recovery assessment (conducted in 2013) as well as recommendations from the 2011 Mekong Flood emergency operation evaluation. The plan of action included conditional cash grants for livelihood recovery in Ha Tinh and Quang Tri provinces and distribution of livestock (cow) in Quang Nam and Quang Ngai provinces. Red Cross staff at all levels and representatives from local authorities who supported the implementation of the conditional cash grants for livelihood recovery (CCGLR) and cow distribution participated in trainings to identify target areas, beneficiary criteria and beneficiary selection process. An external evaluation of the operation showed positive results and improvements in the lives of beneficiaries who were affected by the typhoons.



Hoang Van Minh, a beneficiary of the CCGLR as part of the Wutip/Nari operation, next to the pig that was purchased with the cash grant, during the monitoring trip by IFRC and Spanish Red Cross. This photograph was taken in Quang Tri province, April 2014.

(Photo: Phuong Nguyen/ IFRC)

**Business line 3 - Strengthen the specific Red Cross Red Crescent contribution to development**

Outcome/Output/Indicators	Baseline (Dec 2013)	Annual target	Year to date actual
<b>Outcome 2 (Disaster preparedness): VNRC capacity to deliver relevant, speedy and effective humanitarian assistance and help communities recover from disaster is strengthened</b>			
<b>Output 2.1:</b> Improved VNRC framework (mandate, systems, SOPs, contingency planning and relevant guidelines) for its national disaster response mechanism.			
Contingency plan update.	0	1	1
Relief and recovery guidelines are standardized.	0	1	0
VNRC operation are needs-based.	100%	100%	100%
<b>Output 2.2:</b> Contribute to the expansion of VNRC disaster response surge capacity in 23 provinces by training and equipping provincial disaster response teams (PDRTs).			
Training for PDRT members	0	2	2
<b>Output 2.3:</b> A functional training system for creating and improving disaster response skills in staff and volunteers at all levels.			
Review disaster preparedness manual	0	1	0
<b>Output 2.4:</b> Developed logistics capacity for effective disaster response operations, including improved utilization of existing disaster preparedness centres.			
Finalize warehouse management manual	0	1	0
Finalize procurement manual	0	1	1

**Comments on progress towards outcomes**

**Output 2.1**

As part of its effort to improve its national disaster response mechanism, the VNRC organized the annual pre-disaster meeting in August with the participation of IFRC, PNSs and external agencies including the Central Committee for Flood and Storm Control and the Institute of Meteorology to reflect on the 2013 operation and provide forecast for the upcoming typhoon season.

Following the basic contingency planning training and training-of-trainers (ToT) in Da Nang for staff at the headquarters and chapter levels, participants worked on the contingency plan for their respective chapters and shared with the headquarters in June 2014. These plans were then consolidated by the headquarters disaster management (DM) department. The final version was approved by VNRC leadership, used as a foundation document for the 2014 pre-disaster meeting and shared with partners then. Contingency planning training co-facilitated by three VNRC trainers who had completed the ToT in May was also extended to 14 provincial staff from 12 North-western chapters.

### Output 2.2

With regards to capacity building for PDRT members, the IFRC supported the VNRC in organizing two communication in emergencies trainings for PDRT and communication staff of 13 disaster-prone provinces and VNRC headquarters. These trainings were carried out in May and July. The trainings helped promote better collaboration between PDRT and communication staff for VNRC's disaster preparedness and response activities, as well as to build capacity in the development of human interest stories in order to meet the needs of donors and the public.



Participants at the communication in emergency training working on their human interest story as part of the training in Quang Tri province, July 2014 (Photo: Ly Nguyen/ IFRC)

VNRC staff and volunteers also received capacity building in monitoring through the livelihood recovery activities as part of Typhoon Wutip/Nari operation. The IFRC supported the VNRC to conduct coaching on monitoring and interviewing in order to carry out monitoring of village meetings to identify beneficiaries, distribution and expenditure of households. Additional monitoring tools such as exit survey forms were developed to strengthen VNRC's monitoring mechanism.

As a follow-up on the review of the national disaster response team - NDRT/PDRT, a total of four refresher PDRT trainings were conducted for 96 members with support from IFRC and the Spanish Red Cross to fill the gap in skills of the PDRT members following their field deployment. The refresher training focused on needs assessment including the review of secondary and primary data collection and analysis methodologies, field testing and practice of primary data collection tools. With this training, VNRC now has a standard training package available on needs assessment. Four provincial facilitators were coached prior to the training and are now equipped with the knowledge and skills to deliver the training in the future.

A CTP training was conducted for 22 participants (six female) in August in Ha Tinh province to strengthen CTP preparedness of the PDRTs prior to the typhoon and storm season. This training focused on pre-disaster baseline information collection linked with CTP and was successfully delivered by VNRC headquarters CTP focal person with IFRC technical support. The outcome of the training was the enhanced capacity of local staff on CTP linked to market assessment, and the identification of the cash values for VNRC to implement in the 2014 emergency operation if necessary.

Due to funding constraints and the priority given by the VNRC to review and strengthen the existing PDRTs rather than establishing additional PDRT, activities including procurement of equipment for PDRT and simplified administration and financial procedures were removed from the 2014 development operation plan. These activities were replaced with the review of the deployment of the NDRT/PDRT teams.

### Output 2.3

There was no progress under this output in 2014 as a result of prioritization to other outputs as requested by the VNRC.

### Output 2.4

With regards to logistics development, the priority during 2014 was given to the development of VNRC procurement manual, the guidelines which were aligned with the Vietnamese government's law on tendering and procurement, and with the IFRC global standards and donors' requirements to facilitate speedy procurement of relief items for humanitarian action.

As part of VNRC's overall disaster preparedness action, the finalisation of relief item specification was put on hold until the VNRC conducted a review of its household kit. The review also looked at the aspect of visibility, the role of in-kind versus cash and the potential framework agreements with suppliers that could be set up prior to the disaster season. The review found that the kits are relevant for people affected by fire, storm/flood but not people affected by slow on-set floods. The review suggested the addition of a number of items including emergency light (dynamo energy or solar), personal hygiene package (sanitary pad, towel, tooth brush, tooth paste and razor), plastic sheet, hammock and rope. Considering the "Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)", the VNRC is interested in including an emergency

package (as a separate package) which would include food, medicine and medical supplies to meet the basic needs of the affected population immediately after a disaster. Due to the short lifespan of such items, the potential emergency package will not be pre-positioned. The findings will contribute to the standardization of VNRC's relief items in 2015.

The development process also provided capacity building opportunity for VNRC procurement team members on the Vietnamese government procurement and legal procedures. Two workshops were held for 49 headquarters and chapter staff (30 female) to disseminate the final procurement manual. Further actions in 2015 will include discussion with VNRC leadership on the formal adoption of the manual.

Due to the request by the VNRC to focus on the development of the procurement manual and household kit review, the warehouse management manual was not completed during the year. In 2015, the VNRC will be supported to complete the warehouse management guide based on the tools achieved in 2014. However, the headquarters has not identified the need for a manual.

Outcome/Output/Indicators	Baseline (Dec 2013)	Annual target	Year to date actual
<b>Outcome 3 (CBDRR): The resilience of selected urban and rural communities to the impact of climate change is improved, and their ability strengthened to respond to and recover from disasters.</b>			
<b>Output 3.1:</b> Selected urban and rural communities improve their resilience to disasters and adapt to climate change impacts.			
100 communes continue the protection of mangroves and protection forest for typhoon risk reduction and climate change	82	95	95
<b>Output 3.2:</b> Community knowledge of how to address disaster risk and climate change impacts is increased.			
700 <sup>1</sup> commune staff and teachers are trained in CBDRM and climate change.	3,242	700	650
9,000 <sup>2</sup> children receive DRR training from their teachers	12,957	9,000	3,915
<b>Output 3.3:</b> Community ability to effectively prepare for and respond to disasters is improved.			
20 <sup>3</sup> commune level disaster response teams in place and functional	40	16	18
10 <sup>4</sup> early warning systems in project communes are operating effectively and connected to the national early warning system	42	10	6
<b>Output 3.4:</b> VNRC capacity to deliver and sustain community-based disaster risk reduction and climate change adaptation programming is strengthened.			
10 VNRC finance staff at chapter and branch levels produce more timely reports of sufficient quality	8	10	8
20 VNRC staff are skillful in fund raising and volunteer management.	25	20	33
<b>Output 3.5:</b> VNRC capacity in coordination of and advocacy for community-based disaster risk reduction and climate change adaptation is strengthened.			
VNRC has raised its yearly target to meet the resources required for implementing resilience initiatives for at-risk 500 communes in five years. <sup>5</sup>	315	100	7
Finalize CBDRM framework for the development and management of CBDRR projects.	0	1	0

<sup>1</sup> This is the target for 2014, whereas the target for 2012-2015 LTPF is 1,400.

<sup>2</sup> This is the target for 2014, whereas the target for 2012-2015 LTPF is 18,000.

<sup>3</sup> This is the target for 2014, whereas the target for 2012-2015 LTPF is 40.

<sup>4</sup> This is the target for 2014, whereas the target for 2012-2015 LTPF is 20.

<sup>5</sup> In the initial LTPF, the goal was 500 communes in five years, meaning 100 communes per year. However, in 2014, the VNRC revised its target down to 165 communes in 2014-2016 based on re-assessment of needs, which is the reason for the targeting of only seven communes in 2014.

**Comments on progress towards outcomes****Output 3.1**

During the year, an additional 13 communities were supported to improve their resilience to disasters and climate change through the provision of loud speakers, rubber boots and raincoats to the respective community disaster response teams (CDRTs) by VNRC. VNRC chapters confirmed that there was no deforestation in the communities where the mangroves were planted by the VNRC. The community in Ninh Binh province was supported to re-plant 24.6 hectares of mangroves that were destroyed by storms in 2012 and 2013. Community members in three communes of Hoa Binh and Vinh Phuc provinces continued to take care of 25.6 hectares of up-land forests planted in 2012 and 2013.

**Output 3.2**

Throughout the year, VNRC CBDRR facilitators trained 650 community representatives and teachers through 30 training courses on CBDRR and climate change adaptation (CCA) in Ha Tinh, Hai Phong, Hoa Binh, Nam Dinh, Ninh Binh, Nghe An, Quang Ninh, Thai Binh, Thanh Hoa and Vinh Phuc provinces. The trainings did not reach the targeted number of community representatives and teachers due to inappropriate training times. The trainings included information on the CBDRM process and planning, public awareness, and disaster response planning and preparedness.

The teachers then provided CBDRR training to 3,915 students in primary and secondary schools in Hoa Binh and Nam Dinh provinces. The number of children trained could not be confirmed as VNRC chapter did not receive any official reports by the teachers who provided the training.

In addition, 12 communities in Ha Tinh, Hai Phong, Nam Dinh, Nghe An, Quang Ninh and Thanh Hoa undertook vulnerability and capacity assessments (VCAs) facilitated by the VNRC with the participation of 4,460 members (48 percent female). The VNRC, with technical and financial support from IFRC, undertook public awareness events at all levels including 15 television news, distribution of 5,600 leaflets and dissemination of CBDRR and CCA knowledge in 69 project communes, which reached more than 2 million people.

**Output 3.3**

With the project support, 31 communities (15,047 beneficiaries) in 10 provinces strengthened their capacity in disaster response. These communities were better prepared to response to natural events in 2014 as seen in their preparedness and response to Typhoon Rammasun which landed in Quang Ninh and Hai Phong in July 2014.

Eight CDRTs in Nam Dinh, Quang Ninh and Thanh Hoa provinces were trained and received basic equipment including hand speakers, life vests, lifebuoys, torches and Red Cross T-shirts. An additional 10 CDRTs in Ha Tinh, Nghe An and Vinh Phuc provinces received raincoats, torches, protective hats and rubber boots. In addition, 14 communities in Quang Ninh, Nghe An, Ha Tinh, Hoa Binh and Thanh Hoa provinces were supported to organize disaster response drills.

In terms of early warning systems, the VNRC also equipped six other communities with power generators, loud speakers and hand speakers to improve their coverage of early warning systems, especially during times of natural disasters and power cuts. Initially, 10 communities were targeted but reduced due to a finding in an annual needs assessment exercise carried out by VNRC chapters.

**Output 3.4**

In 2014, the IFRC continued to provide project management capacity building to VNRC project teams at the headquarters and chapter levels for effective project implementation. 15 staff from the headquarters and 10 chapters received refresher training in planning, monitoring, evaluation and reporting (PMER) in March 2014. Eight chapters produced plans of action and reports of enhanced quality, while two other chapters experienced personnel and management changes, requiring further capacity building to be undertaken. The IFRC has provided additional support in planning, monitoring and reporting, as well as request and clearance of monthly working advance to the VNRC through monthly meetings and regular field travels.

VNRC chapters of Nam Dinh, Quang Ninh, Thanh Hoa and Vinh Phuc provided volunteer management and RM training to 33 staff in order to mobilize more community volunteers and local contributions to the project activities in 2015 and to maintain the project results when the support from Japanese Red Cross Society ends.

**Output 3.5**

During the year, VNRC leaders approved the VNRC CBDRM framework and its 32 annexes which will be the backbone of its community based disaster management programme in the future. The IFRC also supported the VNRC to conduct a study of VCA advocacy messages in the Vietnamese context in order to improve the use of VCA reports. VNRC DM department has used the framework to develop a CBDRR project proposal for the period of 2015 to 2017.

By the end of 2014, the VNRC had implemented 12 CBDRM projects in 322 selected communes of 23 provinces with an estimated annual expenditure of over CHF 1.9 million, benefitting some 4 million community members. This equates to an additional seven communes in 2014, as opposed to the initial target of 100 additional communes, due to the fact that in 2014, the VNRC changed its CBDRM strategy to target fewer communities, hence the initial target was revised to 165 communes between 2014 to 2016. The VNRC is also piloting two urban DRR projects in five cities of Hanoi, Ha Tinh, Quang Nam, Quang Ngai and Phu Yen. These activities were accomplished with support from the IFRC, Japanese Red Cross Society, Disaster Management Center of Viet Nam, the Asian Management and Development Institute, the International Union for Conservation of Nature and the America, Australia, Germany, Norway, Spain and Swiss Red Cross Societies. The VNRC also shared its CBDRM programme activities with the Thai and Japanese Red Cross Societies through study visits by the two national societies. The visitors provided positive responses and the Japanese delegation indicated that they will continue to raise fund for the project activities in 2015.

During the year, ECHO approved funding to implement a 17-month project starting in August 2014 - “Enhancing the capacities of disaster risk reduction practitioners in Viet Nam”, in collaboration with the German Red Cross and Spanish Red Cross. In order to contribute to the national CBDRM programme 1002, the VNRC and IFRC worked with the Viet Nam Disaster Management Centre (DMC) to develop a regulation on the implementation of the programme.

Outcome/Output/Indicators	Baseline (Dec 2013)	Annual target	Year to date actual
<b>Outcome 4 (Health): Improve health and well-being in selected urban and rural communities through responsive VNRC services in disease prevention and health risk reduction.</b>			
<b>Output 4.1:</b> The first aid programme of Viet Nam Red Cross is functioning.			
Two provinces with trained trainers and volunteers are able to provide first aid service in community	0	2	0
<b>Output 4.2:</b> Community health and well-being (resilience) is strengthened through interventions on climate-sensitive and emerging diseases.			
Conduct KAP baseline and end-line in 25 communes <sup>6</sup>	0	25	11
<b>Output 4.3:</b> VNRC capacity to support communities to access improved water and sanitation facilities is strengthened and their knowledge of hygiene increased.			
Conduct KAP baseline and end-line in two provinces <sup>7</sup>	0	2	0
<b>Output 4.4:</b> Advocate on behalf of VNRC for their blood and curative service to potential partners.			
01 proposal is developed by VNRC <sup>8</sup>	0	1	0
<b>Output 4.5:</b> Motorcycle helmet legislation and regulations are strengthened due to VNRC advocacy.			
Motorcycle helmet legislation and regulations are strengthened <sup>9</sup> .	0	0	0

**Comments on progress towards outcomes**

**Output 4.1**

After a lengthy process, the Ministry of Health (MOH) in May 2014 approved the first aid circular submitted by VNRC that regulates first aid activities delivered by VNRC and will result in them being an approved government provider of first aid training and service. In collaboration with the French Red Cross, the IFRC provided technical support for the VNRC in upgrading the training curriculum and first aid manual. In the second half of the year, the IFRC supported the translation of IFRC International First Aid guidelines to be

<sup>6</sup> This is the target for 2014, whereas the target for the 2012-2015 LTPF is 100 communes.

<sup>7</sup> This is the target for 2014.

<sup>8</sup> This is the target for 2014, whereas the target for the 2012-2015 LTPF is 2 partnerships.

<sup>9</sup> This was achieved in 2013.

used as evidence-based guidelines on first aid practice to be used by the VNRC to update the training framework and material. The training and equipping of trainers and volunteers in two provinces to be able to provide first aid service was not conducted in 2014 due to the prioritization of VNRC to update its first aid documents to comply with the first aid circular. These activities will be carried out in 2015 upon approval of the upgraded first aid training curriculum and manual by the MoH.

Following a workshop with 36 representatives from VNRC headquarters and chapters, the first draft of the First Aid training framework and training material were completed by the MOH, VNRC, IFRC and the French Red Cross. However, further technical input and discussion with the MOH is required to ensure that the framework complies with the Ministry's circular regulation and can be practically implemented by the VNRC. The development of the draft framework has been used to inform the outline of the manual, which will encompass training for different level (trainers, volunteers and community members). The approval of the first aid circular occurred in April 2014 while funding for these activities was identified only in August and had to be spent by December 2014. The short timeframe and the unexpected complexity of the task led to limited progress in the timeframe and this activity will continue into 2015.

#### **Output 4.2**

Based on dengue and malaria incidences as well as vulnerability across the country, the VNRC identified Khanh Hoa as the target province for its community-based health project. Between June and December, a total of 11 communes were targeted as opposed to the planned 25 communes due to limited funding. Two baseline knowledge, attitude and practice (KAP) surveys were carried out for dengue and malaria before dengue prevention was carried out in eight communes of Nha Trang city and malaria prevention in three minority communes of Khanh Son district.

In total, eight trainings were organized for 164 community volunteers on dengue and malaria to equip them with the knowledge and skills including information on each disease (transmission, signs and symptoms, and prevention methods) and communication skills for more effective dissemination of information. Following 2013 recommendations from VNRC project staff, the volunteers also received volunteer kits (with T-shirt, hat, bag and stationery) to assist with their commune activities, as well as torches and raincoats for visits in the dark during rainy season. To ensure quality household education and peer support among volunteers who attended the training, the ones with stronger communication skills were paired with those who did not perform as satisfactorily. Monthly meetings were held to guide the project, monitor the progress of the activities and provide technical support.

Following the training, community interventions were carried out, including eight public cleaning campaigns in each of the targeted communes for dengue prevention. The trained volunteers conducted a total of 9,800 household visits to 3,300 households with children under five, female head and (for the malaria project) migrants or those who farmed in the forest. To complement the household visits, 22 junior high school teachers were also trained to conduct project activities during assembly and parent-teacher meetings and at two interschool competitions. In total, 7,938 inhabitants in three mountainous communes and 17,714 community members for the dengue project benefited from these household visits, school activities and public cleaning campaigns. Within the malaria project, a total of 1,500 insecticide impregnated mosquito nets were distributed to high-risk households to increase mosquito net coverage within the communes from 67 percent to 98 percent. A total of 49,908 information, education, communication (IEC) materials were produced including simple malaria prevention posters, dengue prevention leaflets, disease-specific picture book flipchart, pens and fans with either malaria or dengue prevention messages to complement these activities.

#### **Output 4.3**

In 2014, the IFRC supported the VNRC to increase its capacity in WatSan in emergencies which was its priority at the beginning of the year, therefore community WatSan activities including KAP surveys in two provinces were not undertaken in 2014. It should be noted that following discussions to explore VNRC's direction in WatSan, the VNRC expressed interest in developing a WatSan framework which will guide both development and emergency programmes in the coming years.

In response to this, the IFRC country office and Asia Pacific zone WatSan coordinator provided technical input into the VNRC emergency WatSan guideline which will be finalized and distributed in 2015. The guideline, which is to be completed in 2015 with IFRC support, will provide a practical reference for PDRT WatSan teams when deployed. The Asia Pacific zone office also supported the VNRC to conduct an inventory of WatSan equipment and human resource assets, which were then entered into the resource management system (RMS) and utilized to provide a visual geographical map of current emergency WatSan

capacity.

In June 2014, the IFRC supported VNRC to undertake a refresher ToT in water, sanitation and hygiene promotion in emergencies training (funded by the Spanish Red Cross). The training enabled peer-to-peer support among National Societies with two facilitators coming from Bangladesh and Pakistan Red Crescent Societies and one IFRC WatSan in emergencies staff member from the IFRC Indonesia country office. The training benefited 23 members (eight female) from the VNRC water, sanitation and hygiene in emergencies response team, specifically in needs assessment and hygiene promotion. Following the training, the VNRC, IFRC and Spanish Red Cross collaborated to standardize the training material for hygiene promotion in emergencies.

The training materials were field-tested in the training for VNRC headquarters and chapter staff from the Mekong Delta region in October, which helped finalize the package. The standardized training material was used for a hygiene promotion training to a total of 54 staff in 2014.

In the second quarter of 2014, the VNRC, IFRC, Spanish Red Cross and German Red Cross finalized the standardization of the hygiene promotion box. In the second half of the year, 34 hygiene promotion boxes and 30 mobile latrines were pre-positioned in high risk areas.

**Output 4.4**

Funding was received from the Japanese Red Cross Society to support the Binh Dinh Red Cross chapter in carrying out a blood donation public event on the occasion of the Lunar New Year and Valentine’s Day. The event attracted over 500 people, 300 of whom registered to donate blood. In total 190 units of blood were collected during the event. Awareness raising activities on voluntary non-remunerated blood donation (VNRBD) reached another 1,000 people through online and printed newspapers. In addition, 25 Binh Dinh Pledge 25 leaders and 10 members participated in a two-day training on communication skills to mobilize voluntary blood donors. The IFRC also supported the VNRC to apply for the Empress Shoken funding for its blood donation activities in 2015, which is awaiting confirmation.



300 people registered to donate blood at the public event organized by Pledge 25 Binh Dinh  
(Photo: Pledge 25 Binh Dinh)

**Output 4.5**

A number of funding proposals were submitted to secure funding to undertake the planned activities. Unfortunately these were unsuccessful and as such no progress achieved under this output.

Outcome/Output/Indicators	Baseline (Dec 2012)	Annual target	Year to date actual
<b>Outcome 5 (Organizational Development):</b> VNRC will have well-functioning local structures with the ability to mobilize and manage volunteers for scaled-up delivery of its services to the most vulnerable.			
<b>Output 5.1:</b> The human resources management system is strengthened at headquarters and branch levels.			
125 Red Cross staff at provincial and branch levels apply the planning, budgeting and monitoring skills in their programme management.	0	125	57
<b>Output 5.2:</b> The volunteer management system is developed at branch level.			
Five Red Cross chapters update their volunteer management system and have the capacity to provide accurate annual reports on the volunteer mobilization in disaster response and health services at the community level.	0	5	5
<b>Output 5.3:</b> A coordination system for the engagement of membership is established.			
10 percent members actively engaged in the achievement of VNRC’s Strategy 2020.	0%	10%	N/A
<b>Output 5.4:</b> The financial management system is enhanced and transparency is increased at headquarters			

Outcome/Output/Indicators	Baseline (Dec 2012)	Annual target	Year to date actual
and chapter levels.			
Five Red Cross chapters produce financial reports meeting donors' requirements.	0	5	5
<b>Output 5.5:</b> An improved VNRC framework (principles of engagement, beneficiary registration, monitoring and evaluation systems) for social welfare services is established.			
All of VNRC's social welfare programmes are implemented in line with common principles, systems and procedures.	0	100%	0%
<b>Output 5.6:</b> Resource mobilization activities are strengthened at headquarters and chapter levels.			
125 Red Cross staff at headquarters and chapter levels apply the trained skills in their fundraising campaigns.	0	125	125

**Comments on progress towards outcomes**

**Output 5.1**

Following IFRC support to VNRC in conducting assessment of the latter's human resource management capacity, VNRC leadership issued the decision on the functions and responsibilities of all departments at the headquarters level and approved the new model of staff compensation and benefits. The assessment report was shared with all partners. IFRC also supported VNRC to map the allocation of human resources for programmes and projects funded by all Red Cross Red Crescent partners, which provided an overview of the gaps and overlaps of human resource support from all partners.

With regards to PMER, VNRC leadership showed commitment by establishing the programme management unit within the international relations and development department. The PMER reference group including the IFRC, American, Australian, German and Norwegian Red Cross Societies and seven departments of VNRC was established to discuss the development of the PMER roadmap, which was later endorsed by VNRC leadership. Four three-day PMER training courses were conducted for 57 Red Cross staff<sup>10</sup> (27 female) at both provincial and district levels in An Giang, Ben Tre, Khanh Hoa and Long An with DFID funding. The training received positive feedback from VNRC leadership and staff at the chapter level. The PMER approach was tested in the CBHFA project in Thanh Hoa province and the dengue and malaria prevention project in Khanh Hoa province with financial support from the European Union and DFID, respectively.

**Output 5.2**

In 2014, the key accomplishment under this output was the adaptation of the RMS volunteer module into Vietnamese. As a result, a two-day ToT on the volunteer module of RMS was conducted for 19 Red Cross staff at the provincial level in February with facilitation of programme officers from the IFRC country and zone offices. Following this, a one-day training on RMS for administrative users at the headquarters level was conducted, with plans for further training at the district level. In addition, six training courses on the use of the RMS volunteer module and refresher training on volunteer management for 137 staff (75 female) at the branch level were conducted during the third quarter in Ha Noi, Da Nang, Ha Tinh, Khanh Hoa, Quang Nam and Quang Ngai with financial support from American Red Cross (through USAID/OFDA funding) and DFID. By the end of 2014, five out of six chapters that received the training had updated their volunteer data.

**Output 5.3**

In parallel with the adaptation of the RMS volunteer module, the RMS member, staff and project modules were also adapted and workshops were organized with VNRC and PNS staff to collect inputs for the models. It is agreed that the staff and membership modules are of keen interest to VNRC and will be activated depending on availability of funding.

Regarding the adaptation process of the RMS member module, VNRC made some initial progress including translation of the module from English into Vietnamese and collecting comments from key staff. However, until the model is ready to be used, it is not possible to track the numbers of members engaged in the achievement of VNRC's Strategy 2020 .

In order to allow the RMS geographic information system (GIS) map function for data visualization and analysis, the GIS data for Viet Nam was procured. This data is crucial in generating GIS maps and building a database of various resources useful for decision making regarding disaster preparedness and response,

<sup>10</sup> The initial plan was to provide training to five provinces (25 staff per province, totaling to 125 staff). However, only four provinces received the training due to limited funding, and the number of staff in each province was lower than the expected number.

project design and organizational development. The GIS data will allow for better management and engagement of membership in the future.

#### **Output 5.4**

In terms of capacity building for staff in financial management, with financial support from the American Red Cross (through USAID/OFDA funding), a training on VNRC financial reporting that meets VNRC's and donor requirements was conducted for finance staff from seven chapters. Five out of the seven trained chapter accountants (about 71 percent) are now able to import financial data into the headquarters financial system. The remaining chapter finance staff will need more practice with guidance from headquarters to ensure that their capacity can be further improved. The IFRC also supported both the VNRC and German Red Cross to review their financial reporting templates and facilitated the adaptation of the templates to help reduce the reporting workload for VNRC accountants and also meet donor requirements.

In order to facilitate better financial reporting for donors, the clarification of procedures and processes between IFRC and VNRC was important. As such, a workshop on project financial management was organized for 37 project and finance staff from both IFRC and VNRC headquarters in October, at which the participants reached consensus on the roles and responsibilities of project and finance staff, and the procedures between the IFRC and VNRC.

Another key accomplishment in financial management in 2014 was the completion of the indirect cost recovery rate calculation which was in line with the new indirect cost structure. The process, which involved strategic-level meetings among VNRC leadership and country representatives from the IFRC and PNSs, enabled the VNRC to develop a more transparent cost recovery system and better manage its budgets. In order to fully implement the new indirect cost structure, the cost norms (a country level budget and management guide) will be revised and a costing policy developed in compliance with the new mechanism. These activities are to be completed in 2015.

In addition, the annual budgeting process for 2015 was completed with clear guidance from VNRC leadership and acknowledgement of its importance from programme departments. It was also agreed by VNRC finance department to develop a report against the 2015 budget to support greater analysis.

Furthermore, with support from the American Red Cross and technical support from IFRC South-East Asia regional delegation finance development delegate, VNRC successfully completed the external audit of its 2012 and 2013 financial statements. This helped VNRC review its financial management capacity and develop the plan of action on financial development for 2015 in order to improve its accountability and transparency. VNRC management team is fully aware of the importance and necessity of the annual audit and has expressed their commitment in continuing the annual consolidated audit.

#### **Output 5.5**

During 2014, the VNRC social welfare department streamlined the procedures for the management of its national livelihood flagship programme the 'cow bank'. This enabled VNRC to more effectively deliver livelihood assistance to 3,920 families during the year. The IFRC supported this programme through the development of GIS based project management and reporting graphics that has enabled VNRC to review the implementation progress and represent the areas in which assistance has been provided.

#### **Output 5.6**

The achievements made under the RM component were made possible thanks to multi-lateral support from the American Red Cross (through USAID/OFDA funding) and Norwegian Red Cross, and coordinated bilateral support from the British, Spanish and Swiss Red Cross Societies.

In an effort to strengthen VNRC's capacity in RM, a market assessment on RM was carried out in the beginning of the year, which informed VNRC's RM strategy and highlighted the potential in individual and corporate fundraising. Based on the results from the assessment, the VNRC was supported to organize two workshops to develop a RM manual with inputs from VNRC headquarters and chapters (34 and 28 participants in the first and second workshops, respectively). A third workshop was organized for 26 chapter and branch staff (13 female) in Hoa Binh province. The manual was then used to conduct ToT training for 25 headquarters and chapter fundraising staff (18 female), 33 Northern chapters staff (13 female) in Nghe An province and 54 chapter and branch staff (27 female) in the three provinces of Quang Nam, Quang Ngai and Ha Tinh.



Participants of the RM ToT training (commune and district Red Cross staff) carried out a mock session as part of the training

(Photo: Ly Nguyen/IFRC)

As an output of the training, VNRC chapters utilized their newly acquired knowledge to develop the fundraising plan for their 2015 “Tet for the Poor and Victims of Agent Orange campaign<sup>11</sup>”. The 2015 campaign by VNRC mobilized gifts for some 1.9 million households, nearly twice the initial goal of 1 million. Another achievement was that following the training in Nghe An, the Nghe An chapter organized a charity concert to mobilize funds to support the disadvantaged in Nghe An. The campaign, utilizing the new knowledge and skills in approaching donors, was able to mobilize VND 21 billion (CHF 914,340) in a period of less than two months, more than twice the initial goal.

In the same period, the head of the communication and RM department attended the annual Asia Pacific Fundraising Network meeting in Sydney, where VNRC received the award for the most successful fundraising initiative for its cow bank short message service (SMS) campaign.

**Business Line 4 – “To heighten Red Cross Red Crescent influence and support for our work”**

Outcome/Output/Indicators	Baseline (Dec 2013)	Annual target	Year to date actual
<b>Outcome 6: The capacity of VNRC to deepen public, governmental, and partner support is enhanced, and more resources are generated to address vulnerabilities in at-risk communities.</b>			
<b>Output 6.1</b> The visibility of VNRC is improved through efficient use of information management systems and communications at headquarters level.			
Four of functioning databases (membership/volunteers, HR, finance and fundraising) and communication products used by VNRC at all levels.	0	N/A	N/A
<b>Output 6.2</b> The strategic positioning of VNRC within the national humanitarian and development environments is improved through humanitarian diplomacy activities undertaken at the headquarters level.			
Six circulars and four guidelines developed with regard to the practical application of the Law on Red Cross Activities	1	2	1
<b>Output 6.3</b> VNRC have the knowledge, relationships and resources to integrate beneficiary communications into programmes and services.			
VNRC has integrated beneficiary communications into their disaster management and health programming.	N/A	50%	50%

**Comments on progress towards outcomes**

**Output 6.1**

The VNRC has completed the restructuring of its headquarters which included the merger of the fundraising

<sup>11</sup> This is an annual campaign run by VNRC to support the poor and victims of Agent Orange on the occasion of the lunar new year.

department and communication department into the communication and RM department. The former head of the fundraising department was appointed as the head of the newly formed department. The department plan of action for both communication and RM was developed and guided the achievement of actions in 2014. The process continued with the department completing the 2015 plans of action for RM and communication in December 2014. During the year, the IFRC worked with this department to develop communication products including posters and leaflets for the recovery activities of the Wutip operation and case study for the malaria prevention project in 2013 as well as organizing the World Disaster Report launch in October.

In March, the IFRC also supported the VNRC to organize a social media and malaria training for Quang Ngai Red Cross chapter and district staff, where the malaria project was implemented in 2013. The training resulted in the staff knowing how to promote their activities including malaria, among others, on social media, particularly Facebook, and becoming more active in doing so.

With regards to the achievement of the four functioning databases, progress for the volunteer and member databases are reported under outputs 5.2 and 5.3 respectively. The potential of establishing a fundraising database was initially analyzed during the year, which has identified the need to look at alternative options for fundraising database in 2015.

### Output 6.2

Humanitarian diplomacy actions were a key priority for the VNRC during 2014 to strengthen their strategic position within the national humanitarian and development environments. While it was planned to have received approval for two government circulars reinforcing the role and work of the VNRC during the year, only one on first aid was achieved. However, VNRC continues to work with relevant government ministries to achieve the approval of circulars in 2015. All 63 provincial chapters of the VNRC has been informed of the government circular issued by the Ministry of Health on first aid. The VNRC headquarters healthcare department and first aid centre are actively supporting all chapters with regards to their preparedness towards the application of the circular.



Over 100 representatives from in-country PNSs, foreign embassies, INGOs, government and media agencies participated in the World Disaster Report launch in Hanoi, October 2014 (Photo: Nguyen Thanh Quang/ VNRC)

In addition, VNRC also made other achievements under this output:

- Actively maintained its auxiliary relationship with the government at the highest level with the State President (VNRC honorary president) through numerous events as well as specific working meetings to review activities, plans and direction of VNRC).
- Initiated discussions with the Fatherland Front regarding the positioning of the VNRC as the lead mass-based organization for the delivery of humanitarian action across the country.
- Continued its support for DM law through participation in the drafting committee for the regulation to support the implementation of the new law. VNRC will continue to engage in this process while the IFRC Disaster Law Programme and country office will continue to provide support and advice.
- Hosted a governmental delegation from Lao People's Democratic Republic including the vice president of the Lao Red Cross to research and learn from Viet Nam's experience in developing DM legislation.
- Jointly hosted the launch of the 2014 World Disaster Report.

### Output 6.3

VNRC was granted approval by the Ministry of Information and Communications (MOIC) to establish a SMS to engage with its beneficiaries. VNRC will build on this approval in 2015 and work with the MOIC to develop a circular on the free use of SMS for early warning information.

The VNRC has emphasized the importance of beneficiary communication as an integral part of its relief and recovery programming. This has included enhanced print and video dissemination products, and feedback mechanisms through multiple channels (for example feedback boxes and use of a hotline). The enhanced approach has provided a safe and encouraging environment for beneficiaries to pose questions and

concerns regarding activities. It has also enabled the VNRC to respond to beneficiary feedback in a timely manner, ensuring the transparency and appropriateness of the support provided.

With the success of the beneficiary communication actions undertaken in its humanitarian action, the VNRC will look to incorporate these actions into its development programming.

**Business Line 5 – “To deepen our tradition of togetherness through joint working and accountability**

Outcome/Output/Indicators	Baseline (where available)	Annual target	Year to date actual
<b>Outcome 7 (Cooperation and Coordination): Improved ability of the IFRC country office to support VNRC and Partner National Societies present in Viet Nam to enhance their joint working partnerships, and strengthen their mutual accountability to deliver strategic outcomes.</b>			
<b>Output 7.1:</b> A well-functioning coordination mechanism is maintained for all the members to share knowledge and best practice.			
12 general and technical coordination meetings held for all member Societies present and/or active in Viet Nam.	2	12	33
<b>Output 7.2:</b> The national society’s one-programme approach is developed and reinforced for each key sector.			
One common operational framework for each sector including a set of relevant guidelines, templates and IEC material is established.	0	1	0.5
<b>Output 7.3:</b> Improved representation and advocacy to various stakeholders on behalf VNRC and other members present/active in Viet Nam to facilitate their strategic objectives.			
One <sup>12</sup> VNRC programme is supported through a pooled funding mechanism and meeting commonly agreed performance and accountability criteria.	0	1	1

**Comments on progress towards outcomes**

**Output 7.1**

The VNRC facilitated the bi-monthly Movement coordination meetings as a platform for open information exchange, sharing of challenges and identification of areas for collective action. In total, four of the planned six coordination meetings were held in line with schedule, which did not limit the effectiveness of this platform, as these were adequate for the partners to discuss the progress and challenges faced during activity implementation, and solutions to these challenges.

While the partner meetings continued to be a valuable forum for the IFRC to engage with PNSs regarding the commonalities in supporting the VNRC, it was considered by all participants necessary to only hold one meeting in the second half of 2014 out of the initially planned five. However, the exchange between the partners was maintained through multiple opportunities or specific topic-focused meetings.

Technical cooperation continued to function effectively with the DRR working group successfully supporting the VNRC DM department to have the CBDRM framework approved. With a total of 24 meetings held during the year, there was reflection on potential duplication. As a result, it was agreed to merge the CBDRR and disaster preparedness working groups into a single working group that looks at the overall scope of DM activities. In healthcare, the WatSan working group effectively supported the rationalization of key standards and the development of guidance for water, sanitation and hygiene promotion action. Finally, the first aid working group supported the achievement of the circular approval and subsequent planning for its roll-out.

**Output 7.2**

VNRC successfully hosted its Partnership Meeting with more than 150 government, business, Red Cross and international organization representatives. The meeting achieved the objective of exploring how VNRC’s partnerships with domestic and international partners can be maximized to enhance development and humanitarian action. This has specifically resulted in outlining partnership for guiding engagement and cooperation and the pathway to adopt the One Direction for DM.

<sup>12</sup> This is the target for 2014, whereas the target for 2012-2015 LTPF is 2.

In preparation for the VNRC Partnership Meeting, the VNRC together with its in-country partners, undertook a process to analyze and review partnership approaches in an effort to establish a collective set of practical rules for the harmonization of objectives and operational goals, the division of labour among partners, resourcing, performance and accountability tracking, and advocacy and visibility frameworks. The result was the endorsement of a framework to guide the action in DM through supporting VNRC's long-term strategic goals as well as to facilitate the full transfer of ownership to VNRC for future sustainability. Following the constructive dialogue and endorsement of the wish to adopt One Direction for DM reached during the Partnership meeting, the VNRC and IFRC have prepared a Phase II roadmap for the finalization of the One Direction approach in 2015.



In-country PNSs and the IFRC were recognized for their support to the VNRC to achieve its development objectives. (Photo: Tran Quang Tuan/VNRC)

### Stakeholder participation and feedback

During the year, the IFRC supported VNRC to enhance participation from relevant stakeholders in all of its areas of operation. In its disaster preparedness and response programming, VNRC has engaged local communities, mass organizations as well as relevant government agencies through consultation meetings to develop materials and procedures and beneficiary communication mechanisms, to name a few. In addition, the CBDRM programme was implemented with the DMC as well as other local and international NGOs present in Viet Nam. As part of the efforts to implement the One Direction approach, the PNSs were also consulted through various technical working groups.

In the healthcare programme, VNRC healthcare department worked with relevant departments in the MOH at all levels to ensure that there was alignment with MOH policy and regulation e.g. in the development of VNRC contingency plan/standard operating procedures and first aid documents. Within the malaria and dengue prevention projects, the VNRC collaborated with the National Centre for Preventive Health. The commune health staff provided on-going technical support to volunteers at the monthly volunteer health meeting. MOH staff at all levels also attended VNRC events such as high school competitions on dengue and malaria prevention and World AIDS Day.

### Key Risks or Positive Factors

Key Risks or Positive Factors	Priority High Medium Low	Recommended Action
Changes in management and personnel of the DM and healthcare departments in the beginning of the year affected the progress of VNRC programming throughout the year, especially the lack of qualified staff in the DM department.	Medium	The IFRC acknowledges that it will take time for the VNRC new management to adjust to their new position and the IFRC will continue to work side-by-side during this period, through more frequent monthly and other regular meetings.
The compliance with the MOH first aid circular proved more challenging than expected due to VNRC current structure and capacity and lack of clarity within the circular itself.	Medium	The adjustment of the documents to ensure compliance with the MOH circular is needed.
Lack of IT human resources, hardware capacity and insufficient data proved to be a challenge to implement the RMS.	Low	Capacity building in IT for VNRC staff, provision of required equipment, and development of a standard volunteer registration form
Lack of comprehensive financial data in VNRC's accounting system to calculate indirect cost.	Medium	An alternative solution was selected after several meetings among the technical working group.
Lack of harmonization of multiple requirements	Low	Engagement of all partners for the

through practical tools and approaches in establishing the One Direction for DM in Viet Nam.		consolidation of approaches into a single system.
--	--	---

## Lessons learned and looking ahead

The MP-DRR project provided an opportunity for VNRC and IFRC to reflect on the achievements of the 20-year project period and how these will be maintained after the project ends in December 2015. The VNRC headquarters and IFRC, through a consultative process with chapters, government representatives and other stakeholders, will look to identify feasible actions to maintain the project impact in the future. The experience in the MP-DRR project has placed an emphasis on the importance of ensuring that there is tangible, realistic and clearly articulated actions within the project design that are followed through in the project implementation period. Currently within IFRC, there is limited documented practical guidance on transitioning/exiting out of long-term projects.

Within the malaria and dengue project, project management capacity building was achieved with the project team completing the PMER training incorporating project planning prior to the start-up meeting. Dengue and malaria toolkits with templates for monitoring and reporting the various activities for all levels were also developed and field-tested prior to their use to ensure that they were suitable for volunteers and staff. In addition, volunteers received support through the structured monthly meetings where progress and challenges were openly discussed.

Regarding the indirect cost calculation under the financial development component, it is crucial to have accurate financial data and to maintain a consistent template for payroll system to enable cost breakdown for the analysis of a proper rate for indirect cost recovery.

Regarding the adaptation process of the RMS into the context of VNRC, it was important to involve the end-users in the discussions in order to make it more user-friendly, to ensure that terminology was well-understood and reflected the organizational language and processes of VNRC.

Experience in the RM project shows the value of having a market assessment of the potential areas for expanding fundraising prior to the project activities. This has helped inform the direction for activities as well as areas in need of strategic change and advocacy.

Please [click](#) here for the IFRC in Viet Nam 2014 infographics.

## Financial situation

[Click here to go directly to the financial report.](#)

## 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 Disaster Response \(Sphere\)](#) in delivering assistance to the most vulnerable.

The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.



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

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 nonviolence and peace.

Find out more on [www.ifrc.org](http://www.ifrc.org)

## Contact information

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

- **Viet Nam Red Cross Society:**
  - Doan Van Thai, secretary general; [doanvanthai62@gmail.com](mailto:doanvanthai62@gmail.com); mobile: +849 1321 6549; fax: +844 3942 4285
- **IFRC Viet Nam country office:**
  - Michael Annear, country representative; [michael.annear@ifrc.org](mailto:michael.annear@ifrc.org); phone: +844 39 422 980; fax: +844 39 422 987
- **IFRC South-East Asia regional delegation, Bangkok:**
  - Anne Leclerc, head of regional delegation, [anne.leclerc@ifrc.org](mailto:anne.leclerc@ifrc.org); phone: +662 661 8201; fax: +662 661 9322
- **IFRC Asia-Pacific zone office, Kuala Lumpur;** phone: +603 9207 5700; fax: +603 2161 0670
  - Jagan Chapagain, director of zone; [jagan.chapagain@ifrc.org](mailto:jagan.chapagain@ifrc.org)
  - Emilia Koski, relationship manager; [emilia.koski@ifrc.org](mailto:emilia.koski@ifrc.org)
  - Peter Ophoff, head of planning, monitoring, evaluation and reporting (PMER); [peter.ophoff@ifrc.org](mailto:peter.ophoff@ifrc.org)

# IFRC IN VIET NAM 2014

**25**

The number of years IFRC has been in Viet Nam, since December 1990



**CHF 36M**

IFRC expenditure to support VNRC activities in 2000 - 2014.



Over the years, IFRC has supported VNRC in meeting its auxiliary role to the Government in the following areas



Welfare



Health



Response



Recovery



Humanitarian  
diplomacy



Coordination



Legislation



Capacity  
building



Organizational  
change

**2014  
CHF 1.09M**

IFRC expenditure to support VNRC activities



=

**971k**

CHF in long-term development programmes

+

**122k**

CHF in disaster relief and response activities

→



**2,430,554**

people were assisted during this period