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Costa Rican Red Cross Annual Report 2014

 International Federation
of Red Cross and Red Crescent Societies

MAACR001

18 June 2015

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

*A Costa Rican Red Cross Planning
Meeting. Source: CRRC*

Overview

In 2014, the Costa Rican Red Cross (CRRC)

implemented a plan that promoted the development of processes that had a major impact on the institution's definition of positions and its strategic approaches. During the reporting period, the National Society implemented a process of self-assessment and decision making in respect to the structure that provides the service to the community.

The implemented country plan activities helped the National Society to strengthen the management of its positioning platform and emergency care in the country. In 2014, the alignment work and formulation of plans provided the Costa Rican Red Cross with the opportunity to openly demonstrate its commitment and contributions to national and international initiatives.

The country support plan for Costa Rica allowed for the coordination and direction of resources to the available initiatives in a coordinated manner based on the dynamic and context of the Costa Rican Red Cross. The National Society, in coordination with the International Federation of Red Cross and Red Crescent Societies (IFRC) country office, adapted and applied existing pilot tools for community work in an innovative manner. The National Society reinforced the interest and understanding of the community's needs and the importance of working at the municipal level and with the beneficiaries.

2014 ended with the development and construction of a protocol for emergency care on the border between Costa Rica and Panama. Working together with the Red Cross Society of Panama enabled major efforts to be established and coordinated to ensure that border communities receive prompt and appropriate care during an emergency or disaster.



Progress towards outcomes

Business Line I: To raise humanitarian standards

Outcome: Uplifted thinking that inspires and underpins the Red Cross's services to maintain their relevance in a changing world, along with increased magnitude, quality, and impact.

Outcome 1.1: The Red Cross is better positioned to lead and demonstrate the Federation-wide contribution to reducing vulnerability.

Output 1.1.1: Humanitarian access is addressed through learning and action

Indicators	Baseline 2012	2015 Targets	Implementation to date
1. The CRRC has received support for national legislation projects.	1	4	Planned for 2015
2. At the end of 2015, the National Society has adopted new law procedures on disaster law regarding PCGIR	0	1	Planned for 2015
3. At the end of 2015, the Costa Rican Red Cross has received support through regional and sub-regional initiatives related to disaster law.	0	1	Planned for 2015

Output: 1.1.2.: External trends are better understood and promoted within National Societies

Indicators	Baseline 2012	2015 Targets	Implementation to date
1. The National Society has participated in regional or national platforms related to key trends and emerging health challenges	0	3	The National Society has joined with representation in risk management platforms (National Commission Emergencies) and also in relation to National Commission for Pre-hospital Service's protocols and procedures
2. The CRRC has incorporated at least 1 key humanitarian trend in their plans	0	4	Urban Risk Reduction has been incorporated into the operational plans.

Comments on progress towards outcomes

The Costa Rican Red Cross through the incorporation of new approaches in community intervention

in risk management has strengthened the thematic leadership. The Board of the National Emergency Commission has also participated from a position of leadership in the National Commission of Pre-hospital service through which the new legal framework was drafted.

Outcome 1.2: The collective understanding of the capacities, resources and services of the National Societies in the Americas have been improved.

Output 1.2.1: Federation-wide Databank and Reporting System is established in the National Societies of Americas

Indicators	Baseline 2012	2015 Targets	Implementation to date
1. The CRRC provide data on the 7 FWRS indicators	3	7	The indicators were updated through the collection of information on 123 branches

Comments on progress towards outcomes

In the last quarter of 2014, the National Society defined and adjusted the information forms required to report the progress on the annual operation plan, with the aim of improving the data collection needed to update the FWRS.

Outcome 1.3: National Societies in the Americas assess their own capacity and performance to provide better.

Output 1.3.1: Organizational Capacity Assessment and certification (OCAC) process established

Indicators	Baseline 2012	2015 Targets	Implementation to date
1. The Costa Rican Red Cross applied the information gathered by OCAC to change/ update internal processes	N/A	N/A	As a continuation of the OCAC process, the National Society developed and adopted the national context attributes needed to perform the branch organization capacity assessment (BOCA) process.

Comments on progress towards outcomes

After and the OCAC self-assessment workshop in 2012, the National Society initiated the process of self-evaluation of local and regional branches nationwide as part of its follow-up actions. The results of this process were incorporated into the 2014 management report.

Outcome 1.4: The professional qualifications and competencies of the Red Cross volunteers and staff are strengthened, enabling National Societies to take the lead in addressing new risks and vulnerabilities.

Output 1.4.1 Educational and knowledge-sharing platforms are mainstreamed in the National Societies, increasing the learning opportunities for staff and volunteers.

Indicators	Baseline 2012	2015 Targets	Implementation to date
1. Number courses taken on the e-learning platform.	CC	1,000	In 2014, the National Society increased the number of users by 10%.
Comments on progress towards outcomes			
In 2014, different dissemination workshops, working sessions and meetings were held. Volunteers had access to the various courses offered by the platform, and the National Society incorporated the use of the platform as a training tool into its daily processes.			

Business Line II: Grow Red Cross Red Crescent services for vulnerable people.

Outcome: Increased share of consistent and reliable Red Cross Red Crescent action in support of communities affected by disasters and crises.

Outcome: 2.1: National Societies, through their network of branches, adopt integrated sectorial approaches that strengthen essential Red Cross preparedness, response and recovery systems, and enable communities to better understand trends that increase the impact of disasters and crisis in their lives.

Output 2.1.1 Community-based tools/approaches to address emerging trends are adopted in disaster and crisis management.

Indicators	Annual Target	2015 Targets	Implementation to date
1. At the end of 2015, the National Society implements response and recovery programmes, taking into account the relevant key trends according to the strategic plan.	0	4	Conducted two workshops to freshen regional procedures for intervention in emergencies with a focus on migrants and urban response.
2. The Costa Rican Red Cross has its contingency plan and disaster response updated and in place.	0	1	In 2014, the National Society updated the plan in accordance with the new regional plan.

Comments on progress towards outcomes

As a result of the CRRC's and the Red Cross Society of Panama's efforts and due to the problematic nature of pre-hospital care in the border areas, both National Societies have agreed to develop a single protocol for a common standard response and operational procedures for both countries. The protocol development process started in 2012, and after attracting the interest of

both countries' foreign ministries, the participation and coordination on border management platforms has increased significantly

Output 2.1.2.: Support the development and measurement of National Society logistics capacity to help strengthen National Societies and the global capacity and effectiveness of Federation logistics.

Indicators	Baseline 2012	2015 Targets	Implementation to date
1. The National Society has received systems support (fleetwave, logic, the Disaster Management Delivery System [DMDS]) to its logistics processes	N/A	N/A	Planned for 2015

Output 2.1.3.: Increased the logistics capacity to deliver logistics services for preparedness and relief activities, connecting National Society assets where possible, and making it self-sustaining through the promotion of the effective functioning of the Federation

Indicators	Baseline 2012	2015 Targets	Implementation to date
1. # of new suppliers in the Americas region	N/A	N/A	Planned for 2015
2. # of vehicles that are under the Vehicle Rental Programme (VRP) in the Costa Rican Red Cross	N/A	N/A	Planned for 2015

Output 2.2.1.: Humanitarian access is ensured as part of readiness for response and early action within a context of greater coordination, including increased activity by military forces and corporate interests

Indicators	Baseline 2012	2015 Targets	Implementation to date
1. # of corporation agreements signed with partners	0	3	Planned for 2015

Output 2.2.2.: The disaster and crisis response system in the Americas will be forward looking through innovation and by taking maximum advantage of the trained resources available throughout the Red Cross network

Indicators	Baseline 2012	2015 Targets	Implementation to date
1. The Costa Rican Red Cross will promote and implement the use of innovative tools for disaster response (SMS [short message system], MEGA V).	0	1	Mega V and Open Data Kit (ODK_ were included in the National Response Protocol at the national level.

2. The National Society is able to collaborate with the Global Response System through its participation in Regional Intervention Team (RIT) training	75	85	The National Society sent a representative to the RIT Training in El Salvador.
3. % of emergency operations that have successfully used damage and needs assessments that include SMS technology	N/A	N/A	Planned for 2015
4. % of disaster operations that have evaluated their disaster response.	N/A	N/A	Planned for 2015

Comments on progress towards outcomes

In 2014, the efforts made by the participating National Societies in the strengthening of capacities for a better and more effective response were substantial. The Costa Rican Red Cross continued to improve the mechanisms for the collection of information on vulnerable people using the ODK and MEGA V system in humanitarian operations.

Output 2.2.3.: The Red Cross disaster and crisis management system in the Americas is able to address increased vulnerability associated with key humanitarian trends (urban risk, migration, violence and climate change).

Indicators	Baseline 2012	2015 Targets	Implementation to date
1. The CRRC incorporates the new trends into its plans of action with an integrated planning focus	0	1	Incorporation of urban migration risk and operational annual plans of branches

Comments on progress towards outcomes

Issues such as climate change, urban irrigation, migration, violence and emerging and re-emerging diseases were incorporated into the branches' work plans, allowing for the implementation of projects in coordination with the authorities, the national emergency system, local authorities and the communities.

Output 2.2.4.: Providing agreed logistics services to pre-selected agencies

Indicators	Baseline 2012	2015 Targets	Implementation to date
1. # of pre-selected government and non-governmental agencies that receive procurement and delivery services and storage facilities for relief items	N/A	N/A	No activities in 2014
2. # of trainings and workshops delivered to pre-selected government and non-government agencies	N/A	N/A	No activities in 2014

Business Line III: To strengthen the specific Red Cross contribution to development.

Outcome: Appropriate capacities built to address the upheavals created by global economic, social, and demographic transitions that create gaps and vulnerabilities, and challenge the values of our common humanity.

Outcome: 3.1 National Societies, through their network of branches, demonstrate leadership in promoting the Red Cross Red Crescent model of sustainable development

Output 3.1.1. National Society leadership and institutional capacity for partnership exist in order to improve integrated programme delivery

Indicators	Baseline 2012	2015 Targets	Implementation to date
1. The CRRC has integrated community-based development programmes that are being carried out with key stakeholders.	0	2	No activities in 2014
2. The National Society has adapted its internal systems and structures to better facilitate integrated community programming	0	2	No activities in 2014

Output 3.1.2: The IFRC and the National Society in the Americas actively use beneficiary communications to increase beneficiary accountability under the humanitarian mandate

Indicators	Baseline 2012	2015 Targets	Implementation to date
1. The National Society uses a beneficiary communication approach.	0	1	No activities in 2014
2. # beneficiaries reached through beneficiary communications	0	2	No activities in 2014

Output 3.1.3.: The key humanitarian trends (urban risk, climate change, migration and violence prevention) are integrated into National Society programming.

Indicators	Baseline 2012	2015 Targets	Implementation to date
1. The Costa Rican Red Cross has included urban risk and community resilience in its strategic and operational plans.	0	1	Friendly Stadiums campaign was launched and executed during the national first division soccer's 2014 winter tournament.

Comments on progress towards outcomes

The National Society in an effort to address the trend of violence in stadiums in 2014 launched the Friendly Stadiums campaign of friendly stadiums. First division teams promoted nonviolence during the winter tournament, and the National Society mobilized resources needed for its broad dissemination on TV.

Outcome: 3.2 Red Cross National Societies, through their network of branches, have enabled communities to better understand trends that impact their lives and take action to improve their health, safety, environmental and socioeconomic conditions.

Output 3.2.1 The key humanitarian trends (urban risk, climate change, migration and violence prevention) are integrated into community-based development programme National Societies addressing major trends and challenges contributing to vulnerability.

Indicators	Baseline 2012	2015 Targets	Implementation to date
1. # of branches of the CRRC are implementing integrating community development programming and projects in cooperation with other key stakeholders that address key humanitarian trends	0	120	Three municipalities were approached to work in an urban context. Hojancha, Jaco and San Carlos developed project proposals to be incorporated into the DIPECHO IX
2. # of branches of the CRRC that are working with community and government authorities on integrated violence prevention	0	50	The proposal was developed and presented in the context of DIPECHO IX; a total of 14 branches were on board.

Comments on progress towards outcomes

The Vulnerability and Capacity Assessment (VCA) tool supported by Reference Centre for Community Education was adapted and applied in the Garabito-Jaco municipality. An inclusive and participatory process allowed community members, representatives of the management and municipal volunteers to offer and incorporate their own considerations for the implementation of the VCA.

Outcome 3.3.: Red Cross National Societies have forward thinking leadership with the skills and capacity to deliver services to vulnerable people in a sustainable manner

Output 3.3.1.: Red Cross leadership is recognized by government and other key stakeholders

Indicators	Baseline 2012	2015 Targets	Implementation to date
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1. The Costa Rican Red Cross participates in national platforms	0	6	The CRRC participated in the risk management platform
Comments on progress towards outcomes			
The Costa Rican Red Cross is recognized for its outstanding participation in thematic platforms such as migration and risk management. This recognition has enabled it to be part of the risk management committees at the municipal level and central level. This has allowed the National Society to work proactively at all the community levels.			

Output 3.3.2.: National Society leadership and managerial skills are improved.

Indicators	Baseline 2012	2015 Targets	Implementation to date
1. The CRRC participates in leadership/management trainings	0	2	No activities in 2014
2. Leaders of the National Society have access and are trained on the trends or fundamentals	0	2	No activities in 2014

Outcome 3.4.: Volunteers of National Societies, representing all sectors and ages and involved in all aspects of National Society life from decision making to programme implementation, are key actors in demonstrating the added value of the work done by the Red Cross network and in expanding National Society humanitarian access.

Output: 3.4.1 National Societies have improved their voluntary service, formalizing the status, rights and duties of volunteers within their statutes and constitutions, and strengthening and diversifying their volunteer base.

Indicators	Baseline 2012	2015 Targets	Implementation to date
1. The CRRC has a functional, secure and updated volunteer database	0	1	Planned for 2015
2. # of National Societies that have defined volunteering policies/development plans.	0	1	Planned for 2015
3. # of National Societies that have strategies in place for volunteering	0	1	Planned for 2015
4. The CRRC has an effective volunteer management systems in place	0	1	Planned for 2015

Outcome: 3.5: Youth, as agents for change of the Red Cross network, are a leading voice for joint actions with different sectors of society for inclusion, peace and innovation

Output: 3.5.1: Red Cross Youth will be provided opportunities to learn innovate and develop leadership skills, contributing to generational change within the Red Cross network.

Indicators	Baseline 2012	2015 Targets	Implementation to date
1. # of National Societies with 1 or more young ¹ people in a management position other than the youth department. (3.5a)	0	30	No activities on 2014

Business Line IV heighten Red Cross Red Crescent influence and support for our work.

Outcome: Evidence-based humanitarian diplomacy conducted to draw attention to the causes and consequences of vulnerability, giving voice to vulnerable people, and demonstrating the value of Red Cross Red Crescent humanitarian work and leadership.

Outcome: 4.1.: National Society Leadership capacities are enhanced in order to use its auxiliary role to influence public policies and ensure it is seen as a credible and preferred source of information on humanitarian issues by the general public, media and other actors.

Output 4.1.1. National Societies become a source of reference information for humanitarian issues and vulnerability reduction

Indicators	Baseline 2012	2015 Targets	Implementation to date
1. The CRRC launches the World Disaster Report	0	2	National Society launched the report in on June 2014

Comments on progress towards outcomes

In 2014, the National Society held the opening press conference of the hurricane season. This activity was used for national release and dissemination of the World Disaster Report. The majority of print and television media were present and provided relevant coverage of the press conference. This space was highly appreciated by the National Society because it allowed it to disclose the main emblematic actions.

¹A young person is under 30 years of age.

Output: 4.1.2. The secretariat and the National Societies actively use social network capacities

Indicators	Baseline 2012	2015 Targets	Implementation to date
1. National Society uses social media as a tool for institutional initiatives and normal operations	0	1	The National Society used social networking tools for the dissemination and communication of the main actions in development and emergency care.
2. The CRRC uses virtual and different types of social media	0	2	The Guide was built and tailored to fit the context of the National Society.
3. The CRRC is actively participating in the Americas communicators' network through the communities of practice.	0	3	The National Society is actively involved in the network of communicators of the Americas

Comments on progress towards outcomes

The National Society's network shared new disclosure guidelines for emergencies with the branches and communicators. Through the use of social networks, the National Society has strengthened the disclosure of the most emblematic actions during crises and emergencies. From this experience, the National Society's Department of Communications and Press has strengthened its information and exchange tools and presence on social networks.

Outcome: 4.2.: Strong links are fostered with governments, the public (especially opinion leaders), academia, private sector, and other partners of the Red Cross who work at local and national levels, including representation in key forums to address humanitarian challenges and trends.

Output: 4.2.1.: The National Society has a higher profile as an auxiliary to the government

Indicators	Annual Target	2015 Targets	Implementation to date
1. The Costa Rican Red Cross receives direct support for enhancing or leveraging its auxiliary role.	0	2	The National Society developed and presented to the National Congress a project for the modification of the laws that finance 30% of its budget.

2. The Costa Rica Red Cross follow-ups on International Conference Resolutions through letters, meetings, etc.	0	2	In 2014, the National Society received the support and assistance necessary for the fulfilment of resolutions and documents of a global and regional character.

Comments on progress towards outcomes

A reduction in the allocation of funds had a significant effect on the National Society's annual budget. In addition to spending control measures, a draft proposal that seeks to unify the laws that provide funding to the National Society was developed and introduced. This process was accompanied by constant lobbying of the parliamentary lobby by the Presidency and the national management.

Outcome: 4.3.: National Societies and donors invest in increasing financial and human resources to improve National Societies' abilities to deliver services and programmes.

Output: 4.3.1.: Resource mobilization and accountability capacities of the National Societies are enhanced to attract more reliable contributions to the Red Cross Red Crescent in an effort to ensure a higher level of sustainability.

Indicators	Annual Target	2015 Targets	Implementation to date
1. The Costa Rican Red Cross actively engaged in the Resource Mobilization (RM) network through tailored support and offering its experience in the topic	0	2	The CRRC proactively participated in the RM network in preparation for the Inter-American Conference (IAC).

Comments on progress towards outcomes

In 2014, the Costa Rican Red Cross, through bilateral and multi-lateral initiatives, made its accumulated experience in the development of capacities in resource mobilization available to other National Societies in Central America through information exchanges and three internships.

Business Line V: To deepen our tradition of togetherness through joint working and accountability.

Outcome: More effective work among National Societies through modernised cooperation mechanisms and tools, and a greater sense of belonging, ownership, and trust in our International Federation.

Outcome: 5.1.: Movement components have strengthened relationships, common aims and improved access to knowledge and shared learning.

Output: 5.1.1.: Red Cross National Societies facilitate greater peer-to-peer support, horizontal initiatives, regional exchanges, and shared learning.

Indicators	Baseline 2012	2015 Targets	Implementation to date
1. The CRRC has a plan aligned with Strategy 2020 and the Inter-American Framework for Action (IAFA)	0	1	The National Society has a strategic plan aligned to Strategy 2020 and the IAFA. In 2015, the new alignment with the IAFA will take place.
2. The CRRC participates in the peer-to-peer / horizontal initiatives that have been carried out in the Americas Zone	0	N/A	The National Society hosted three internships, which benefited regional National Societies.
3. The National Society participates in Federation Wide Resource Mobilization Strategy knowledge sharing networks (Communities of Practice, regional RM networks, global skill share, peer exchanges, etc.)	0	N/A	The National Society has actively participated in the networks since 2013.

Comments on progress towards outcomes

The National Society actively promotes the formation of the network of pre-hospital personnel in the Central American region. Under the national camp, a four National Societies in Central America were selected and the first steps towards the formation of the network were defined. In 2015, the network is expected to become a reality. National society has an active participation in the network of resource mobilization.

Outcome 5.3.: Federation policies and best practices on support services are increasingly adopted and implemented by National Societies.

Output 5.3.1.: International Federation policies on cooperation and services (finance, administration, human resources, resource mobilization and accountability, information technology) are disseminated among National Societies.

Indicators	Annual Target	2015 Targets	Implementation to date
1. The Costa Rica Red Cross participates in Communities of Practice, regional RM networks, global skill share, peer exchanges, etc.	0	N/A	The National Society hosted three internships, which benefited regional National Societies.
Comments on progress towards outcomes			
Since 2013, the National Society has hosted internships in resource mobilization. Other Central American National Societies have sent representatives to learn about the CRRC's RM processes and dynamics.			

Key Risks or Positive Factors

Key Risks or Positive Factors	Priority High Medium Low	Recommended Action
a) New demands and adaptation to new context affecting the core business	H	-Implementation of the recommendations from the needs assessment study.
b) Modernization of the country operations assignments	H	-Development of a new operation model

Lessons learned and looking ahead

In 2012, the National Society made the effort to define its main strategic lines that allowed for the incorporation of new trends and adaptation to the challenges of the Costa Rican context.

In 2013, after the execution of the first phase of the National Society OCAC top priorities were identified in the development of institutional capacities. These findings were included and approved in the National Society's Strategic Plan 2013-2017.

In 2014, the National Society's internal processes focused on capacity building and analysis of the overall situation of the organization and spending cuts due to the economic environment. The CRRC focused on increasing the impact of programmes and services by improving their efficiency and effectiveness.

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 \(NGOs\) 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

Contact information

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

- **In the Costa Rican National Society phone: (506) 2528-0000**
 - Idalberto Gonzales, general manager; email: idalberto.gonzales@cuzroja.or.cr
- **In the Country Coordination for Costa Rica**
 - Andrés Echeverría, IFRC Country coordinator; phone: + 502 2253.7351
email: andres.echeverria@ifrc.org
- **IFRC Americas Zone office in Panama, phone: +507 317-3050**
 - **For Resource Mobilization and Pledges:**
In IFRC regional office: Paula Ameijeiras, Senior relationship management officer;
email: paula.ameijeiras@ifrc.org