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Emergency Appeal Operations Update

Costa Rica: Floods

 International Federation
of Red Cross and Red Crescent Societies

Emergency Appeal no. MDRCR016	GLIDE: FL-2017-000151-CRI
Operations update 2 issued: 15 December 2017	Period covered: 27 October to 30 November 2017
Operation start date: 11 October 2017	Operation timeframe: 6 months (end date 11 April 2018)
Overall operation budget: 1,523,001 Swiss Francs (CHF) DREF initially allocated: 316,177 Swiss francs	Appeal coverage: 30 per cent. Please see list of donors here .
Number of people to be assisted: 24,000 people (6,000 families)	
Host National Society: The Costa Rican Red Cross (CRRC) has 121 branches, 1,027 staff members and 5,820 volunteers (3,549 men and 2,271 women) distributed throughout the 9 regions nationwide.	
Partners of the Red Cross Red Crescent Movement that actively participate in the operation: American Red Cross, Canadian Red Cross Society (from Canadian government), Japanese Red Cross Society, Swiss Red Cross (from Swiss Government) and the International Committee of the Red Cross (ICRC) and the European Commission	
Other partners not part of the Movement that are involved in the emergency response: Directorate-General for European Civil Protection and Humanitarian Aid Operations (DG-ECHO) contributed funding to the operation, National Commission for Risk Prevention and Emergency Care (CNE for its acronym in Spanish), Ministry of the Presidency, Ministry of Communications, National Commission on Risk Prevention and Emergency Response, Ministry of Education, Ministry of Public Safety, Firefighters Brigade, Ministry of Health, Social Security (National Hospital System), Ministry of Agriculture, Animal Welfare National System (SENASA), National Board of Children, Ministry of Human Development and Social Inclusion, Costa Rican Aqueduct and Sewerage Institute (AyA for its acronym in Spanish), Costa Rican Oil Refinery, Costa Rican Electrical Institute, Ministry of Public Infrastructure and Transportation, Ministry of Environment and Energy (MINAE for its acronym in Spanish), Emergency System 9-1-1, Vulcanological and Seismological Observatory of Costa Rica, National Seismological Network, National Weather Institute, local government emergency committees, Costa Rica University (UCR for its acronym in Spanish), Association of Guides and Scouts of Costa Rica Private sector: DHL, Sykes, Two Pines Milk Producers Cooperative.	

<Click [here](#) to view the interim financial report. Click [here](#) to view contact details.>

A. Situation analysis

Description of the disaster

From 21 September to 6 October 2017, a Zone of Intertropical Convergence (ZCI), characterized by the entry of humidity from the Pacific Ocean and the Caribbean Sea, hovered over Costa Rica; it subsequently developed into Tropical Storm Nate on 5 October 2017, which caused flooding and landslides throughout the country.

Tropical Storm Nate generated heavy rains, winds, and storm surges, causing widespread infrastructural damage, loss of



Volunteers distributing Humanitarian Cards in Acosta Canton - San José, Costa Rica / Source: CRRC

property in public offices, the disruption of agricultural production and local ecosystems, one death and various injuries to humans and livestock; the storm affected 76 of the country's 82 cantons, 516 points were damaged along 117 national routes and 509,000 people were left without water, prompting the Costa Rican government to open 137 collective centres for 7,073 people and the president to declare a State of Emergency for Costa Rica.

Summary of the current response

The Costa Rican Red Cross (CRRC) has carried out the following response actions since the beginning of the operation:

- The CRRC initiated monitoring of communities and the collective centres during the recovery phase.
- Continuous coordination with national Costa Rican authorities through emergency operations centres (EOCs) and the National Risk Management System's Steering Committee.
- CNE alerts and National Meteorological Institute (IMN for its acronym in Spanish) reports were disseminated to all CRRC personnel.
- Volunteers continue providing water, sanitation and hygiene services to the affected communities.
- The CRRC launched a campaign in 121 auxiliary committees to collect donations of non-perishable food and supplies in 121 auxiliary committees in 9 regional centres for the collection of non-perishable food and supplies for cleaning, kitchen, food and personal hygiene kits.
- Since 21 September, the CRRC has responded to a total of 5,341 incidents (flooding, strong winds, landslides, isolated communities).

Capacities of the National Society for the response

To date, the CRRC has mobilized the following vehicles and vessels:

Basic life support (BLS) ambulances	Advanced life support (ALS) ambulances	Rescue	Operational	Administrative	All terrain	Boats	Jet Skis
111	15	5	7	6	1	2	1

Movement coordination

Please see [Operations Update no. 1](#) for this information.

Government of Costa Rica actions

Repair efforts commenced after the passage of Tropical Storm Nate. The government has awarded projects worth 3.13 billion Costa Rica colones (Swiss Francs CHF 550,130.28) for this emergency. Below are details on the response actions conducted by several government institutions to address this emergency:

- **Ministry of Housing:** This agency conducted an evaluation, which was based on information provided by the local Emergency Committees, on affected dwellings and assessment of possible interventions for repairs and reconstruction or relocations. The findings showed that 150 dwellings were affected in Carrillo and approximately 500 dwellings were affected in Santa Cruz. There is no information yet regarding Cañas and Montes de Oro.
- **The Joint Social Assistance Institute (IMAS):** Granted Carrillo 74,925,000 colones (CHF 131,295.30), which benefitted 430 affected families; Santa Cruz received 61,262,095 colones (CHF 107,364.04), benefitting 413 affected families, and Cañas received 100,650,000 colones (CHF 176,358.10) to meet the basic needs of 406 people; these are one-off subsidies granted by IMAS in emergencies so that those affected can purchase equipment, food, or rent housing.
- **The Ministry of Agriculture (MAG):** According to reports, Carrillo canton is having problems with access roads to cattle ranches and sugarcane plantations, conservation areas, agro-tourism sectors, etc., as these require repairs and clearing of debris. Some areas in Santa Cruz remain cut-off, which makes it difficult to transport basic grains and large and small livestock. Montes de Oro canton reports problems with the roads leading to Union, Cedral, Palmital, Bajo Caliente, Miramar, Zagala Nueva, Zagala Vieja, San Martin Norte, San Martin Sur, among others, which has affected vegetable, coffee and livestock producers and hindered the transport of goods and people.

Needs analysis and scenario planning

Health: The Costa Rican Social Security Fund (CCSS for its acronym in Spanish) is gradually restoring its primary care network throughout the country. Only 1.5 per cent of the 1,041 Comprehensive Health Care Basic Teams (EBAIS for its acronym in Spanish) in the country are not providing care due to problems caused by Tropical Storm

Nate. Data from CCSS's Emergency and Disaster Assistance Centre (CAED for its acronym in Spanish) [shows 15 EBAS in the country remain closed](#) due to flooding, road closures or the lack of water and electrical services. In the central southern region, which includes the most affected areas of San José and Cartago metropolitan areas.

Water, sanitation and hygiene promotion: The floods have affected the water supply and delivery of medical care and sanitation actions, which increases the risk of diseases transmitted by contaminated water.

According to the Costa Rican Institute of Aqueducts and Sewers (AyA), aqueduct infrastructure was the most affected. The AyA and the Aqueduct and Sewerage Association (ASADAS) have temporarily restored service to more than 482,000 people in different parts of the country, and they continue working on rehabilitating other aqueducts. To date, 22 AyA systems that serve 63,000 people and 160 ASADAS systems that serve 147,000 people remain out of operation. Many ASADAS lost part of or their entire systems.

The most critical damages to both AyA and the ASADAS were caused by the deterioration of river basins, which produce great amounts of sediment that affect water quality and damage water heads, de-sanders, pipes and treatment plants. The teams are working on temporarily restoring the systems while at the same time starting with damage assessments for the reconstruction works. <https://www.aya.go.cr/SitePages/Principal.aspx>

Livelihoods: People living in the affected communities have lost their plantain, pineapple, maize, manioc and bean crops, and the floods have also destroyed agricultural products and damaged the food stored by community members. Additionally, coastal communities, whose main source of livelihood is fishing, were also affected.

The economic security of affected families has been affected, which will jeopardize their income-generation activities in the coming months; furthermore, affected families must replace the assets they lost, and they will need financial assistance to help with their children's upcoming school tuitions (January and February 2018). When formulating emergency and recovery phase activities, the livelihoods sector must also consider the migratory status of people living in coastal and border areas.

The National Society's food campaign will be able to meet the immediate food needs of the affected population for at least 45 days; however, a cash transfer programme (CTP) is needed to prevent further impact to local businesses and to support the local economy, thus contributing to the rapid restoration of local markets during the early recovery phase.

Shelter: Officials from the Ministry of Housing and Human Settlements (MIVAH for its acronym in Spanish) have begun coordination efforts with Municipal Emergency Committees to assess the damage caused to homes by Tropical Storm Nate. Field visits will be made to train municipal technical staff so that assist with the damage assessments; this will be done using a "Housing Damage Assessment Sheet".

It should be noted that after the damage assessment is completed, the Human Development and Social Inclusion Institute will provide a housing rental subsidy for up to three months to qualifying families, and government authorities and other organizations are currently responding to the housing sector's needs.

Restoring of Family Links (RFL): The flooding damaged communications infrastructure, and it has caused sporadic power outages, thereby interrupting telecommunication communication services and making it difficult for families to locate and contact missing family members.

Risk Analysis

<i>Risk</i>	<i>Impact</i>
Climatological	Deterioration of the general situation since the rains are expected to continue until the end of December 2017, which could lead to additional flooding and landslides throughout the country. Reconstruction of roads could be delayed, making access to remote communities more difficult.
Infrastructure	Electrical, water and telephone systems are affected, which increases vulnerability and poses a challenge to the relief efforts due to the inability to communicate with affected communities. The flooding severely affected terrestrial routes, especially bridges.
Health	Risk of disease outbreaks due to lack of access to drinking water, contamination of water points and destruction of sanitation facilities.
Social Tension and Criminology	Loss of items and impact on livelihoods can exacerbate tensions / crime; any increases in petty crime and the availability of vital resources should be closely monitored.

Beneficiary selection

The beneficiary selection will be based on the CRRC's assessments, which are currently being carried out by its field teams and the auxiliary branches. Lastly, the planned interventions will be aligned with the IFRC's commitments to the inclusion of gender and diversity in emergency programming.

Criteria for the selection of the communities:

1. Communities are inaccessible for more than a week
2. Communities that have lost their livelihoods
3. Communities with damage to their transport routes, making it difficult for them to carry out their economic activities
4. Communities that will not receive food aid, water and hygiene materials from other organizations or the Costa Rican government.

Criteria for the selection of the families:

1. Families with affected homes
2. Single mothers
3. Families with elderly members
4. Families with children under 5 years of age
5. Families that do not have a source of income due to the flooding's impact on their livelihoods
6. Migrants without access to assistance
7. Persons with disabilities

B. Operational strategy and plan

The Emergency Plan of Action determines response procedures prior to, during, and after the emergency, and it helps coordinate the National Society's managerial and operational roles within the response operation. Finally, it integrates statistics that serve as a guide and a baseline for generating procedures to facilitate quick decision-making and implement life-saving preventative actions.

Overall objective

The objective is to ensure humanitarian assistance during the emergency and recovery phase to at least 6,000 families (24,000 people¹) impacted by flooding in the affected communities in Guanacaste, the Central Region and the South Pacific Region through the provision of health and care, water, sanitation, and hygiene promotion (WASH), shelter (Including non-food items), restoring family links (RFL), disaster risk reduction and CTP actions.

Proposed strategy

Through its volunteers and branches, the National Society will conduct damage assessments and record and analyze data from its national emergency operations centre (NEOC), and the CRRC will coordinate actions with national authorities and humanitarian organizations in the country to avoid the duplication of efforts.

The CRRC will establish systems to keep the communities informed of relief activities such as humanitarian aid distribution actions, including the selection and distribution processes and feedback mechanisms.

The operation is considering the lessons learned from the Disaster Relief Emergency Fund (DREF) operation for Hurricane Otto, in which the CTP, WASH and Shelter activities were implemented.

The National Society will adjust the EPoA according to the damage and needs analysis it, local authorities and humanitarian actors in the country are currently developing

Health: The health strategy focuses on two main areas: Epidemiological surveillance and Psychological Support (PSS) for affected beneficiaries and volunteers

Costa Rican Red Cross volunteers have extensive experience in the provision of first aid, and the CRRC has been providing first aid care to affected people through its own funding.

¹ Based on Costa Rica's 2011 census, which determined that the average Costa Rican family has four members.

The National Society is focused on the early identification of outbreaks, the control of vector-borne diseases and the improvement of the people in the collective centres' wellbeing through PSS activities and the distribution of 6,000 self-care flyers to beneficiaries as part of the PSS activities.

Health personnel are continuously monitoring the situation to prevent health risks and protect the affected population's mental and physical health.

CRRC volunteers will carry out a more detailed assessment in the affected communities once the weather conditions allow for it.

Water and sanitation: The CRRC will conduct a hygiene promotion campaign in the collective centres and the affected communities; additionally, based on the selection criteria, it will deliver 6,000 water filters to affected families, 12,000 long-lasting insecticide treated [mosquito] nets (LLITNs) and 12,000 units of repellent, and the CRRC will clean 500 wells and provide the materials to repair them to 10 communities, which will be selected following the completion of the assessments. The CRRC's water and sanitation National Intervention Team (NIT) will implement the water and sanitation activities.

Livelihoods: The CRRC conducted a CTP feasibility study in the operation's first phase, which will be followed by an unconditional cash transfer programme during the operation's second phase to ensure families can meet their essential needs and protect resources that were unaffected by the disaster. The CTP, which will be in the amount of USD(American dollars)\$200, will contribute to the local economy's spontaneous recovery process and household economic security by enabling affected families to cover their immediate needs; the USD\$200 total for CTP is based on the average cost of the [basic food basket](#) in Costa Rica.

The CRRC will carry out the necessary market assessments and monitoring of the market's evolution throughout the process to develop an effective programme, thus ensuring that it does not negatively impact the local market.

Restoring family links: The National Society has established a Restoring Family Links Programme, with support from the ICRC and the IFRC; the strategy is focusing on community-based requests and linking them to the RFL site.

C. Detailed Operational Plan

	<p>Health People reached: 750 people</p>	
<p>Outcome 1: Improve the families' health conditions through epidemiological surveillance and psychosocial support actions.</p>		
Indicators:	Target	Achieved
# of families reached by the National Society with services to reduce relevant health risk factors	6,000 families	2.5 %
<p>Output 1.1 An Epidemiological monitoring of the situation in the country is conducted to generate informative messages for the population.</p>		
Indicators:	Target	Achieved
% of matrix development and implementation	100%	70%
<p>Output 1.2 Psychosocial support activities are carried out through the "Return to Joy Programme" in collective centres.</p>		
Indicators:	Target	Achieved
# of families who receive psychosocial support	6,000 families	To be reported in future updates

Output 1.3 <i>Psychosocial support actions are carried out for the National Society volunteers involved in the emergency response</i>		
Indicators:	Target	Achieved
# of volunteers trained in psychosocial support	To be determined	To be reported in future updates
Progress		
<p><u>Development, training and implementation of a matrix to track health conditions</u> The CRRC developed an epidemiological surveillance matrix for use in the collective centres, which it implemented in the Polideportivo Aserrí, Liceo de Aserrí, Higuito de Desamparados and Coronado collective centres during the emergency. Currently, the CRRC is analyzing the tool to see if it can be designed and adapted to the Open Data Kit (ODK), which will be later disseminated to the National Society's branches through training workshops.</p> <p><u>Implementation of the Return to Joy programme in affected communities</u> The CRRC educated families in collective centres on hand washing and vector control, working directly with 150 families; furthermore, the National Society is developing a proposal involving an informational brochure and short video for its dissemination. In San José, psychology professionals visited the collective centres to work with children, adolescents, adults, seniors, persons with chronic diseases and persons with disabilities; psychosocial support was also provided to collective centre managers.</p> <p><u>Psychosocial support provided to CRRC volunteers</u> The CRRC trained fourteen people in Cartago and Limón, including volunteers, permanent staff and civilians.</p> <p><u>Printing and distribution of 6,000 self-care flyers (PSS) to affected people</u> The psychosocial support activities for affected people began with staff visits to collective centres and the dissemination of WhatsApp messages; meanwhile, work is being done on designing dissemination materials. According to the press department, the CRRC worked on the distribution of psychosocial support information through social networks, reaching 6,995 people.</p>		

 <p>Water, Sanitation and Hygiene People reached: N/A</p>		
Outcome 2: Improve access to safe water and provide hygiene messages to 6,000 families.		
Indicators:	Target	Achieved
# of families informed on hygiene and access to safe water issues	6,000 families	To be reported in future updates
Output 2.1 <i>6,000 families affected by the floods have mechanisms for the storage and treatment of water in their homes, thus improving their access to drinking water.</i>		
Indicators:	Target	Achieved
# of water filters distributed	6,000 (1 per family)	To be determined
Output 2.2 <i>6,000 families have access to hygiene promotion messages</i>		
# of families trained or informed on hygiene practices	6,000 families	To be determined
Output 2.3 <i>1,000 Families have access to supplies to improve their homes' sanitary conditions</i>		
# of families who have improved sanitary conditions in their homes	1,000 families	To be determined
# of long-lasting insecticide treated mosquito nets (LLITNs) delivered	12,000 LLITNs	To be determined
# of units of repellent delivered	12,000 units of repellent	To be determined
# of wells cleaned in affected communities	500 wells	To be

		determined
Progress		
<u>Hygiene awareness and promotion campaign through social networks and community messages in affected areas</u>		
CRRC volunteers visited four collective centres (Polideportivo Aserrí, Liceo de Aserrí, Higuito de Desamparados, Coronado) in the Aserrí area to:		
<ul style="list-style-type: none"> - Implement an epidemiological surveillance instrument. - Educate the population on hand washing. - Educate about disease vector control. - Assess sick people in collective centres. - Provide psychological support to people who require it. - Educate the population on the formulation of family emergency plans. 		
After the assessments, epidemiological surveillance instruments detected patients with diarrhoea, and the Ministry of Health and those responsible for the collective centre were alerted.		
Work is currently underway to develop the hygiene awareness and promotion campaign through social networks and the dissemination of community messages to affected areas.		
<u>Distribution of 6,000 water filters</u>		
The activity has been planned, and information will be provided in upcoming operation updates.		
<u>Purchase and distribution of 12,000 LLITNs and 12,000 units of repellent.</u>		
The activity has been planned, and information will be provided in upcoming operation updates.		
<u>Dissemination of vector control messages and identification and elimination of mosquito breeding sites in affected areas</u>		
The activity has been planned, and information will be provided in upcoming operation updates.		
<u>Hiring of a technician to clean wells</u>		
The activity has been planned, and information will be provided in upcoming operation updates		
<u>Cleaning of 500 wells in affected communities</u>		
The activity has been planned, and information will be provided in upcoming operation updates		

	Livelihoods and Basic Needs People reached: 2,150 people	
<i>Outcome 3: The affected population's economic security is reinforced.</i>		
Indicators:	Target	Achieved
# of affected families that have enough cash to meet their survival threshold	2,000 families	22%
<i>Output 3.1 Unconditional cash transfers are provided to 2,000 families to satisfy their essential needs and protect their livelihoods and remaining productive assets.</i>		
Indicators:	Target	Achieved
Feasibility study for cash transfer programme	1	100%
Market assessment	1	100%
# of affected families receiving CTP	2,000	22%
Cash transfer programme tracking and monitoring system in place	1	100%
Progress		
<u>Development of a CTP feasibility study and rapid market analysis</u>		
The CRRC carried out feasibility study and a market analysis to assess local markets and the feasibility of implementing a cash transfer programme.		

CTP training to CRRC volunteers and staff

The National Society has already identified the affected population using information provided by the Joint Institute for Social Assistance (IMAS) and validated by canton leaders from the National Community Development Directorate (DINADECO); additionally, the CRRC has finalized the planning for the implementation of the CTP in affected regions.

Two CTP Regional Intervention Team (RIT) members were in the country from 29 October to 12 November 2017 to support the CTP activities; the CRRC teams developed three forms (to identify beneficiaries, deliver cards and conduct the exit survey), and they provided support to staff on the advanced ODK and user guidance.

Two instructors from the IFRC and 4 from the National Society delivered the CTP training workshop “Effective Communication with Beneficiaries” to 26 volunteers from the 9 National Society regions.

Lastly, the CRRC also developed communication guides and scripts for the volunteers who will be involved in selection and card distribution processes.



CTP training workshop, with the participation of 26 members from the National Society. Source: CRRC

Development and implementation of a CTP Q&A system

The CRRC developed a script of frequently asked questions and answers based on the experience gained from the CTP implemented during the Hurricane Otto operation, which was also shared with volunteers involved in beneficiary identification and card distribution stages. Moreover, the National Society was able to track down the beneficiaries who received the CTP training and led the previous CTP process.

Beneficiary selection and registration

To select beneficiaries, the CRRC held technical meetings at the regional and national level with the Joint Institute for Social Assistance (IMAS) to identify the most affected cantons, districts and communities in terms of livelihoods; the National Society also selected communities in the cantons of Acosta, Aserrí, Zona de los Santos, Cartago and Zona Sur.

After the areas were defined, the CRRC contacted community leaders to draw up the lists of the people most affected by the storm, and it organized meetings to determine the level of impact suffered and thus select the families who would benefit from CRRC’s CTP; however, the CRRC did not select all the families that it surveyed. Special cases were addressed directly on site by the verification committee, which was composed of 1 community leader, 1 local, 1 regional and 1 national Red Cross member. When staff availability and community characteristics allowed, beneficiary selection was conducted on a house-to-house basis, using guidance from community leaders as a reference at all times.

Implementation of the unconditional cash transfer programme

The CTP is being implemented in the communities of Acosta, Aserrí, Puerto Cortes, Palmar Sur, Corralillo, Santa Maria de Dota and San Marcos de Tarrazú.

Of the first 1,000 cards to be distributed, 430 cards have been distributed. The remaining cards will be distributed in the following weeks.

Region	Canton/District	Distributed cards
Acosta	Acosta	439
	Aserrí	
Cartago	Corralillo	70
	Santa Maria	82
	San Marcos	79
	Puerto Cortes	240
Zona Sur	Palma Sur	90
	Total	1,000

Development and implementation of a CTP monitoring and evaluation system

Beneficiaries will be able to call two telephone numbers in case further details and clarifications are needed or to file complaints and provide recommendations; the CRRC is registering the calls on a Smart Sheet until the cases are resolved.

Restoring Family Links

Outcome 4: The Restoring Family Links Programme is re-established and maintained.

Indicators:	Target	Achieved
% of requests for RFL cases resolved	100%	100%

Output 4.1 Families can communicate with other members of their family.

Indicators:	Target	Achieved
Active RFL tools (web platform and call centre)	100%	100%
# of volunteers trained in RFL	To be determined	To be determined

Progress

Deployment of the RFL team and activation of the RFL platform for 10 days

With the support of the ICRC and the IFRC, the National Society established a RFL Programme, to support the affected people through the establishment of a [RFL platform](#) and a call centre.

The following information is from the last RFL case update on 17 October 2017:



RFL training to CRRC volunteers

The CRRC is currently planning this activity with the ICRC, and information will be provided on it in upcoming operations updates.



Disaster Risk Reduction

People reached: To be reported in future updates

Outcome 5: Increase 10 affected communities' knowledge of Disaster Risk Reduction

Indicators:	Target	Achieved
# of community early warning systems established or improved and linked with local or national meteorological systems	10 communities	To be determined

Output 5.1 Technical support is provided through the Early Warning Systems (EWS) and emergency family plans

Indicators:	Target	Achieved
# of volunteers trained in early warning systems (EWSs)	To be determined	To be determined
# of communities trained in Family Emergency Plans	10 communities	To be determined
# of local community committees established	10 local committees	To be determined

Progress

The activities for this sector are still being planned; information will be provided on them in upcoming operations updates.

Strengthen National Society

Outcome 6: Strengthen the National Society's capacity in emergency response.

Indicators:	Target	Achieved
Evaluation of inventories and branch needs capacity is conducted	1 assessment	Planned

Output 6.1 Strengthen CRRC's auxiliary branches' capacity in emergency response

Indicators:	Target	Achieved
Lessons Learned workshop is conducted	1 Workshop	Planned

Progress

The activities for this sector are still being planned; information will be provided on them in upcoming operations updates.

Quality programming / Areas common to all sectors

Outcome 7: The execution of the operation is managed in a coordinated way with an adequate level of implementation and monitoring system.

Indicators:	Target	Achieved
# of emergency response strategies	1 strategy	In progress
# of NIT courses for volunteers and staff	1 course	Planned
# of emergency volunteer management workshops	1 workshop	Planned

Output 7.1: The project's activities are disseminated at the local and national level through an adequate communications system

Indicators:	Target	Achieved
# of beneficiary stories produced	5 stories	In progress
# of press releases disseminated by mass media outlets	To be determined	To be reported
Communication strategy is established	1	Planned
# of videos about the operation produced	2 videos	2 videos
Resource mobilization strategy for the operation is developed	1 strategy	In progress

Output 7.2 Initial and detailed needs assessments are updated after consulting with the beneficiaries

# of assessments of affected people's needs (using ODK)	1 assessment	In progress
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Outcome 8: Effective communication with all stakeholders is ensured.

Output 8.1 Establishment of communication/public relations functions

Indicators:	Target	Achieved
# of people reached through social media campaign	1 campaign	50%
# of people reached through communication campaign	1 campaign	In progress

Progress

Recruitment of staff to implement the operation

Please see [Operations Update no. 1](#) for information on this activity.

Development of an information management platform to monitor the project

Please see [Operations Update no. 1](#) for information on this activity.

Visits by CRRC headquarters to project sites

The field officer and the operations coordinator conduct frequent field visits.

Monitoring visits by IFRC to project sites

The IFRC sent volunteer audio-visual technicians from the Argentine Red Cross, who are currently working on producing communications materials (beneficiary stories, photos of activities, visual documentation, videos).

From 29 October to 12 November 2017, a CTP RIT member and a surge capacity senior officer were in the country to support with the cash transfer programme activities.

Develop a campaign over social networks to publicize National Society actions

Please see [Operations Update no. 1](#) for information on this activity.

Development of a communications strategy

The CRRC is currently developing the operation's communications strategy.

Conduct assessments of affected regions using ODK, with support from National Intervention Teams (NITs)

This activity is still being planned; information will be provided on it in upcoming operation updates.

Conduct beneficiary satisfaction survey using ODK

This activity is still being planned; information will be provided on it in upcoming operation updates.

Follow-up of key data and actions carried out on behalf of affected communities, to produce visual documentation (beneficiary stories and videos)

Two Argentine Red Cross volunteers are currently working on the production of audio-visual material, photographs and beneficiary stories.

Ensure funding opportunities with stakeholders are available

The ECHO ambassador in Costa Rica, along with the British, French and German ambassadors, visited the Acosta area, where the cash transfer programme is being implemented; the visit's objective was to see the CTP programme in action. ECHO has contributed to this emergency appeal in support of the CTP implementation.

Establishment of platforms for dialogue with partners and communities

This activity is still being planned; information will be provided on it in upcoming operation updates.

Establishment of mechanisms for monitoring rumours and comments

This activity is still being planned; information will be provided on it in upcoming operation updates.

Lesson learned workshop and final evaluation

This activity is still being planned; information will be provided on it in upcoming operation updates.

D. Budget

Contact information

Reference documents:

Click here for:

- [Operation Appeal](#)
- [Operation Plan of Action \(EPoA\)](#)

Contact information

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

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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

MDRCR016 - Costa Rica - Floods

Timeframe: 11 Oct 17 to 11 Apr 18

Appeal Launch Date: 11 Oct 17

Interim Report

Selected Parameters

Reporting Timeframe	2017/10	Programme	MDRCR016
Budget Timeframe	2017/10-12	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						633,717	
B. Opening Balance							
Income							
Cash contributions							
<i>Japanese Red Cross Society</i>		50,300				50,300	
<i>Swiss Red Cross</i>		6,000				6,000	
<i>Swiss Red Cross (from Swiss Government*)</i>		94,000				94,000	
<i>The Canadian Red Cross Society (from Canadian Government*)</i>		42,876				42,876	
C1. Cash contributions		193,176				193,176	
Other Income							
<i>DREF Allocations</i>		316,177				316,177	
C4. Other Income		316,177				316,177	
C. Total Income = SUM(C1..C4)		509,353				509,353	
D. Total Funding = B + C		509,353				509,353	

* 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		509,353				509,353	
E. Expenditure		-8,825				-8,825	
F. Closing Balance = (B + C + E)		500,529				500,529	

Disaster Response Financial Report

MDRCR016 - Costa Rica - Floods

Timeframe: 11 Oct 17 to 11 Apr 18

Appeal Launch Date: 11 Oct 17

Interim Report

Selected Parameters

Reporting Timeframe	2017/10	Programme	MDRCR016
Budget Timeframe	2017/10-12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

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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)						633,717	633,717	
Relief items, Construction, Supplies								
Clothing & Textiles	20,572						20,572	
Water, Sanitation & Hygiene	210,865						210,865	
Teaching Materials	15,949						15,949	
Other Supplies & Services	420						420	
Cash Disbursement	172,926						172,926	
Total Relief items, Construction, Sup	420,732						420,732	
Land, vehicles & equipment								
Computers & Telecom	10,926						10,926	
Total Land, vehicles & equipment	10,926						10,926	
Logistics, Transport & Storage								
Storage	4,197						4,197	
Distribution & Monitoring	4,757						4,757	
Transport & Vehicles Costs	46,841		140			140	46,701	
Logistics Services	11,194						11,194	
Total Logistics, Transport & Storage	66,990		140			140	66,850	
Personnel								
International Staff	11,752						11,752	
National Staff	1,469						1,469	
National Society Staff	12,508						12,508	
Volunteers	25,603						25,603	
Other Staff Benefits	4,197						4,197	
Total Personnel	55,529						55,529	
Consultants & Professional Fees								
Consultants	5,247						5,247	
Total Consultants & Professional Fees	5,247						5,247	
Workshops & Training								
Workshops & Training	14,271						14,271	
Total Workshops & Training	14,271						14,271	
General Expenditure								
Travel	6,086		2,509			2,509	3,577	
Information & Public Relations	4,827						4,827	
Office Costs	1,259						1,259	
Communications	2,413						2,413	
Financial Charges	5,372		-56			-56	5,428	
Other General Expenses	420						420	
Shared Office and Services Costs	968						968	
Total General Expenditure	21,345		2,454			2,454	18,891	
Operational Provisions								
Operational Provisions			5,693			5,693	-5,693	
Total Operational Provisions			5,693			5,693	-5,693	
Indirect Costs								
Programme & Services Support Recover	38,678		539			539	38,139	
Total Indirect Costs	38,678		539			539	38,139	
TOTAL EXPENDITURE (D)	633,717		8,825			8,825	624,892	
VARIANCE (C - D)			624,892			624,892		

Disaster Response Financial Report**MDRCR016 - Costa Rica - Floods**

Timeframe: 11 Oct 17 to 11 Apr 18

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Interim Report

Selected Parameters

Reporting Timeframe	2017/10	Programme	MDRCR016
Budget Timeframe	2017/10-12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

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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	633,717		509,353	509,353	8,825	500,529	
Subtotal BL2	633,717		509,353	509,353	8,825	500,529	
GRAND TOTAL	633,717		509,353	509,353	8,825	500,529	