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Emergency appeal Chile: Earthquake

 International Federation
of Red Cross and Red Crescent Societies

Emergency appeal n° MDRCL009	GLIDE n° EQ- 2014-000044-CHL
Emergency Appeal operation start date: 1 April 2014	Timeframe: 12 months
Appeal budget: 1,446,937 Swiss francs	Total estimated Red Cross and Red Crescent response to date: 46,000 Swiss francs
Disaster Relief Emergency Fund (DREF) allocated: 152,723 Swiss francs	
N° of people being assisted: 20,000	
Host National Society presence: Chilean Red Cross (CRC). The Chilean Red Cross has mobilized 116 volunteers in the affected area, activated 22 staff members at the national headquarters, and has 4 branches (Arica, Pozo Almonte, Alto Hospicio and Iquique) in the affected area.	
Red Cross Red Crescent Movement partners actively involved in the operation: The International Federation of Red Cross and Red Crescent Societies (IFRC) country representative for Chile and the IFRC disaster management regional coordinator for South America are in the country, as well as members of the American Red Cross and the Japanese Red Cross, which have a national office in Chile.	
Other partner organizations actively involved in the operation: Chilean Humanitarian Aid Network (RACH, for its Spanish acronym)	

<click>:

- [here](#) for the appeal budget
- [here](#) for the operational strategy
- [here](#) for a map of the affected regions
- [here](#) for contact details

The emergency plan of action is available upon request.

The disaster

After several weeks of ongoing tremors, on 1 April 2014, at 20:46 hours, an earthquake with a magnitude of 8.2 on the Richter scale occurred 89 kilometres south-west of Cuya (northern part of Chile). A few minutes after the earthquake, the National Emergency Office of the Ministry of the Interior and Public Security (ONEMI) requested a preventive evacuation along the coastal border of the affected regions. At 20:55 hours the Hydrographic and Oceanographic Service of the Navy (SHOA, for its Spanish name) declared a tsunami alert, which was extended throughout the entire coastal area of the country.

A total of 972,457 people were evacuated nationwide. The number of people affected the earthquake and its subsequent replica on 2 April is estimated to be 513,837. There were six deaths registered from the region of Tarapacá; four of these were due to cardio-respiratory arrest, one was due to structural collapse, and one was due to a simple accident associated with the evacuation process, according to ONEMI. At the moment, assessments estimate that in Arica, Putre and Camarones in the Arica and Parinacota regions, 147 houses were seriously damaged. In Tarapacá region, 9,400 houses were damaged and about 1,000 will be demolished.



Chilean Red Cross volunteers preparing kits to be distributed to target families. **Source: Chilean Red Cross**

This region has had a rapid economic growth in the last few years due to the mining industry, which has in part prompted the migration of low-income families from neighboring countries. Other elements of the economy are related to the fishing industry, commerce and some tourism. Outside of the cities, in the desert, there are several indigenous communities that live in very different conditions from the rest of the country.

The response

The Chilean Red Cross' response system was activated immediately after the first earthquake struck on 1 April. The Chilean Red Cross Emergency Technical Committee was convened at 21:10 hours in the Emergency Operating Centre (EOC) of the National Society's national headquarters. The IFRC's country representative joined the EOC soon after to support the monitoring of the emergency. At that moment contact was established with the Chilean Red Cross' regional committees and branches, and the monitoring of the emergency started.

All the regional committees and branches along the coastal area were activated, coordinating the actions of volunteers supporting evacuation, providing First Aid and psychosocial support. Soon after, volunteers in the north helped in the management of shelters. In this case, the Antofagasta branch managed a collective centre for almost 200 elderly people. On this first night at least 67 volunteers and 22 staff members were mobilized.

After the aftershock on 2 April, 120 volunteers from 9 branches were mobilized to support the evacuation, providing psychosocial support and First Aid. Volunteers then provided these same services at the meeting points and shelters in their cities. The Iquique branch opened its doors to the community, sheltering 60 people during the night.

Since the emergency, the National Society's headquarters and its branches in the affected area have conducted assessments of the current conditions of the communities and the evolution of the emergency. Additionally, psychosocial support and First Aid continue to be provided where needed. On 3 April, a team of two technicians from the National Society and the Pan-American Disaster response unit (PADRU) Disaster Management Coordinator for South America were deployed to Iquique, in order to conduct assessments in the affected area. Volunteers from the Iquique branch also participated in this process.



EOC of Chilean Red Cross supported by the IFRC minutes after the earthquake. **Source: Chilean Red Cross**



Water and sanitation items arriving in Iquique. **Source: Chilean Red Cross**

Two National Intervention Team (NIT) volunteers, one with a focus on psychosocial support and one general, arrived in Iquique on 4 April, as did a community care vehicle and driver. These resources arrived in support of local actions.

The Chilean Red Cross mobilized 5,000 jerry cans from its warehouse in Iquique, as well as an LMS-type water treatment plant, 200 hygiene kits, 200 water buckets, 1 health care unit and a water and sanitation NIT to continue hygiene promotion and safe water distribution activities.

A truck was rented for water distribution in Iquique, Alto Hospicio and Pozo al Monte. So far, around 120,000 litres of water have been distributed, including 7,000 litres in 3 dialysis centres upon Iquique EOC's request. The

distribution is being done in coordination with municipalities and the government. Along with the water distribution, the Chilean Red Cross volunteers are providing hygiene recommendations to families in Iquique, Alto Hospicio and Pozo al Monte using available material developed in previous projects.

The National Society has launched a fundraising campaign to support families affected by the earthquake. As part of the campaign, several national and international media are interviewing the Chilean Red Cross. As key messages, the National Society recommends cash support to help more effectively and provide families with direct aid according to most urgent and adequate humanitarian needs. To access information on the campaign please click on the following links:

- [Chilean Red Cross Press Release](#)
- [A Mundo FOX interview on YouTube](#)

Coordination and partnerships

Since the 2010 earthquake, which prompted a large-scale humanitarian response, the IFRC as well as the American Red Cross and the Japanese Red Cross have kept an important presence in the country in support of their recovery and reconstruction programme. In 2012, the Secretariat decided to establish a representation office to continue the support of long-term capacity building and humanitarian diplomacy.

For the current emergency, the IFRC has been accompanying the National Society in the coordination within its emergency operations centre as well as supporting meetings with other humanitarian actors in Chile such as the Japanese Agency for Cooperation, the European Union, the Office of U.S. Foreign Disaster Assistance (OFDA), ONEMI, CARITAS, Chilean Agency for Cooperation, National Humanitarian Network, Order of Malta, and Ministry for Emergency Response.

Several National Societies have contacted the Chilean Red Cross to offer support in case of need. The IFRC informs all partners about the situation through progress reports issued in coordination with the IFRC representative in Chile. The National Society requested the IFRC to coordinate all international assistance through the International Emergency Appeal mechanism.

The operational strategy

Needs assessment and beneficiary selection:

Sector	Needs assessment	Beneficiary selection
Water and sanitation	Families still need to collect water at the distribution points and require information and recipients to safely handle and store the water. Additionally, information on the correct disposal of waste is needed in many neighbourhoods. The most vulnerable households need hygiene kits. The water and sanitation activities will be implemented only during the emergency phase because the water supply systems will be restored in around one week's time.	The National Society will reach 2,000 people, focusing on those with low income or belonging to the migrant population and whose homes were damaged. Special attention will be paid to families with members with chronic diseases, pregnant women, elderly people and small children.
Health and care	Families are sleeping outdoors or in cars for fear of new tremors. In addition, the damage to infrastructure and current living conditions are endangering the health of the population. People are still afraid of aftershocks, showing high levels of stress. Violent behaviours are being expressed in response to minor situations. The lack of sleep due to the stress can also lead to altercations between the different migrant populations. A detailed assessment of the situation of immigrants will be ready in a week and activities to meet their needs in the medium term will be reviewed. Actual findings advise for the deployment for one month of a Health Regional Response Unit (RRU) with a strong psychological support	The National Society will be reaching at least 6,000 people that will be selected among those with low income or belonging to the migrant population and whose homes had structural damages. In addition, special attention will be paid to families with members with chronic diseases, pregnant women, elderly people and small children.

	component, which would be working integrated into the Chilean Red Cross' specialized team in the field.	
Shelter	<p>In the communities of Arica, Putre and Camarones of the Arica and Parinacota region, 147 houses were seriously damaged. Moreover, 9,400 houses were damaged and about 1,000 of them will be demolished in the region of Tarapacá. The total number of damaged houses in the inland communities is still unclear and may increase in the upcoming days.</p> <p>The identification of families will be coordinated with the municipalities and the Ministry of Housing. The cash transfer project area will be assessed and expanded in the coming days according to the detailed damages report from the assessment carried out by the Ministry of Housing and Chilean Red Cross.</p>	One thousand five hundred families in the Tarapacá region will be identified for the provision of cash or materials to repair or rent houses, paying special attention to migrant population in Iquique and Alto Hospicio. For the selection of communities and the modality of cash transfer, an expert of the Chilean Red Cross will be mobilized to the affected zone to identify possible options for agreements with suppliers and conduct a market study to determine the possible impact.
Livelihoods	<p>Damages to livelihoods in the coastal zone were reported. The artisan fishermen were affected in particular. Damages of a large number of boats and village infrastructure were reported. Local commerce has been affected due to the destruction or loss of products and sales. The assessment has not yet been conducted in the inland areas of the region. These sectors include rural communities where the population belongs to indigenous groups of northern Chile, living off small subsistence farming and tourism. The assessment of immigrant groups will be a priority for the emergency phase.</p>	An assessment of damages on livelihoods of people in rural areas within the region and immigrant groups in Iquique and Alto Hospicio will be carried out in order to determine the lines of action to be taken in this sector.
Early warning and preparedness	<p>The current emergency has highlighted strong institutional response capacities of the National Society, but there are still some issues that need to be addressed. Disaster response and risk reduction training is also needed at institutional and community levels.</p>	The action plans involve branches and volunteers in northern Chile (Arica, Parinacota and Tarapacá), as well as volunteers from the branches of Antofagasta region, in order to ensure trained volunteers to support in further. Also some communities and local authorities will be trained.

Summary table of planned sector interventions, outcomes, and main activities:

Sector and related outcomes
Quality programming/Areas common to all sectors
Outcome 1: Continuous and detailed assessment and analysis is used to inform the design and implementation of the operation.
<ul style="list-style-type: none"> • <i>Conduct a rapid emergency assessment by branches</i> • <i>Develop a multi-sectorial action plan</i> • <i>Conduct a market analysis</i> • <i>Detailed assessment of affectation in communities</i> • <i>Develop and disseminate two press releases</i> • <i>Develop and disseminate two beneficiary stories</i>
Outcome 2: Risk management and disaster response capacities of Red Cross branches in Tarapaca region are strengthened
<ul style="list-style-type: none"> • <i>Installing high-frequency radio system in Alto Hospicio and Pozo Almonte</i> • <i>Implementation of portable radios (20) system and bases in Iquique, Alto Hospicio and Pozo Almonte</i> • <i>Volunteer trainings (telecommunications, community response plans, community-based response teams, SPHERE, Safer Access, Damage and Needs Assessments for Volunteers)</i> • <i>One refresher training for National Intervention Team (NIT) volunteers (general NIT)</i> • <i>One refresher training for National Intervention Team (NIT) volunteers (health NIT)</i> • <i>One Logistics NIT training for 25 volunteers</i> • <i>Four strategic planning workshops and a peer educator training using Youth as Agents of Behavioural Change (YABC) Methodology.</i>

<p>Outcome 3: The Chilean legal framework for disaster preparedness is strengthened</p> <ul style="list-style-type: none"> • Provide technical legal advice to analyse the Chilean legal framework pertinent to Disaster preparedness and response. • Conduct consultative national workshops with stakeholders (governmental entities and civil society representatives). • Development of a plan of action to implement recommendations. • Chilean Red Cross will offer recommendations to its government regarding the main gaps in the domestic legislation to assure effective disaster preparedness laws. • Support in drafting new laws, regulations and protocols will be provided as needed.
<p>Outcome 4: The logistical capacity of the Chilean Red Cross has been strengthened, supporting its institutional development, efficiency and effectiveness when responding to emergencies and during the daily activities.</p> <ul style="list-style-type: none"> • Analysis and evaluation of the logistical capacities, including processes, procedures and structure and assessment of the volume and logistical structure • Support to carrying out NIT training and follow-up • Mapping the national logistical network and incorporating the prepositioning of relief items from the IFRC in the National Society • Establish a plan for logistical sustainability, implementation and monitoring
<p>Water, sanitation and hygiene promotion</p>
<p>Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities</p> <ul style="list-style-type: none"> • Water truck distribution during one week in neighborhoods and hospitals in Iquique • Map the current migrant situation in coordination with other humanitarian actors • Distribution of 5,000 jerry cans in Iquique and Alto Hospicio • Distribution of 800 hygiene kits to migrants population and other vulnerable groups • Five hygiene promotion campaigns in public places (plazas, campsites, shelters, etc.) on the adequate use of water, and household excreta and solid waste disposal.
<p>Health and care</p>
<p>Outcome 1: The immediate risks to the health of affected populations are reduced.</p> <ul style="list-style-type: none"> • Provide First Aid to 1,000 people and replenish of first aid kits to five branches • Provide psychological support to 5,000 people including migrants and volunteers • One regional training on psychological support to 20 volunteers • Deploy one team specialized in psychological support from the headquarters • Deploy a RRU specialized in psychological support
<p>Outcome 2: The medium-term risks to the health of affected populations are reduced.</p> <ul style="list-style-type: none"> • Identification of cases to be assisted • Hiring of professional services for psychological support
<p>Shelter</p>
<p>Outcome 1: The prioritized population has economic and material resources for repairing or renting houses (based on the assessment)</p> <ul style="list-style-type: none"> • Training workshop on the use of Mega V and ODK for 20 volunteers from Arica, Parinacota and Tarapacá branches • Conduct a market study for the implementation of the cash transfer programme and evaluate the requirements of urban planning and land tenure laws and regulations • Identification and selection of 1,500 target families using Mega V and ODK • Cash transfer for shelter or local purchases of materials for 1,500 families • Conduct awareness workshops on cash transfers to beneficiaries • Create complaints mechanism for cash transfer system • Train and advise families on the use of earthquake-resistant construction techniques • Monitor the use of distributions/cash solutions and beneficiary satisfaction
<p>Livelihoods</p>
<p>Outcome 1: Vulnerable groups, in particular the migrant population in the rural zones of northern Chile, have been evaluated and targeted through a cash transfer programme</p> <ul style="list-style-type: none"> • Train volunteers in livelihoods field assessment • Assess livelihoods in eight rural communities • Assess livelihoods of immigrants in Iquique and Alto Hospicio • Evaluation final report • Identification of intervention opportunities

<ul style="list-style-type: none"> • <i>Cash transfer programme for 500 families on livelihoods (250 US dollars per family)—fishing and agricultural assets</i>
Early warning and emergency response preparedness
Outcome 1: Community resilience to disasters is enhanced
<ul style="list-style-type: none"> • <i>Perform community baselines</i> • <i>Conduct a “learning by doing” Vulnerability and Capacity Assessment (VCA) with 25 volunteers from branches in the community</i> • <i>Conduct a VCA in the other two project communities</i> • <i>Conduct household visits on Prepared Family to reach at least 50% on target communities</i> • <i>Conduct workshops on disaster risk reduction issues including Community Based First Aid, Prepared Family and on local hazards identified in the VCA (earthquakes, tsunamis, etc.)</i> • <i>Develop and/or update contingency plans and roles and responsibilities of the two project communities</i> • <i>Drill with three selected communities; form three community teams, equip and train the teams.</i> • <i>Two fairs and/or awareness campaigns on disaster risk reduction issues identified</i> • <i>Coordinating meetings for Trilogy Emergency Response Application (TERA) installation</i> • <i>TERA installation and support for the Emergency Appeal operation</i> • <i>Monitoring and follow-up of disaster risk reduction activities</i>

Operational support services

Human resources

The operations will be coordinated by the National Disaster Intervention Programme of the National Disaster Risk Management Department. The National Intervention Coordinator is responsible for coordinating actions with the support of the Emergency Committee from the national headquarters, and of the technical team consisting of members of the operating departments and support services.

Local volunteers belonging to the four branches of the most affected zone will implement actions in the field with minimal help from the headquarters, because the necessary capacities for the operation are already in place locally. The volunteers of the branches of Iquique, Arica, Alto Hospicio, Antofagasta and Pozo al Monte will be part of the operation and will be involved directly in all project activities. It is estimated that at least 100 volunteers will support the operation. To improve their skills, volunteers will be trained in disaster management, psychosocial support, risk reduction, Vulnerability and Capacity Assessment (VCA), Logistics, NIT and damage assessment.

The IFRC will provide support through the Country Representation Office and PADRU, involving in the operation the Disaster Management Regional Coordinator and other specialized staff to provide technical support.

Logistics and supply chain

The Chilean Red Cross has started distribution of pre-positioned relief items, such as jerry cans. These stocks will be replenished based on the best-value-for-money concept taking into consideration IFRC standards and procurement procedures either on local, regional or international markets. Transportation of items between Santiago and the affected area is being coordinated with the national authorities, therefore, taking advantage of GOC access to their transportation resources including aircrafts. Local transport suppliers will be used to transport goods to distribution points.

The Zone Logistics Unit (ZLU) of the Global Logistics Services will support the Chilean Red Cross through the National Society Logistics Capacity Enhancement project and through IFRC's stock prepositioning to strengthen the National Society logistics response systems. ZLU will also provide technical validation of procurement process according to the established rules and regulations.

Information technologies (IT)

In terms of the installed infrastructure, the Chilean Red Cross has installed in the northern zone a communications network connected to the national headquarters, via high-frequency equipment, in the Arica, Iquique, Antofagasta and La Serena branches, in addition to providing mobile radio equipment to the branches. The programme for restoring family links has enabled a centre for its work with a satellite radio and computer with internet access.

There is a wide network of communications available at the headquarters, which is connected with the northern zone via a high-frequency network. Additionally, the national headquarters have two Broadband Global Area Network (BGAN) satellite kits and six satellite telephones.

During the emergency, a weak point was identified in the telecommunications network of the Iquique and Alto Hospicio area. The Iquique branch, which has high-frequency equipment, is in a flood prone zone, making it impossible to make contact with it during the evacuations; moreover, contact could not be maintained with the Alto Hospicio branch, because the Iquique branch serves as communication bridge. For this reason, in order to be able to maintain adequate communication with the Alto Hospicio branch in case of future aftershocks and preventive evacuations, it is necessary to complement the communications system in Alto Hospicio with the installation of a high-frequency radio system.

The project will contribute to improving communications between branches in the Tarapacá region and the National Society's headquarters in Santiago.

In addition, Salamanca Solutions has offered to donate the installation of the Trilogy Emergency Response Application (TERA) to support the Chilean Red Cross' response to the earthquake. The IFRC focal point for beneficiary communications in the Americas, the Chilean Red Cross and Salamanca solutions have met and discussions to specify the details of the donation and implementation of TERA in Chile are under way.

Communications

The Chilean Red Cross has a National Communications Department which administers an institutional web page (www.cruzroja.cl), a Facebook fan page (**Cruz Roja Chilena**) and a Twitter account (**@cruzrojainforma**). The Chilean Red Cross has 5,000 followers on Facebook and 570,000 on Twitter. Additionally, the Chilean Red Cross has developed a communications strategy that ensures a permanent follow up of the operations, as well as media management at the national and local levels. The current operation contemplates the development of press releases and beneficiary stories.

In order to spread information on the National Society's work during the emergency, videos will be produced for dissemination through a dedicated site.

Reporting, monitoring and evaluation

With the end goal of guaranteeing a quality operation according to IFRC's and Chilean Red Cross' standards, we will utilize the following monitoring, evaluation and reporting mechanisms:

1. Initial evaluation that will issue a report within the first 10 days;
2. An update report 15 days after the start of the operation;
3. A final monitoring visit to the communities;
4. A final report of the project.

The Regional Disaster Management Delegate and the country representative will conduct at least two visits to the affected area, while the regional and zone IFRC offices will provide additional support as needed.

Budget

See the attached budget for details

Walter Cotte
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Contact information

For further information specifically related to this operation please contact:

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Click here

1. **Emergency Appeal budget [below](#)**
2. Click [here](#) to return to the title page

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.

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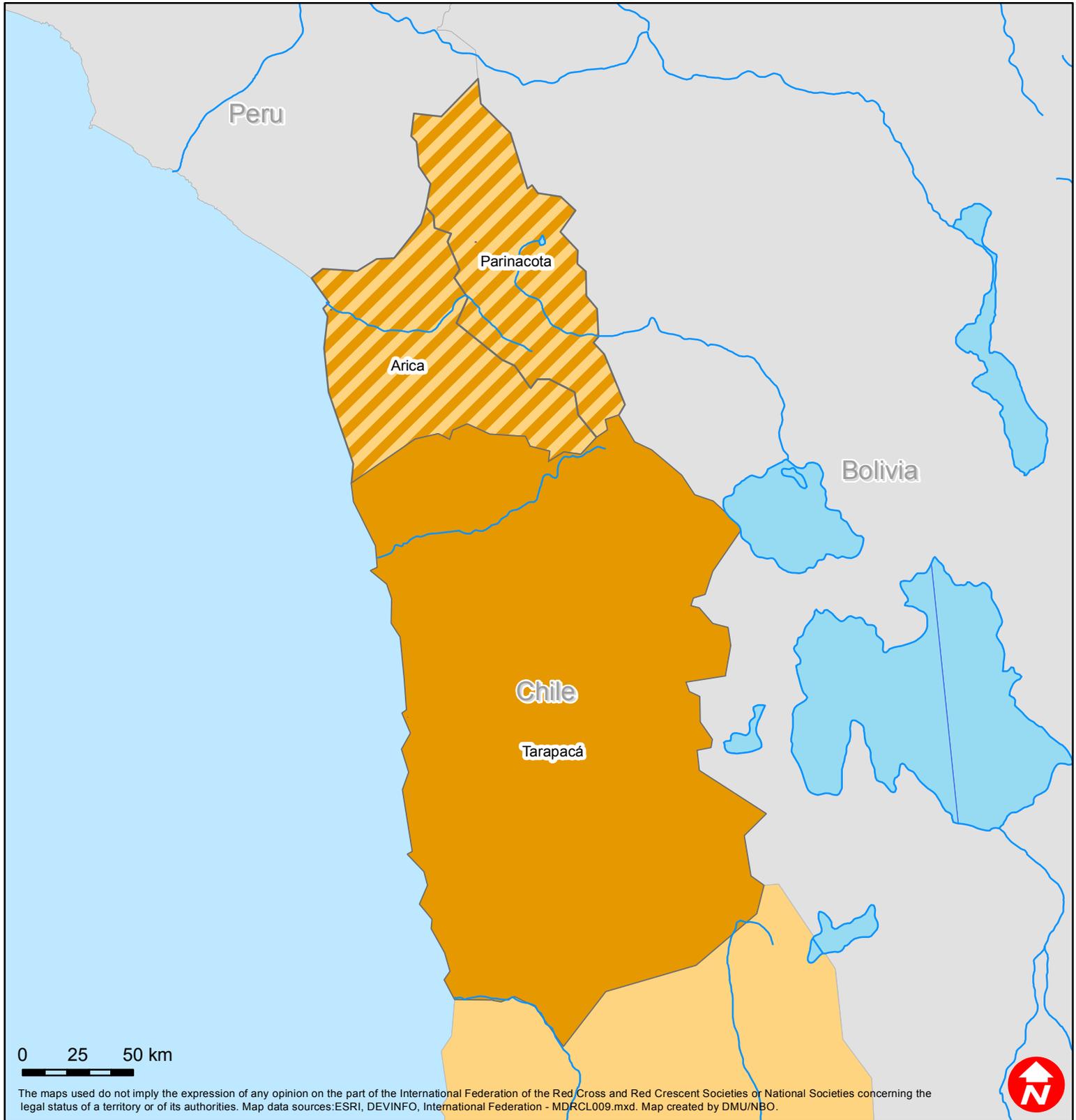


The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:

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



Chile: Earthquake



-  Most affected area
-  Affected areas

EMERGENCY APPEAL

4/14/2014

MDRCL009 Chile Earthquake

Budget Group	Multilateral Response	Inter-Agency Shelter Coord.	Bilateral Response	Appeal Budget CHF
Shelter - Relief	0			0
Shelter - Transitional	667,575			667,575
Construction - Housing	0			0
Construction - Facilities	0			0
Construction - Materials	13,352			13,352
Clothing & Textiles	0			0
Food	0			0
Seeds & Plants	0			0
Water, Sanitation & Hygiene	32,934			32,934
Medical & First Aid	19,894			19,894
Teaching Materials	49,401			49,401
Utensils & Tools	22,253			22,253
Other Supplies & Services	0			0
Emergency Response Units	0			0
Cash Disbursements	111,263			111,263
Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES	916,669	0	0	916,669
Land & Buildings	0			0
Vehicles	0			0
Computer & Telecom Equipment	17,802			17,802
Office/Household Furniture & Equipment	0			0
Medical Equipment	0			0
Other Machinery & Equipment	0			0
Total LAND, VEHICLES AND EQUIPMENT	17,802	0	0	17,802
Storage, Warehousing	0			0
Distribution & Monitoring	0			0
Transport & Vehicle Costs	44,149			44,149
Logistics Services	7,566			7,566
Total LOGISTICS, TRANSPORT AND STORAGE	51,715	0	0	51,715
International Staff	23,855			23,855
National Staff	5,488			5,488
National Society Staff	83,758			83,758
Volunteers	27,914			27,914
Other staff benefits	2,225			2,225
Total PERSONNEL	143,240	0	0	143,240
Consultants	24,300			24,300
Professional Fees	24,745			24,745
Total CONSULTANTS & PROFESSIONAL FEES	49,045	0	0	49,045
Workshops & Training	55,720			55,720
Total WORKSHOP & TRAINING	55,720	0	0	55,720
Travel	65,422			65,422
Information & Public Relations	19,360			19,360
Office Costs	23,677			23,677
Communications	12,773			12,773
Financial Charges	3,204			3,204
Other General Expenses	0			0
Shared Support Services	0			0
Total GENERAL EXPENDITURES	124,436	0	0	124,436
Partner National Societies				
Other Partners (NGOs, UN, Other)				
Total TRANSFER TO PARTNERS	0	0	0	0
Programme and Supplementary Services Recovery	88,311	0	0	88,311
Total INDIRECT COSTS	88,311	0	0	88,311
Pledge Earmarking & Reporting Fees				
Total PLEDGE SPECIFIC COSTS	0	0	0	0
TOTAL BUDGET	1,446,937	0	0	1,446,937
Available Resources				
Multilateral Contributions				0
Bilateral Contributions				0
TOTAL AVAILABLE RESOURCES	0	0	0	0
NET EMERGENCY APPEAL NEEDS	1,446,937	0	0	1,446,937