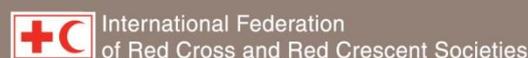




Emergency Appeal Final Report

Chile: Forest Fires



Emergency Appeal N° MDCRL013	Glide n° WF-2016-000138-CHL
Date issued: 2 March 2018	Date of disaster: 15 January 2017
Operation manager: Pabel Ángeles, IFRC Disaster Management Coordinator for South America	Point of Contact: Marion Sandoval, disaster risk volunteer, email: marion.sandoval@cruzroja.cl
Operation start date: 15 January 2017	Timeframe: 7 months (end date 9 September 2017)
Overall operation budget: 267,982 Swiss francs	
Number of people affected: 7,157 people	Number of people to be assisted: 400 families (2,000 people)
Host National Society presence: The Chilean Red Cross (ChRC) has 11 Regional Committees, 185 branches, 3,000 volunteers and 22 staff members.	
Red Cross Red Crescent Movement partners actively involved in the operation: International Federation of Red Cross and Red Crescent Societies (IFRC), International Committee of the Red Cross (ICRC) and German Red Cross	
Other organizations actively involved in the operation: Ministry of Interior and Public Security (ONEMI), Ministry of Health, Ministry of Defence, Ministry of Social Development, Ministry of Energy, Ministry of Public Works, Ministry of Transportation and Communications, regional governments, National Forest Corporation (CONAF), <i>Un Techo para Chile</i> , Adventist Development and Relief Agency (ADRA) -Chile, Caritas, Chilean Humanitarian Assistance Network (RAHCh), International Humanitarian Network (RIH), Fire Brigade, United Nations Disaster Assessment and Coordination (UNDAC), Andean Relief Corps and European Union Civil Protection. Additionally, response teams from the following countries have been deployed: Argentina, France, Peru, Portugal, Spain, Colombia, Mexico, Brazil, Venezuela and Panama.	

< For the Final Financial Report, click [here](#). For contact information, click [here](#). >

A. Situation Analysis

Description of the Disaster

On 15 January 2017, Chile was affected by a series of forest fires extending from the Metropolitan Region to the Bío Bío Region. In a short period of time, the number of fires increased despite the constant efforts of the Fire Department, the Civil Defence Brigade and volunteers from different institutions.

The efforts in the affected zones focused on containing the areas closest to the main population centres, as well as mitigating and extinguishing the fires. They affected an unprecedented 600,000 hectares of land used for different activities. Forest plantations were the most affected, representing 57.2 per cent of the total affected areas, followed by bush and scrubland areas at 21.8 per cent, native forest at 18.3 per cent, land for agricultural use at 2.5 per cent, and land for urban and industrial use at 0.2 per cent. Water and sanitation infrastructure was also damaged.



The Chilean Red Cross distributed hygiene kits to affected households in O'Higgins region. Source: ChRC

As a result of the forest fires, 11 people died (three National Forest Corporation- CONAF brigade members, two police officers, two fire fighters and three civilians) and 7,157 people were affected according to Ministry of Interior and Public Security (ONEMI). Those affected were evacuated or moved to communal centres. On 20 January 2017, the Ministry of the Interior and Public Security decreed a Constitutional State of Exception, State of Catastrophe and simultaneous Catastrophe Zones for the Provinces of Colchagua and Cardenal Caro in the Regions of O'Higgins, Maule and Bío Bío.

All basic services were restored. When this operation ended, recovery and reconstruction continued in affected areas with coordination and management of government authorities and other donors. Water sources, pipelines and tanks suffered significant damage; government programmes supported their repair. As of early September 2017, irrigation systems had not yet been completely restored.

Forestry jobs were highly affected. Chilean Red Cross (ChRC) assessments confirmed that the Cash Transfer Programme (CTP) assisted families to cover their needs. Information from focus groups indicated that people had to engage in different occupations since the magnitude of the fire affected their livelihoods. In some cases, the municipality provided short-term jobs to specific groups. In terms of housing, families have rebuilt their homes using the same materials thanks to government subsidies or occasional donations from private businesses and volunteer-based organizations. The government provided housing subsidies to families displaced to other cities.

Summary of current response

Overview of Host National Society

In response to the effects of the forest fire on the population, the Chilean Red Cross activated its response system. The Emergency Operations Centre (EOC) activated its alert and response mechanisms. More than 250 volunteers were mobilized to provide first aid and psychosocial support to the affected population. These volunteers also provided support with the distribution of jerry cans and hygiene kits; the operation provided affected families with cash transfers.

ChRC regional emergency teams were organized into two response units (one per region) due to the distance between the communities affected by the fires. Both teams collected information using the open data kit (ODK) tool from 1,250 families affected by the forest fires (550 in O'Higgins Region and 700 in Maule Region).

The National Society engaged in coordination actions with government authorities through ONEMI and other humanitarian aid organizations through the Chilean Humanitarian Aid Network, both at the central and regional levels. The ChRC assisted affected families and exchanged information on the sectors where assistance was still lacking. This information was shared with the actors of the Humanitarian Network and the authorities.

The Chilean Red Cross worked collaboratively in the affected areas to reach as many of the affected families as possible, as well as those that had their livelihoods affected by the fires. Additionally, the ChRC led and complemented the actions in this appeal.

Overview of the Red Cross - Red Crescent Movement in the country

Both the International Federation of Red Cross Red Crescent Societies (IFRC) Country Cluster coordinator for the Southern Cone and the Disaster and Crisis Department coordinated Appeal actions with Chilean Red Cross. The International Committee of the Red Cross (ICRC) maintained contact with Chilean Red Cross and was ready to activate Restoration of Family Links (RFL) services if required. ICRC financed training on migration issues for the O'Higgins region during the fires. Both the country cluster coordinator and the disaster management coordinator for South America maintained close contact with the Chilean Red Cross.

Movement Coordination

The IFRC assisted with coordination efforts and maintained communication to support the National Society. American Red Cross, Japanese Red Cross Society and Monaco Red Cross also contributed to this Appeal. In addition, German Red Cross donated approximately 200,000 euros and Red Cross Society of China donated 50,000 US dollars for bilateral support to the ChRC.

Overview of non-Red Cross Red Crescent actors in the country

Since the emergency began, 47 Chilean aircraft (planes and helicopters) were used. These capacities were strengthened with the support of private companies and foreign resources. Additionally, the Chilean government established 43 collective centres in the affected zones to provide shelter to 2,025 people. Around 19,000 people, including brigade members, experts, fire fighters, police officers and public staff, were mobilized in the efforts to control or provide support in the response to the fires. A total of 181 vehicles were mobilized to the zone.

The government estimated the assistance during the emergency and recovery phases costs 333 million US dollars equivalent to 233,383 millions of Chilean pesos, which is composed of the following actions:

- 93.867 million of Chilean pesos for emergency operations
- 39.144 million of Chilean pesos to support small-scale farmers and small and medium businesses
- 95.372 million of Chilean pesos for rebuilding and repair of homes
- 5 million of Chilean pesos for hospitals, schools and others.

The Chilean Humanitarian Network has directly coordinated the zoning of the selected localities by sharing preliminary information about affected communities with their network which includes the Chilean Fire Brigade, ONEMI, Caritas, the United Methodist Community on Relief-Chile (UMCOR), Adventist Development and Relief Agency (ADRA) -Chile, World Vision, Search and Rescue Greenpeace and others. On the international front, a UNDAC team was deployed to the Maule and Bío Bío regions to carry out assessments and analysis. In coordination with national and local authorities, civil protection teams were sent to Chile by eight members of the European Union including experts from Spain, France, Sweden and Finland.

Needs analysis, beneficiary selection, risk assessment and scenario planning

Assessments carried out by the Chilean RC National Intervention Team

Health

Once the fires ended, the Chilean Red Cross concluded its first aid actions in affected areas. However, the ChRC continued its sectoral strengthening activities with zone authorities to monitor the effects of the particles in the air; authorities continued to provide support to residents in the reserve who experienced respiratory problems. According to Ministry of Health reports, more than 200 health professionals were deployed to the affected areas. Furthermore, psychosocial support was provided to mitigate the emotional effects of fires on the population.

In Constitución - the most affected area, where 900 homes were destroyed - Chilean Red Cross set up a first aid and psychosocial support post. This post was active during the month and a half-long debris removal phase until the relocation of the entire population to a government-run collective centre.

At the request of the Health Care Service (SAMU), Chilean Red Cross deployed an ambulance from its national headquarters for two weeks to the O'Higgins region to cover the Paredones, Santa Cruz and Marchiue areas.

Water, sanitation and health promotion

Initial assessments identified that the water systems had been completely or partially affected due to damage to the distribution pipelines. The government rehabilitated and restored service to all affected sectors and the Ministry of Health confirmed that the water was apt for human consumption.

The Chilean Red Cross conducted hygiene promotion and safe water storage campaigns in most of the remote rural areas, where the government has not been able to fully restore the water supply. The Ministry of Agriculture provided support by replacing hoses to repair the irrigation systems in the most affected areas.

Shelter

Needs in this sector were met through various government or civil organization mechanisms and strategies, including a range of strategies involving housing subsidies, emergency housing or reconstruction vouchers. The private sector played an important role in supporting this sector through the provision of materials and supplies.

The Chilean Red Cross' cash transfer programme contributed to housing improvements, which was part of the support provided by the government and private businesses.

Livelihoods

According to assessments, most residents engage in agricultural activities. Some have jobs in the city; however, many had to take full or partial leaves of absence depending on the level of damage their families suffered and / or the need to protect their remaining belongings.

Although livelihoods were seriously affected, affected families recovered quickly. Local markets, trade and services were reactivated. The forestry industry was most affected, leading to some people choosing to take up commercial activities in cities.

The livelihoods groups identified in these areas include farmers, ranchers, agricultural workers, forest workers and agricultural producer. Some of these livelihoods, specifically most loggers, are insured, while others, such as farmers and vineyard owners, were assisted in their livelihoods recovery process by the ChRC cash transfer programme.

Target Population:

The target population was in the regions of O'Higgins and Maule. The following lists the services planned for provision to these families:

- Psychosocial support (PSS) for at least 400 families
- Water and sanitation for at least 400 families
- Cash transfer programme for 350 families.

Beneficiary selection:

The ChRC prioritized households in the regions of O'Higgins and Maule with family members with one or several of the following:

- Low-income households
- People who experienced negative psycho-emotional impact from the fires, including those who had not received sufficient and timely psychosocial support
- Children under five years of age, elderly, pregnant and/or people with disabilities
- People with health issues or conditions that put their lives at risk
- People who were did not receive similar non-complementary aid from other institutions.
- Situated in areas in which many houses were destroyed
- Had damaged water systems.

Risk Assessment

Once the fires had ended, the risks were reduced. In the affected area, communications were difficult due to the limited coverage of telephone services in remote areas.

B. Operational plan and strategy

Overall objective

Contribute to satisfying the needs of 400 of the most vulnerable families affected by the forest fires in the O'Higgins and Maule regions and promoting an intervention that supports early recovery.

Proposed Strategy

Based on ChRC field assessments, conducted by volunteers and analyzed by the National Society's specialized technical team, which included an examination of governmental capacities, the Chilean Red Cross planned the four lines of intervention. This National Society's actions achieved the proposed strategy:

- **Psychological First Aid:** Provide psychological first aid to 400 families. ChRC volunteers provided this aid.
- **Water, sanitation and hygiene promotion:** Support the population in improving their hygiene practices during the emergency, focusing on proper water use and excreta and solid waste disposal in affected areas and communal centres. A total of 400 hygiene kits were distributed along with jerry cans.
- **Unconditional Cash Transfer Programming:** Support affected families in the purchase of household items, food, and health care services and other urgent needs. The ChRC provided 250,000 Chilean pesos (CHF 389.34), equivalent to the national monthly minimum wage, to 350 households. A satisfaction survey was conducted.
- **Common areas:** Conduct emergency assessments and detailed analysis of the livelihoods and housing sectors to identify possible future interventions; hire necessary technical staff; disseminate ChRC's actions through suitable information management (press releases, communications with the target population, and satisfaction surveys).

Operational support services

Human Resources

The ChRC National Disaster Management Directorate coordinated the operation. The coordinator harmonized actions with support from the national headquarters' emergency committees and the technical group composed of staff from the operations and support services departments.

A total of 250 emergency committee volunteers were deployed to the O'Higgins and Maule regions to assist during the emergency. After that, a group of 100 volunteers was maintained to implement actions in the field.

The operation provided support through the following ChRC personnel:

- One operations coordinator (two months)
- Two regional field coordinators (six months)

IFRC deployed a general regional intervention team (RIT) member to provide operational support in the field. The IFRC Disaster Management Coordinator, Country Cluster Coordinator and Financial Officer conducted support missions as well.

Logistics and supply chain

All purchases were made locally in line with IFRC procurement procedures. Affected regions had storage capacity available at no extra cost to the operation. The Chilean Red Cross made two pick-up trucks available for the operation. Purchase processes were made by the Finance Department.

Information Technology (IT)

The Chilean Red Cross has a national high frequency (HF) communications network, a vehicle with HF radio and satellite phone coverage through Inmarsat. It also has three radio repeaters linked to ONEMI through a national telecommunications agreement. Branch communication systems in the area were affected, but most of the affected branches could function with generators. There are also ten tablets with ODK and Mega V applications, which have their own servers to ensure the tools' autonomy. Local satellite and mobile phones were used to support evaluation activities with the telecommunications team.

Communications

Chilean Red Cross disseminated information on its institutional social networks (webpages, Facebook, Twitter and YouTube), as well as television, radio and print media. This included press releases, one [video](#) of the operation, visibility actions, a report on the distributions, and an audio-visual record of the people reached with the CTP. The National Society's communications department disseminated actions and informed the public about its actions conducted, as well as recommendations to the affected population.

Community engagement and Accountability (CEA)

CEA actions provided timely, relevant and life-saving and life-enhancing information to communities. CEA uses two-way communications to listen to communities' needs, feedback and complaints, ensuring they can actively participate and guide Movement action and community resilience approaches in general (accountability to communities). The communication strategy ensured community understanding, commitment, ownership and implementation of programmes and measures through effective social mobilization, communication and commitment to interventions.

Two work teams were established in each of the affected regions to provide:

1. **Information as assistance:** ChRC volunteers provided information on the actions that were taking place during the operation.
2. **Behaviour and social change communication:** ChRC teams provided psychosocial support and information to the affected communities and distributed informational material.
3. **Accountability to communities:** ChRC teams provided information through training, informational meetings and during aid distributions.
4. **Advocacy:** ChRC provided information and coordination. The operational challenges and concerns were channelled to facilitate recovery in affected communities.

Security

No security incidents were reported during the operation. The operation coordinator monitored the application of Safer Access and Staying Safe regulations. Insurance and personal protection gear were provided to 100 volunteers.

Planning, monitoring, evaluation and reporting (PMER)

The following mechanisms and actions were used for the operation's monitoring and evaluation and reporting components, which intend to ensure the quality of the operation according to IFRC and ChRC criteria:

1. Conduct the initial damage assessments and draft situation reports
2. Prepare two operations updates
3. Conduct technical team monitoring missions
4. Revise the Appeal
5. Conduct (minimum) two visits to the affected areas by the regional disaster management coordinator and the head of CCST. Regional and area IFRC offices will provide additional support as needed.

In addition, a satisfaction survey was conducted for the Cash Transfer Programme.

Administration and Finance

The Chilean Red Cross was responsible for managing the funds in the country in accordance with IFRC's standard procedures for operational progress. The transfers were carried out in compliance with the requirements established in the agreement letter signed between Chilean Red Cross and IFRC. IFRC's financial departments in Buenos Aires and Lima provided on-going support and guidance. In addition, a finance officer was deployed to Santiago to work jointly with the National Society on the operation's financial closing.

C. Detailed operational plan

Health and Care

Needs analysis: The widespread forest fires had a strong emotional impact on the population of the O'Higgins and Maule regions. Many families were evacuated and were emotionally affected upon observing their homes be destroyed by flames.

Population to be assisted: At least 2,000 people, including volunteers from the Chilean Red Cross and staff, were affected by the fire in the O'Higgins and Maule regions.

Outcome 1: Immediate psychosocial health risks have been reduced and first aid provided to 400 families	Outputs		% achieved
	Output 1.1: The affected population has psychological first aid care		100%
	Output 1.2: First aid care is provided to people affected by the disaster		100%
Activities	Implementation on time?		% of progress
	Yes	No	
Provide psychological first aid and containment to the community	X		100%
Psychological first aid support for ChRC volunteers	X		100%
Replenishment of psychological first aid materials used in the recreational activities	X		100%
Deployment of mobile first aid posts	X		80%
Deployment of volunteers with first aid training	X		100%
Replenishment of first aid supplies to branches	X		100%

Achievements

- **Provide psychological first aid and containment to the community**

A total of 80 Chilean Red Cross volunteers were trained through four psychological first aid workshops, which were facilitated by two national intervention team (NIT) members specialized in psychosocial support. A total of 260 people (199 in O'Higgins and 61 in Maule) were reached with psychological first aid in first aid posts and collective centres. As needed, cases were referred through the mental health working group. The 400 families selected for humanitarian assistance received information on psychosocial support.

The ChRC, in collaboration with the Ministry of Health, implemented psychosocial support strategy at the central level for the recovery phase. This approach improved the participating organizations' psychosocial support strategies and ensured that the most complex cases received suitable care.

- **Psychological first aid support for ChRC volunteers**

At the end of the emergency phase, a meeting was held with all volunteers in the field to address psychosocial support needs and thus, reduce the impact on volunteers and provide support for specific cases. Support was provided to 25 volunteers.

- **Replenishment of psychological first aid materials used in the recreational activities**

The National Society provided psychosocial support material to facilitate care to the population affected by the forest fires. These materials were covered by Chilean Red Cross.

- **Deployment of mobile first aid posts**

During the emergency phase, one fixed post and four mobile posts were established in affected areas and two first aid brigades were deployed. A total of 24,000 protective masks were delivered to 95 per cent of the affected population and response teams were deployed to the field. During the response phase, 271 people received first aid care in the O'Higgins and Maule regions, of which 15 per cent were fire-fighters and response teams in the area.

- **Deployment of volunteers with first aid training**

A total of 20 volunteers from affected branches and from national headquarters were deployed to the affected area to provide first aid care. At SAMU's request, an ambulance was deployed to the area to provide support to emergency operations.

- **Replenishment of first aid supplies to branches**

Three first aid kits were purchased to replenish the supplies and materials used for the operation.

Challenges

- ChRC volunteers lacked adequate vehicles to access the affected areas and personal protection equipment to have access to the fire brigades fighting the fire.
- During the first phase, a coordinated operational strategy with other entities had yet to be created.
- Psychosocial support strategies were differentiated to address clinical cases and emotional support.

Lessons Learned

- Seek mechanisms to coordinate psychosocial support with sector working groups. The Chilean Red Cross is now a member of the mental health coordination working group.
- Guarantee psychosocial support focal points to monitor the plan of action's strategy - at the strategic and operational level.
- Promote coordination spaces at the regional level with fire brigades, CONAF and the civil protection system for first aid provision in future fire-related emergencies.
- Coordination with Chile's Humanitarian Network at the regional level for health interventions.

Water, sanitation and hygiene promotion

Needs analysis: During the forest fires, concrete measures for hygiene promotion were necessary as health vulnerability increased during the first days of the emergency. Additionally, there was a need to provide safe and clean water in the affected zones. When the water supply system was partially re-established, the population required water, sanitation and hygiene activities.

Population to be assisted: Assistance was provided to 400 families (2,000 people) affected by the fire.

Outcome 2: 400 families reduce their immediate risk to water-related diseases in the regions of O'Higgins and Maule	Outputs		% achieved
	Output 2.1 The population has implements for storing and using drinking water.		
Output 2.2: At least 400 families in the regions of O'Higgins and Maule receive key hygiene and sanitation messages and practices			100%
Activities	Implementation on time?		% of progress
	Yes	No	
Identification and registration of families	X		100%
Distribution of 400 jerry cans (20 litres) to 400 families	X		100%
Distribution of 400 hygiene kits	X		100%
Hygiene promotion campaigns in public places (including collective centres) and campaigns on proper water use and solid waste disposal	X		100%

Printing and distribution of hygiene promotion material (community health and water, sanitation and hygiene promotion)	X		100%
Deployment of volunteers to help conduct the promotional campaigns	X		100%

Achievements

- Identification and registration of families**

The ODK methodology was used in the O'Higgins region, while in the Maule region, physical records were employed. Both were based on the beneficiary selection criteria established in the Plan of Action. Initially, a general registry identified 1,249 affected people, which were later filtered according to vulnerability criteria. A total of 400 families were registered for the water, sanitation and hygiene promotion sector.

- Distribution of 400 jerry cans (20 litres) to 400 families**

1,000 jerry cans were distributed to 1,000 families in 13 communities in the O'Higgins and Maule regions. The National Society initially distributed 600 10-litre jerry cans from its pre-positioned stock (one per family), which were covered by the National Society's resources. With this Appeal's funding, the ChRC purchased and distributed 400 20-litre jerry cans. The latter were distributed with the hygiene kits.

Region	Province	Communities	Families reached	Jerry cans (20 Litre)	Jerry cans (10 Litre)
O'HIGGINS	CARDENAL CARO	PICHILEMU	100	0	100
		PAREDONES	35	35	0
		MARCHIGUE	146	46	100
	COLCHAGUA	SANTA CRUZ	32	32	0
		PUMANQUE	115	15	100
		CHEPICA	3	3	0
		LA ESTRELLA	17	17	0
		LOLOL	152	52	100
MAULE	CAUQUENES	CAUQUENES	190	90	100
		CHANCO	1	1	0
	LINARES	PARRAL	13	13	0
	TALCA	CONSTITUCION	153	53	100
		EMPEDRADO	43	43	0
TOTALS			1000	400	600

The National Society also distributed 1,020 5-litre bottles of water.

- Distribution of 400 hygiene kits**

The ChRC distributed 400 hygiene kits in 12 communities in O'Higgins and Maule regions. One kit was provided to each family as per the selection criteria within the Plan of Action:

Region	Province	Communities	Families Reached	Hygiene kits
O'HIGGINS	CARDENAL CARO	PAREDONES	35	35
		MARCHIGUE	46	46
	COLCHAGUA	SANTA CRUZ	32	32
		PUMANQUE	15	15
		CHEPICA	3	3

		LA ESTRELLA	17	17
		LOLOL	52	52
MAULE	CAUQUENES	CAUQUENES	90	90
		CHANCO	1	1
	LINARES	PARRAL	13	13
	TALCA	CONSTITUCION	53	53
EMPEDRADO		43	43	
TOTALS			400	400

The hygiene kits contained the following items:

Item	Quantity
TOILET PAPER	12 rolls
SHAMPOO	1 litre
LIQUID SOAP	1 litre
TOOTHBRUSH	5
SHAVING CREAM	5
COMB	2
BAR OF SOAP	2 packages of 2
SANITARY NAPKINS	8 10-count packages
HAND TOWEL	5
TOOTHPASTE	5

- **Hygiene promotion campaigns in public places (including collective centres) and campaigns on proper water use and solid waste disposal**

Through bilateral support from German Red Cross, 400 cleaning kits and water (household cleaning materials, calcium oxide and chlorine) were distributed to 200 families in the O'Higgins region and 200 families in the Maule region. With the operation's support through hygiene kits, community cleaning days were organized in the targeted communities to coincide with the distributions.

- **Printing and distribution of hygiene promotion material (community health and water, sanitation and hygiene promotion [WASH])**

ChRC volunteers from the affected areas facilitated awareness-raising sessions and distributed hygiene promotion materials.

The ChRC national headquarters had pre-printed hygiene promotion materials, which were immediately used during distribution activities in first aid posts and collective centres. These materials included 500 posters on water filtration, safe storage and hygiene promotion.

- **Deployment of volunteers to help conduct the promotional campaigns**

In terms of water activities, 30 volunteers, accompanied by three water and sanitation NIT members, were deployed for hygiene promotion activities.

Challenges

- The contamination of water sources was initially a challenge that hindered teaching about storing water from safe sources.

Lessons Learned

- Establish a national-level technical team for WASH interventions
- Improve community training model on water issues.
- Have pre-established suppliers for the purchase of hygiene kits.

Livelihoods; nutrition; food security

Needs analysis: The families affected by the fires suffered damages to their homes, crops, and especially forestry production, which reduced the possibility of employment in this area. All this affected income sources, generating a gap caused by the needs and the expenses that families had to make to recover and meet their most urgent needs.

Population to be assisted: Assistance was provided to 350 families affected by the fire with an unconditional cash transfer programme.

Outcome 3: Affected families receive unconditional cash transfers	Outputs		% achieved
	Output 3.1: Cash Transfer Programme implemented to support the immediate cash needs of 350 families		100%
Activities	Implementation on time?		% of progress
	Yes	No	
Beneficiary identification and selection	X		100%
Design and implementation of CTP according to area characteristics	X		100%
Conduct satisfaction survey	X		100%
Establish mechanism for lodging complaints for the beneficiaries and monitoring of the CTP	X		100%

Achievements

• Beneficiary identification and selection

To identify beneficiaries, 1,250 families were assessed using vulnerability criteria established in the Plan of Action. Prior to validation, meetings were held with community leaders, the local ChRC branch and local authorities. Families were registered using the ODK tool.

• Design and implementation of CTP according to area characteristics

During the programme's design phase, a gap was identified in the administrative processes which had to be reviewed to be able to use the CTP during the emergency phase. In coordination with the disaster management coordinator and ChRC national headquarters, a CTP feasibility study was conducted. Its results indicated access to markets, and availability of stock, focused on water and reconstruction materials (a priority among families according to the interviews conducted). The amount provided was based on the minimum monthly salary (252,000 Chilean pesos). Distribution was made through checks in safe locations.

Based on the population's livelihoods needs and the decision to implement an unconditional CTP, this appeal reached 350 families in the O'Higgins and Maule regions.

REGION	PROVINCE	COMMUNITY	FAMILIES REACHED WITH CTP
O'HIGGINS	CARDENAL CARO	PICHILEMU	13
		PAREDONES	16
		MARCHIGUE	20

		SANTA CRUZ	17
		PUMANQUE	17
	COLCHAGUA	LA ESTRELLA	41
		LAS CABRAS	23
		LOLOL	8
	CAUQUENES	CAUQUENES	83
		CHANCO	17
MAULE	TALCA	CONSTITUCION	70
		EMPEDRADO	25
TOTAL			350

Through the same mechanism, the ChRC provided cash transfer for another 170 families in the Maule and O'Higgins regions with bilateral funding from the German Red Cross.

- **Conduct satisfaction survey**

The ChRC surveyed 10 per cent of CTP beneficiaries to determine their levels of satisfaction. The following results were found:

A total of 100 per cent of respondents stated that this cash delivery methodology, as opposed to in-kind donations, gives them the autonomy to choose and to use the CTP according to existing or emerging needs. The community considered that the assistance provided through this tool was positive.

Families reached used the funds as follows: 40 per cent on construction; 17 per cent on livelihoods recovery; 15 per cent on food; 11 per cent to pay off debts; 11 per cent on health; and 6 per cent for other areas. A 3 per cent variation was detected among respondents in terms of projected type of expenditure, which was attributed to the current needs and demands that they had during the time elapsed in relation to the projection of the delivered funds.

A total of 100 per cent of respondents agreed with the delivery modality (cash through checks), the amount delivered (270,000 Chilean pesos) considering the country's minimum wage, and the convenience of this modality for the subsequent purchase of materials.

- **Establish mechanism for lodging complaints for the beneficiaries and monitoring of the CTP**

The targeted population for CTP specified the manner they would use the money in a letter of commitment. Based on coordination between the branch and the field coordinator, the verification of CTP use coincided with what was stated in these letters.

Challenges

- Administrative processes demand greater dedication and technical expertise for the operative use of cash transfer.

Lessons Learned

- Improve CTP response times and increase efficiency.
- Develop a field-level implementation strategy.
- Enhance the monitoring mechanisms with exit surveys.

Quality programming / Areas common to all sectors

Outcome 4: A proper management,	Outputs	% achieved
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communication and support system is used for the implementation of the operation.	Output 4.1: The management of the operation is informed by a comprehensive monitoring and evaluation system	100%	
	Output 4.2: Operational activities are disseminated at the local, national and regional levels	100%	
Activities	Implementation on time?		% of progress
	Yes	No	
Hiring of operational staff	X		100%
4 monitoring visits by the IFRC	X		100%
Monitoring visits by technical staff	X		100%
Rapid emergency assessment	X		80%
Development of press releases / videos	X		100%
Deployment of a General RIT for 2 months	X		100%

Achievements

- Hiring of operational staff**

Three support staff were hired using operation funds: one operations coordinator for two months at Headquarters and two field coordinators in O'Higgins and Maule for a period of six months.

- 4 monitoring visits by the IFRC**

IFRC made five monitoring visits: one when the damage assessment and Plan of Action development phases; two by the regional disaster management coordinator; one by the IFRC representative for Southern Cone; and a fifth mission to assist the operation at the administrative level and with the financial closing.

- Monitoring visits by technical staff**

ChRC central headquarters made seven monitoring visits. These included monitoring visits by the National Risk Management Directorate, including a visit by the General Director and the President of the National Society. These visits involved developing operational strategies for the lines of action and support to monitor the actions being conducted in each branch.

- Rapid emergency assessment**

With support from IFRC and national headquarters, a damage assessment was carried out in the affected area to determine the lines of action to be included in the Plan of Action. Needs-based assessments were conducted for each sector.

- Development of press releases / videos**

Three press releases were created in O'Higgins and two in Maule that were broadcast over radio and television. The ChRC's communications department helped with the national press release that was disseminated through its channels and media to provide information about the actions being carried out in the field. As mentioned above, a video was produced describing the actions conducted by Chilean Red Cross during the operation.

- Deployment of a General RIT for 2 months**

A RIT member, from the Paraguayan Red Cross, was mobilized for two months to support the operation. IFRC representatives also were deployed for the rapid assessment and initial appeal actions: the disaster management coordinator for South America conducted two monitoring missions and the head of the country cluster conducted a mission to support the coordination with Chilean Red Cross's authorities.

Challenges

- Meeting the deadlines for hiring staff was an operational challenge at the beginning. This challenge was overcome by hiring personnel from the Chilean Red Cross who had previous experience in managing DREFs and Appeals.
- Information management proved to be an operational challenge during the phase in which the damage assessment was being conducted. Gaining access to affected areas was also a challenge since most of the information focused on urban areas and not the rural ones where the ChRC focused its operation.
- ChRC national headquarters managed the operation. The gap in management mechanisms made it challenging to have branches and regional committees assume the responsibility for the operation.

Lessons Learned

- Focal points for emergency management and building risk management capacity in regional committees and branches are required.
- The RIT's support proved to be essential in terms of coordination and support in decision-making at the level of national headquarters.
- Monitoring visits by IFRC provided timely operational and administrative support and guidance to the operation.

Contact information

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

- **At the Chilean Red Cross:** Marion Sandoval, disaster risk volunteer; email: marion.sandoval@cruzroja.cl
- **At the IFRC Regional Office for the Americas:** Iñigo Barrena, Disaster and Crisis Unit coordinator; phone: +507 317 3050; email: ci.barrena@ifrc.org.
- **Regional Logistics Unit (RLU):** Mauricio Bustamante, Regional Logistics coordinator, Phone: +507 317 3050; email: Mauricio.bustamante@ifrc.org
- **In Geneva:** Cristina Estrada, recovery and response lead, phone: +41.22.730.4529, email: cristina.estrada@ifrc.org

For Performance and Accountability (planning, monitoring, evaluation and reporting enquiries):

- **At the IFRC Regional Office for the Americas:** Priscila Gonzalez, planning and monitoring coordinator; phone: +507 317 3050; email: priscila.gonzalez@ifrc.org

For Resource Mobilization and Pledges:

- **At the IFRC Regional Office for the Americas:** Julie Hoare, head of Partnerships and Resource Development (PRD). +507 317 3050; email: julie.hoare@ifrc.org

How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

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



Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote social inclusion
and a culture of
non-violence and peace.

Disaster Response Financial Report

MDRCL013 - Chile - Wildfires

Timeframe: 08 Feb 17 to 09 Sep 17

Appeal Launch Date: 10 Feb 17

Interim Report

Selected Parameters

Reporting Timeframe	2017/2-2018/2	Programme	MDRCL013
Budget Timeframe	2017/2-2018/2	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget						267,982	
B. Opening Balance							
Income							
Cash contributions							
<i>American Red Cross</i>		147,894				147,894	
<i>Japanese Red Cross Society</i>		17,500				17,500	
<i>Red Cross of Monaco</i>		10,853				10,853	
C1. Cash contributions		176,247				176,247	
Other Income							
<i>DREF Allocations</i>		67,760				67,760	
C4. Other Income		67,760				67,760	
C. Total Income = SUM(C1..C4)		244,007				244,007	
D. Total Funding = B + C		244,007				244,007	

* Funding source data based on information provided by the donor

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance							
C. Income		244,007				244,007	
E. Expenditure		-243,685				-243,685	
F. Closing Balance = (B + C + E)		322				322	

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Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
BUDGET (C)			267,982			267,982		
Relief items, Construction, Supplies								
Water, Sanitation & Hygiene	23,814		21,822			21,822	1,992	
Medical & First Aid	569		508			508	62	
Teaching Materials	5,275		1,480			1,480	3,795	
Cash Disbursement	140,947		142,011			142,011	-1,064	
Total Relief items, Construction, Sup	170,606		165,821			165,821	4,784	
Logistics, Transport & Storage								
Distribution & Monitoring	1,898		690			690	1,207	
Transport & Vehicles Costs	6,736		4,950			4,950	1,787	
Total Logistics, Transport & Storage	8,634		5,640			5,640	2,994	
Personnel								
International Staff	9,488		2,318			2,318	7,170	
National Staff	6,870		7,968			7,968	-1,098	
National Society Staff	16,512		14,615			14,615	1,897	
Volunteers	10,076		7,607			7,607	2,469	
Total Personnel	42,945		32,508			32,508	10,437	
Workshops & Training								
Workshops & Training	474		2			2	473	
Total Workshops & Training	474		2			2	473	
General Expenditure								
Travel	15,844		13,815			13,815	2,029	
Information & Public Relations	4,886		4,323			4,323	563	
Office Costs	1,803		1,760			1,760	43	
Communications	2,419		1,578			1,578	841	
Financial Charges	854		37			37	817	
Shared Office and Services Costs	3,161		1,395			1,395	1,766	
Total General Expenditure	28,968		22,909			22,909	6,059	
Indirect Costs								
Programme & Services Support Recove	16,356		14,747			14,747	1,609	
Total Indirect Costs	16,356		14,747			14,747	1,609	
Pledge Specific Costs								
Pledge Earmarking Fee			1,359			1,359	-1,359	
Pledge Reporting Fees			700			700	-700	
Total Pledge Specific Costs			2,059			2,059	-2,059	
TOTAL EXPENDITURE (D)	267,982		243,685			243,685	24,297	
VARIANCE (C - D)			24,297			24,297		

Disaster Response Financial Report**MDRCL013 - Chile - Wildfires**

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Selected Parameters

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Budget Timeframe	2017/2-2018/2	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL2 - Grow RC/RC services for vulnerable people							
Disaster management	267,982		244,007	244,007	243,685	322	
Subtotal BL2	267,982		244,007	244,007	243,685	322	
GRAND TOTAL	267,982		244,007	244,007	243,685	322	