

DREF operation no. MDRCI015	Operation n° FL-2022-000249-CIV
Operation start date: 04 Juillet 2022 Date of the disaster: 21 and 22 June 2022	Operation end date: 31 December 2022 (total timeframe 5 months)
Funding requirements for the operation: CHF 152,667	
Number of people affected: 11,478 persons (1913 households)	Number of people reached: A total of 29,097 people (3,914 households) Direct beneficiaries; 4,686 persons (781 households)
Host National Society: Red Cross Society of Côte d'Ivoire (RCSCI)	
The number of National Societies participating in the operation is two: The Netherlands Red Cross and the International Federation of Red Cross and Red Crescent Societies (IFRC).	
The number of partner organizations participating in the operation: Ministry of Solidarity and the Fight against Poverty; General Directorate of the National Office of Civil Protection (DGONPC); Grouping of Military Firefighters (GSPM); and Civil Firefighters	

The major donors and partners of the IFRC-DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, China, Czech, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, Liechtenstein, Malta, Norway, Spain, Sweden, Switzerland, Thailand, and the Netherlands, as well as DG ECHO, Mondelez Foundation, and other corporate and private donors. DG ECHO and the Canadian Government contributed to replenishing the DREF for this operation. On behalf of the Côte d'Ivoire Red Cross Society (RCSCIS), the IFRC would like to extend gratitude to all for their generous contributions. The IFRC, on behalf of the Côte d'Ivoire Red Cross Society (CIRCS), the IFRC would like to extend gratitude to all for their generous contributions.

A. SITUATION ANALYSIS

Description of the disaster

In 2022, the rainy season in Côte d'Ivoire has been marked by above-average rainfall since 19 June 2022. The heavy rains of June 21 were the strongest recorded since the beginning of the rainy season in the country, with nearly 200 mm of rain in less than 24 hours in several neighbourhoods of Abidjan and peri-urban areas. This is equivalent to several weeks' worth of rainfall and has caused significant flooding and consequent landslides.

The downpours and landslides resulted in loss of life and significant damage to property. In the 10 affected localities, a rapid assessment conducted by the volunteers of the Red Cross Society of Côte d'Ivoire (RCSCI) reported the destruction of 134 houses and 11 schools, road breakages, flooding of markets, contamination of wells, etc. The severe flooding has also led to the rupture of pipeline networks, further increasing the water levels in the communities.



Picture 2: Affected families crossing the flooded area in the commune of Port-Bouët

Within the ten affected localities, four were located in the interior of the country (Azaguié, Bonoua, Dabou, and Grand-Bassam), and five in Abidjan (Abobo, Anyama, Attécoubé, Bingerville, and Port-Bouët).

A total of 11,478 individuals, approximately 1,913 households, was affected by the disaster. The recorded damages, and the water situation, have severely affected living conditions, hygiene, and access to essential food and non-food items.

Currently, 403 households (2,418 individuals) were observed homeless due to their destroyed or severely flooded houses. While some residents (97) were able to return to their homes with the assistance of the Red Cross, other households relocated to host families. The flooding has destroyed around 134 homes, along with the food reserves of the households that collapsed or were washed away by the waters. The same applies to clothing, mattresses, and other household items. The water levels remain high.

These households were facing difficulties in having at least three meals a day. They struggle to keep warm due to the loss of blankets, clothing, and bedding materials.

To assist the flood-affected people in these nine localities, RCSCI requested and obtained a DREF (Disaster Relief Emergency Fund) of CHF 152,667 from the International Federation of Red Cross and Red Crescent Societies (IFRC), targeting 4,686 people, or 781 households, for five months (until 31 December 2022).

Summary of the response

Overview of the Host National Society's Actions

Through its intervention mechanism, the National Society (NS) activated its volunteers in flood-prone areas as soon as the initial weather forecasts predicting heavy rainfall were received. The Volunteers informed and sensitized the most at-risk households to evacuate their homes, save their lives, and preserve their belongings.

The RCSCI participated in coordination meetings on the preparation for the rainy season and flood response organized by the National Office for Civil Protection. The RCSCI participated in meetings of the Extended Coordination Cell (CCE), co-chaired by the UN Humanitarian Coordinator (UNDP) and the Minister of Solidarity and the Fight against Poverty. Following the floods on June 16, volunteers were mobilized to provide assistance to the first victims. A total of 114 injured individuals received first aid. The volunteers also provided psychosocial support and assisted in the evacuation of affected population.

Volunteers were also continuously raising awareness among the population about hygiene measures related to COVID-19 since the beginning of the rainy season. Initially, these interventions were limited to three localities in which individuals were rescued: Attécoubé (2), Bingerville (100), Port-Bouët (8), and Bonoua (4).

The NS also conducted rapid assessments on 21 June 2022 in the different flood-affected areas. These assessments allowed for the enumeration of numerous victims, significant material damages, and losses of food and non-food items. To provide support to these affected populations, the RCSCI requested and obtained a DREF from the IFRC. Thanks to this DREF, the following results were achieved in various areas:

Shelter:

The DREF supported 134 households whose houses were completely destroyed by the floods through a one-time cash transfer of 50,000 XOF. The major selection criterion was "households that have completely lost their shelters."

Livelihoods:

The DREF supported 134 households whose livelihoods were completely destroyed by the floods through a cash transfer of 100,000 XOF (50,000 XOF per month for 2 months). The selection criteria were "households that have completely lost their means of subsistence."

Water, hygiene, and sanitation:

The DREF provided assistance to 781 households with WASH kits.

Additionally, 25,817 individuals, comprising 4,303 households, were reached through hygiene promotion activities and awareness sessions conducted in 112 sessions. Some 72 volunteers and staff members also received 72 sets of personal protective equipment (boots and raincoats).

Overview of the action of the International Red Cross and Red Crescent Movement in the country

The IFRC is present in the region through the Niamey Cluster and has been supporting and assisting the RCSCI in disaster management over the years, through various DREFs and the response to the COVID-19 pandemic through the Covid-19 Emergency Appeal. The Cluster provides remote support through a technical team consisting of a health officer, a shelter officer, a capacity-building officer, and a finance officer. This team has supported the development of this DREF.

The ICRC (International Committee of the Red Cross) is physically present in the country through its regional office. It provides technical and financial support within an annual Cooperation program covering emergency, livelihoods, migration, institutional areas, and more, over several years.

Partner National Societies

- The Netherlands Red Cross (CRNL) is present in RCSCI through a country office provided technical and financial support in the implementation of this DREF. An Emergency Response Preparedness initiative (PIE) plan is prepared and supported by NLRC. This initiative being in line as well with the learnings from this intervention which include strengthening the readiness and response capacity of the NS for a faster and effective intervention.
- The Swedish Red Cross (CRS) is not present in RCSCI but supports an Urban Risk Reduction (URR) project in Abidjan and a Health Resilience Project (PRS) in Danané (western Côte d'Ivoire) for years.
- The Monaco Red Cross (CRM) is not present in RCSCI but supports a Protection project in the cities of Daloa and Gonaté (central-west Côte d'Ivoire).

A coordination meeting of the Movement takes place every 2 months, and exceptionally for the coordination of interventions in Côte d'Ivoire (emergency response, COVID-19, floods, internal unrest, etc.).

Overview of the actions of external actors to the Red Cross/Red Crescent in the country

Under the direction of the civil protection authorities, meetings were held with other humanitarian organizations involved in the floods to continue site visits and raise awareness among the affected populations. The humanitarian partners participating in these meetings include UNICEF, WHO, WFP, and Save the Children.

The government, through the National Office of Civil Protection (ONPC), contacted the UN Humanitarian Coordinator for the rapid update of the contingency plan with the contribution of partners.

The Extended Coordination Committee (CCE), led by the Ministry of Solidarity and the Fight against Poverty and the UN Humanitarian Coordinator, convened two meetings in June with the agenda focused on managing the current emergency related to the floods. An operational coordination group was established with several humanitarian organizations such as WHO, UNICEF, WFP, and Save the Children, among others.

Needs analysis and scenario development

The data analysis conducted after the rapid needs assessments carried out by various local branches of the RCSCI, starting from 21 June 2022, through the support of the coordination team at Headquarters, highlighted flooding in nine localities across the country. Among these, five were in Abidjan (Abobo, Anyama, Attécoubé, Bingerville, and Port-Bouët), and four were in other parts of the country (Azaguié, Bonoua, Dabou, and Grand-Bassam).

The assessments revealed landslides, destroyed houses, damaged schools, collapsed buildings, contaminated water sources, loss of material goods, food and non-food items, hygiene and sanitation needs including access to clean water, latrines, and the promotion of good environmental hygiene practices. Additionally, there were reports of road degradation and bridge destruction. The flooding resulted in numerous injuries and a loss of lives, with a total of 13 deaths, including 6 in Attécoubé and 7 in Bingerville, among others. A total of 4,686 individuals were impacted by water, hygiene, and sanitation-related issues. Main impacts and needs include:

- Water rises several meters inside houses, contaminating all sources of clean water, including wells;
- Water torrent sweeping away everything in their path;

- The destruction of 134 houses and 11 schools, the rupture of roads, flooding of markets, contamination of wells etc. Heavy flooding has led to the rupture of pipe lanes further increasing water levels in communities.
- After the rainfall, the water stagnates around these neighbourhoods for several weeks or even months, leading to a persistent presence of waterborne diseases;
- The priority needs identified as follow: Food Assistance 64%; Protection 19%; Water, Sanitation and Hygiene 9% and Shelter 6%);
- Needs to strengthen the WASH and health services given the risk of water-borne diseases;
- Confirm the need to work on flood preparedness and community engagement considering the environmental factors influencing floods disaster in the targeted areas. In Côte d'Ivoire, floods are primarily caused by poor drainage and unregulated constructions. As a result, floods can occur at any time in any type of neighbourhood, including slums, residential areas, and other locations;
- Detail qualitative needs identified in the initial assessment on 21 June rapid assessment remain the same. Consequently, there were no adjustments to the needs analysis and operational plan initially designed (Annex: Multi-sectoral Assessment Report).

Based on this information, the activities under the DREF were adjusted to address the main needs on shelter, Livelihood, WASH. Details of needs identified following the rapid and detailed assessment conducted by the NS are in the [EPoA](#). And the [Operation update 1](#).

Scenario Planning:

Three scenarios were developed in anticipation with NS planning to adapt following the evolution of the situation in a best or a worst way. During the implementation of this DREF and despite the unfavourable seasonal forecasts, the scenario did not change and remained at the best-case scenario, which was the basis for the DREF planning. Therefore, there was no need to request another DREF allocation or emergency appeal. Details of scenario planning in the [EPoA](#).

Risk Assessment of the Operation:

Details of risk analysis and mitigation measures applied can be read in the [EPoA](#).

B. Operational strategy

Proposed strategy

Overall Objective:

The overall objective of this DREF operation is to provide assistance to 4,686 individuals (781 households) through emergency support in shelter, health, WASH (water, sanitation, and hygiene), livelihoods, and protection in the 9 targeted localities, 5 localities in Abidjan and 4 municipalities. These are: Abobo, Anyama, Attecoube, Azeguie, Bingerville, Bonoa, Daboua, Port-Bouet, Grand-Bassam.

The continuity of rains and risk still in the predictions for further floods and landslides, early warning was also disseminated to already affected and others at risk communities from mid-June to early July. This expanded the message to a wider target audience. The early warning also included the awareness raising on health risk and WASH services for which NS volunteers in the 9 departments reached 29,097 people included the communities affected by floods, the host families, the at-risk communities in the targeted department.

In general, the intervention planned at the launch of the emergency response was maintained and the main changes was the timeframe extension from 3 to 5 months and slide adaptation to the field imperative to avoid further delay on the delivery of the assistance. As planned, the DREF allocation focused on shelter, livelihoods and basic needs, and water, hygiene, and sanitation. Special emphasis was laid on integrating CEA (Community Engagement and Accountability) and PGI (Protection, Gender, and Inclusion) activities.

The assistance was provided to the affected communities after a detailed needs assessment conducted in the nine targeted localities as a first action while supporting evacuation and immediate first aid to the communities.

Direct target of 134 households representing the homeless families were prioritized and selected from total affected households. The following main criteria were used for targeting the beneficiaries of the cash transfer among the household affected by the flood:

- House completely destroyed
- Woman as Head of Household
- With children under 5 years of age
- With a large family size (more than 7 members)
- Affected by the flood and not receiving assistance
- Loss in food stock
- Having less than 3 meals a day
- Having a disabled family member

The assistance was provided to the affected communities after a detailed needs assessment conducted in the nine targeted localities as a first action while supporting evacuation and immediate first aid to the communities. The message prevention on landslides risk from mid-June to early July was also disseminated.

Table of direct beneficiaries selected per locality. Cash and items distribution

Communities	Number of households targeted	Number of households reached	Gender of head of household		Age division of the persons targeted						
			Male	Female	Male >18 years	Female >18 years	Boys		Girls		Total
							< 5 years	5-18 years	< 5 years	5-18 years	
Abobo	70	70	41	29	117	144	52	87	66	78	544
Anyama	120	120	70	50	230	242	86	222	131	213	1124
Bingerville	127	127	86	41	189	232	40	93	50	112	716
Attécoubé	08	08	04	04	15	20	06	08	08	17	74
Azaguié	32	32	15	17	85	88	34	54	45	55	361
Port-Bouët	354	354	165	189	491	537	168	476	257	450	2379
Grand Bassam	41	41	10	31	96	104	27	53	18	45	343
Bonoua	12	12	04	08	17	28	2	15	16	11	89
Dabou	17	17	10	07	07	45	22	38	10	36	158
Total	781	781	405	376	1247	1440	437	1046	601	1017	5788


Table of people reached by awareness raising per locality.

Localities	Number of households visited	Pregnant women	Other women	Men	Girls from 5 to 18 years	Boys from 5 to 18 years	Children aged less than 5 years	Total
Abobo	379	332	1209	1095	768	697	1673	6153
Anyama	479	153	860	490	678	541	389	3590
Port Bouet	931	248	1438	1291	1631	1091	557	7187
Bonoua	720	157	330	233	983	477	307	3207
Bingerville	240	32	465	660	630	520	250	2797
Azaguié	600	37	605	540	547	490	167	2986
Grand-Bassam	162	0	190	149	136	93	82	812
Artécoubé	180	38	79	110	58	49	50	564
Dabou	223	51	400	349	318	264	196	1801
	3914	1103	5890	4990	5824	4269	3741	29,097

The main impact of these delays was on the final delivery of the overall assistance. Due to delays in implementation (following late start, communication difficulties with the Financial Service Provider (FSP), etc.) and reality faced during the implementation, the execution calendar for the cash assistance and WASH distribution was changed, and some adjustments needed to complete the assistance.

Please refer to the document published [here](#) for details on the planned intervention.

C. Detailed Operation Plan

Shelter		
	People reached: 804 persons (134 households) Male: 498 Female: 306	
Indicators :	Target	Results
# households that have received support in shelter	134	134
% of the supported households are sufficient and the support provided responded to their shelter needs	80	98.08
# Number of volunteers trained on CASH, CEA, PGI, Kobo	63	63
# Number of staff trained on CASH, CEA, PGI, Kobo	12	12
# Multi-sectoral needs assessments realised	01	01
Achievements		
<p>To preserve the dignity of the affected individuals, 134 households received support for the rehabilitation of their destroyed shelters. These 134 households were identified based on the criteria established during the development of the DREF (see beneficiary selection criteria section on the targeting). This support was provided through a one-time cash transfer of 50,000 CFA francs by the MTN agency in November 2022.</p> <p>To achieved that, the following actions were completed:</p> <ul style="list-style-type: none"> The contract with the FSP established in 2018 was amended to include the ToRs of this cash distribution. The assistance was provided after a feasibility study of the cash transfer in the 06 target localities. The selection of beneficiaries: The majority of beneficiaries were from Bingerville, with a total of 100 households, because one of the major criteria was households that had lost their shelters. The data collected during the detailed assessment identified 100 households in Bingerville that met this criterion, while in other locations, there were only one (01) or a few households that had lost their shelters. Despite the engagement from 		

community representatives, the validation of the list was delayed, particularly in Bingerville, due to the requirements of certain community leaders on the list.

- Some affected families were not present at the site during the detailed assessment. As a result, some of them were not included on the beneficiary lists registration and then not considered for the beneficiary selection and did not receive the support. Lastly, the data collection matrix had some shortcomings. The available information on this matrix could not account for beneficiaries who were absent during the evaluation conducted by volunteers from the new local committee in Bingerville.

The cash intervention was delayed by operational challenges to accommodate. This delay includes:

- Delays in finalization of the amendment of the agreement with the mobile service provider following internal issue of the FSP.
- List validation with community leaders
- Absence of identification documents for some beneficiaries reported being carried away during the floods,

The cash assistance was planned to cover shelter and livelihood. All the 134 Families targeted received their instalments in a one-off instalment: 122 through mobile transfer and 12 through cash following sim card issue. Indeed, 12 heads of household were unable to receive the funds because they did not have an MTN number of their own. The MTN Financial Service Provider was in charge to solve the issue but the administrative bottleneck for proper registrations was not effective until the end of the intervention. As a last measure to ensure these 12 heads households received their funds before the end of the operation, the NS decided to directly provide them with the funds at its headquarters with all appropriate accountabilities.

This operation took place at the accounting department of the National Society on 12, 14, and 22 December 2022. The 12 beneficiaries received their payments for both the complete destruction of their shelters and the complete loss of their livelihoods. The results of the Post-Distribution Monitoring (PDM) survey conducted showed that 98.08% of the beneficiaries were satisfied with the assistance received, and 92.31% reported no difficulties during the withdrawal operations.

Through this intervention, the NS also benefit from capacity strengthening of part of the Abidjan staff and volunteers. Notably 63 volunteers trained on Code of conduct - Safety/Security - Crisis communication - waterborne diseases and hygiene practices - CEA - psychosocial support – Cash transfer monitoring and monitoring Evaluation (kobo collection).

Challenges

- Several administrative delay and operational challenges linked to capacity on the field, coordination of the targeting and cash processes with the respective stakeholder include the communities led to the delay on the cash assistance.

Lessons learned

- Provide training on needs assessment and targeting rather than just a briefing, especially when volunteers come from a new local committee.
- Improve the beneficiary pre-selection matrix to address any shortcomings and ensure that all individuals in need are properly identified, enhance the targeting and keep a verification system which involved the community prior any final beneficiary list.

Livelihoods and basic needs





People reached: 804 persons (134 households)

Male: 498

Female: 306

Indicators :	Target	Results
# households that have received support in livelihoods and basic needs: 134 households	134	134
% of the supported households are sufficient and the support provided responded to their livelihoods needs:	80	98.08
# Number of volunteers trained on CASH, CEA, PGI, Kobo:	63	63
# Number of staff trained on CASH, CEA, PGI, Kobo:	12	12

# Multi-sectoral needs assessment carried out	01	01
Achievements		
<p>Following the floods, the affected population was unable to meet their basic needs. Thanks to the DREF, 134 families identified based on pre-defined criteria received a cash transfer of 50,000 XOF per month for 2 months to support their livelihoods.</p> <p>To ensure a more effective and efficient response to this activity, 63 volunteers, including 36 men and 27 women, received comprehensive training covering CASH assistance and livelihood, CEA, PEAS, Security and Safety, WASH, and Kobo Collect.</p>		
Lessons learned		
<ul style="list-style-type: none"> Keep in mind during the detailed assessments that the people found in the habitats on the sites may not necessarily be the ones who actually need assistance. Improve the beneficiary pre-selection matrix to address any shortcomings and ensure that all individuals in need are properly identified. 		

	<p>Health</p> <p>People reached: 29,097 persons 3,914 households)</p> <p>Male: 14,409</p> <p>Female: 14,688</p>		
Outcome 1: Immediate health risks for affected populations are reduced			
Indicators:		Targets	Actual
# of people reached by health risk awareness messages (4,686)		4,686	29,097
Output 1.1: the Target population benefits from disease control and health promotion			
Indicators:		Targets	Actual
# of volunteers trained on water-borne diseases and hygiene practices: 63		63	63
# of people reached by psychological first aid		TBD	0
# Multi-sectoral needs assessment that has been conducted		01	01
# of trained volunteers (Target: 54)		63	63
Achievements			
<p>To provide volunteers with the necessary tools to conduct this activity, 63 volunteers benefited from training covering the learning thematic of:</p> <ul style="list-style-type: none"> Psychosocial support Health risk and epidemic prevention with a particular focus on waterborne diseases (symptoms, preventive measures, the preparation of chlorine solutions and water treatment at home) Households' visits conducted by volunteers made in-depth exchange with beneficiaries on key messages possible. This also allowed direct observations and practical demonstrations to detect good practices as well as bad ones within the households visited. The main observation being summarized as below, and they guided the priorities on the awareness. <ul style="list-style-type: none"> 3,914 households reached with visits. 131 households among the 181 evaluated in the PDM reached at the end of the 3 months were adopting proper handwashing practices by members. 			
			
<p><i>Interview with a housewife on water conservation</i></p>			

Water, sanitation, and hygiene



People reached: 29,097 persons (3,914 households)

Male: 14,409

Female: 14,688

Indicators :	Target	Result
# of communities benefiting from activities to combat water-related diseases:	09	09
% of people with improved hygiene condition (3,914	4,686	29,097
% of people reached with sensibilisations (80% of 781 as target)	80%	3,914 HH
# Multi-sectoral needs assessment conducted	01	01
# Number of hygiene kits distributed	781	781
% of the affected population with daily access to safe water that meets Sphere and WHO standards	50	100

Achievements

- A total of 29,097 people out of the planned 4,686 were reached through the awareness activities conducted by the RCSCI volunteers, representing %. These activities took place in the 9 targeted locations identified in the DREF.
- 781 WASH kits were distributed to 781 households, with one kit per household. Kits included: standard hygiene items, items for water treatments (20L Buckets and aquatabs), sanitary napkins, bleach. Adequate demonstrations were done on the use of the kits, 10 L can with lid.
- The procurement of the WASH kits was therefore delayed, which in turn delayed their distribution to the affected community. To effectively carry out this activity, 63 volunteers, consisting of 36 men and 27 women, received integrated training covering topics such as cash transfer, community engagement and accountability (CEA), prevention of exploitation and abuse (PEAS), security and safety, WASH, and Kobo Collect data collection.
- Regarding the WASH theme, they received training on several modules, including "prevention of waterborne diseases, water treatment and conservation at home, water disinfection at home, the 10 steps of proper handwashing, etc."
- Initial capacity on WASH in some local committees is important, especially for floods prone areas. NS refresher training was benefit to update on key messages and ensure the right messages were passed in the communities. Especially in high-risk areas and given the recurrent topics on WASH.

Strengthen National Society

Indicators :	Target	Results
# volunteers mobilized	63	63
# volunteers insured	63	63
# of volunteers and staff that received a security briefing	75	75
# monitoring missions of the national society	04	08
# monitoring missions of IFRC	04	04

Achievements

To successfully carry out the activities planned under the DREF, 6 volunteers and 1 supervisor per local committee were identified in each of the 9 local committees, totalling 54 volunteers and 9 supervisors, making a total of 63 people who benefited from an integrated training program covering various modules in the following areas: WASH, livelihoods/CASH, code of conduct, PEAS, Safer Access, Safety/Security, PMER, etc.

These training sessions/briefings were conducted to assess the knowledge level of the identified volunteers, especially those from the newly established Bingerville local committee, who were participating in such a large-scale operation for the first time.

Twelve (12) members of the RCSCI staff also received this training, bringing the total number of trained individuals to 75 persons with capacity on different sector through this intervention.

Similarly, after the lessons learned workshop, the recommendations from this workshop were presented to the RCSCI Steering Committee and shared during a feedback session on 30 December 2022. RCSCI also learned from different monitoring missions and feedback from communities. All the learnings from these various sources of information are consolidated in various sectors.

Challenges

- Due to the incomplete internal procedures of the RCSCI, the first day of the workshop started with significant delay. As a result, the training could not be completed as planned. Some of the missed training sessions were rescheduled and conducted during the implementation of the DREF. However, these catch-up sessions faced difficulties and have been rescheduled several times.

Lessons Learned

- Programming training workshops with the community, especially on weekdays, allows for the effective implementation of these trainings. By scheduling the workshops on days when community members are more likely to be available, it increases the chances of their participation and engagement in the training sessions. This approach can help ensure that the training is successfully delivered and that the intended beneficiaries are able to benefit from the knowledge and skills.
- With the identified challenges across the different sectors, delayed intervention and slow procedures as well as the frequency of severe flash and urban floods, there is a need for the NS to explore more the anticipatory action approach and long-term planning to address the flood management in Cote d'Ivoire. The development of an early action protocol to be essential.
- It is essential that a proper analysis of the NS operational capacity, evaluation of the capacity and gaps both at HQ and branches are conducted and the learnings and outcome highly prioritized to identify key points of development of the NS and define a comprehensive PER plan for NS on which partner can contribute to.
- Enhanced the ownership of involved teams at HQ and branch level on emergency tools, cash and CEA management through trainings and direct technical support for next operations will contribute to a better implementation.
- Update the mapping of flood-prone areas in Côte d'Ivoire to enhance early warning that will mitigate the impact of floods.
- Preposition stocks of wash kits and other relief materials around flood-prone areas to ensure prompt assistance to people affected by future floods.

International Disaster Response

Indicators:	Target	Result
# of months IFRC surge resource is deployed to support as Operations Manager:	01	3.5
# of lessons learned workshop (Target:1)	01	01

Achievements

To ensure coordination and monitoring of the DREF, the IFRC deployed one of its specialists (surge) to RCSCI for a period of 2 months.

Due to the delay in implementation, RCSCI requested a one-month extension from the IFRC. Ultimately, with the DREF extension for 2 months, an additional 15 days were granted to RCSCI by the IFRC.

The surge supported RCSCI for 3 months, with an additional 15 days granted.

Challenges

- The conflicts in personnel schedules and the cumbersome administrative procedures have been identified as challenges in the implementation of the DREF.

Lessons learned

- Efforts should be made to address these issues and find solutions that can streamline administrative processes and better manage personnel schedules to ensure smooth and efficient operations. This may involve improving coordination and communication within the organization, implementing more efficient administrative systems like temporary redistribution of task, setting emergency operation centers, and providing necessary training and support to staff members involved in the DREF implementation.
- The engagement and understanding from NS at different level on the emergency response requirements and facilitations (administrative, financial, logistic etc) is essential to promote and identify solutions to quick start an emergency response and ensure an assistance in the emergency stage rather than months later.

Influence others as leading strategic partner

Indicators:	Target	Actual
# of interactive radio emissions broadcasted	18	18
# of feedback collected via interactive radio and awareness raising (100)	100	00
# of feedbacks collected that have been processed	270	270
# Number of Post distribution monitoring (PDM) executed	01	01
# of engaging meetings/activities done with the community	09	09
# of volunteers that participated in lessons learned workshops	198	169
#video produced: 1	01	01

Achievements

Three (03) interactive radio broadcasts were conducted in each of the six selected localities for this activity. These localities include: Abobo, Anyama, Bingerville, Dabou, Grand-Bassam, and Port-Bouët, with a frequency of 3 broadcasts per locality, totalling 18 radio broadcasts.

These broadcasts were conducted in the presence of two Volunteers, a representative from RCSCI, and an expert from either ONPC or a state technical service (Municipality). A film documentary was also realized. Unfortunately, due to a lack of time and funding, the documentary film was not *promoted in time*.

During the DREF operation, feedback from the interactive radio broadcasts was not collected as the hotline (1380) was inactive. No other feedback channel out of volunteer's visits was made available to the community.

Lessons learned

- Ensuring good and regular communication with all stakeholders involved is essential for the successful implementation of radio broadcasts.
- Ensuring feedback system is in place with an interactive channel as well as sensitive feedback system is important from the onset of an intervention to understand the preferences, claims and address them proactively and on the right way.
- Ensuring effective and regular communication with all stakeholders is essential for the successful implementation in general and of media support like documentary films. This includes clear and timely communication with key stakeholders, the film production team, relevant partners, and key individuals involved in the project. Regular updates, coordination meetings, and feedback sessions can help address proactively challenges or issues that arise during the filmmaking process. Open lines of communication can also facilitate collaboration, ensure timely decision-making, and enhance the overall quality and impact of the documentary.

D. Financial Report

This operation was concluded with CHF 144,272 expenditure on the CHF 152,667 allocated by the DREF to RCSCI floods response intervention conducted from 4 July 2023 to 31 December 2022.

Below are the variances explanations.

III. Expenditure by budget category & group					
Description	Budget	Expenditure	Variance	%TAGE	Explanation
Relief items, Construction, Supplies	67,789	55,499	12,290	18%	The variance is due to the communication activities under teaching materials that were not completed. Less messages were broadcasted on community radio's due to delays in validation of messages. The FSP fees for the 12 HH that received direct cash explain as well the cash balance.
Water, Sanitation & Hygiene	23,399	21,288	2,111	9%	
Medical & First Aid	837	749	88	11%	
Teaching Materials	10,811	4,605	6,206	57%	
Cash Disbursement	32,742	28,857	3,885	12%	
Logistics, Transport & Storage	3,767	4,279	-512	-14%	The monitoring was strengthened in the last two months as a measure to ensure completion of the plan during the extension. The branch supervision from HQ were strengthen following identified gaps and to cover the delayed and the surge extended to complement the personnel challenges and coordinate the response.
Transport & Vehicles Costs	1,907	1,566	341	18%	
Logistics Services	1,860	2,713	-853	-46%	
Personnel	34,825	37,434	-2,609	-7%	All DREF documents were finally translated by the delegation. No external translation requested.
International Staff	14,857	15,896	-1,039	-7%	
National Society Staff	3,116	5,091	-1,976	-63%	
Volunteers	16,853	16,447	406	2%	
Consultants & Professional Fees	1,048		1,048	100%	All DREF documents were finally translated by the delegation. No external translation requested.
Professional Fees	1,048		1,048	100%	
Workshops & Training	16,452	16,308	144	1%	Travel costs increased due to the extension period of the DREF and challenges in the completion of the agenda that require more supervision. The lesson learn exercise was also expanded to IFRC key staff to ensure review of the intervention and make clear recommendation following the several challenges faced.
Workshops & Training	16,452	16,308	144	1%	
General Expenditure	19,468	21,947	-2,479	-13%	
Travel	9,027	14,201	-5,174	-57%	
Information & Public Relations	3,509		3,509	100%	
Office Costs	403	1,578	-1,175	-291%	
Communications	155	161	-6	-4%	
Financial Charges	930	-22	952	102%	
Other General Expenses	5,444	6,030	-586	-11%	
Indirect Costs	9,318	8,805	512	5%	
Programme & Services Support Recover	9,318	8,805	512	5%	
Grand Total	152,667	144,272	8,394	5%	Balance is mainly linked to the cross-cutting budget and translation.

Contact information

Reference documents

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

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For In-Kind donations and Mobilization table support:

- IFRC Africa Regional Office for Logistics Unit: Rishi Ramrakha, Head of Africa Regional Logistics Unit, email: rishi.ramrakha@ifrc.org; phone: +254 733 888 022

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

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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.

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Saving lives, changing minds.



The IFRC's work is guided by Strategy 2020, which sets out three strategic objectives:

1. Saving lives, protecting livelihoods, and strengthening recovery from disasters and crises.
2. Promote healthy and safe lifestyles.
3. Promoting social integration and a culture of non-violence and peace

Some pictures of the operation



Picture 1: Discussion with communities to explain the NS response criteria and steps in Anyama



Picture 2: Affected families crossing the flooded area in the commune of Port-Bouët



Picture 3: Dégâts causés par les inondations de juin 2022 à Bingerville



Picture 4: WASH kits distribution in Anyama



Picture 5: Settlements facing increased level of water during the assessment conducted with the Civil protection in June 2022 in Grand-Bassam



Picture 6: PDM Survey conducted by volunteers In the affected families in Bonoua

DREF Operation

Selected Parameters			
Reporting Timeframe	2022/7-2023/6	Operation	MDRCI015
Budget Timeframe	2022/7-2023/6	Budget	APPROVED

FINAL FINANCIAL REPORT

Prepared on 27/Jul./2023

All figures are in Swiss Francs (CHF)

MDRCI015 - Côte d'Ivoire - Floods

Operating Timeframe: 04 juil. 2022 to 31 déc. 2022

I. Summary

Opening Balance	0
Funds & Other Income	152 667
DREF Response Pillar	152 667
Expenditure	-144 272
Closing Balance	8 395

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter	18 855	17 411	1 444
AOF3 - Livelihoods and basic needs	29 915	24 003	5 912
AOF4 - Health	15 705	17 293	-1 588
AOF5 - Water, sanitation and hygiene	22 949	22 730	219
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
Area of focus Total	87 424	81 436	5 988
SFI1 - Strengthen National Societies	18 272	14 503	3 769
SFI2 - Effective international disaster management	39 725	39 799	-74
SFI3 - Influence others as leading strategic partners	6 255	8 534	-2 279
SFI4 - Ensure a strong IFRC	990		990
Strategy for implementation Total	65 243	62 836	2 407
Grand Total	152 667	144 272	8 394

DREF Operation

Selected Parameters			
Reporting Timeframe	2022/7-2023/6	Operation	MDRCI015
Budget Timeframe	2022/7-2023/6	Budget	APPROVED

FINAL FINANCIAL REPORT

Prepared on 27/Jul./2023

All figures are in Swiss Francs (CHF)

MDRCI015 - Côte d'Ivoire - Floods

Operating Timeframe: 04 juil. 2022 to 31 déc. 2022

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	67 789	55 499	12 290
Water, Sanitation & Hygiene	23 399	21 288	2 111
Medical & First Aid	837	749	88
Teaching Materials	10 811	4 605	6 206
Cash Disbursement	32 742	28 857	3 885
Logistics, Transport & Storage	3 767	4 279	-512
Transport & Vehicles Costs	1 907	1 566	341
Logistics Services	1 860	2 713	-853
Personnel	34 825	37 434	-2 609
International Staff	14 857	15 896	-1 039
National Society Staff	3 116	5 091	-1 976
Volunteers	16 853	16 447	406
Consultants & Professional Fees	1 048		1 048
Professional Fees	1 048		1 048
Workshops & Training	16 452	16 308	144
Workshops & Training	16 452	16 308	144
General Expenditure	19 468	21 947	-2 479
Travel	9 027	14 201	-5 174
Information & Public Relations	3 509		3 509
Office Costs	403	1 578	-1 175
Communications	155	161	-6
Financial Charges	930	-22	952
Other General Expenses	5 444	6 030	-586
Indirect Costs	9 318	8 805	512
Programme & Services Support Recover	9 318	8 805	512
Grand Total	152 667	144 272	8 394