



# DREF Operation - Final Report

## Costa Rica | Tropical Storm Julia

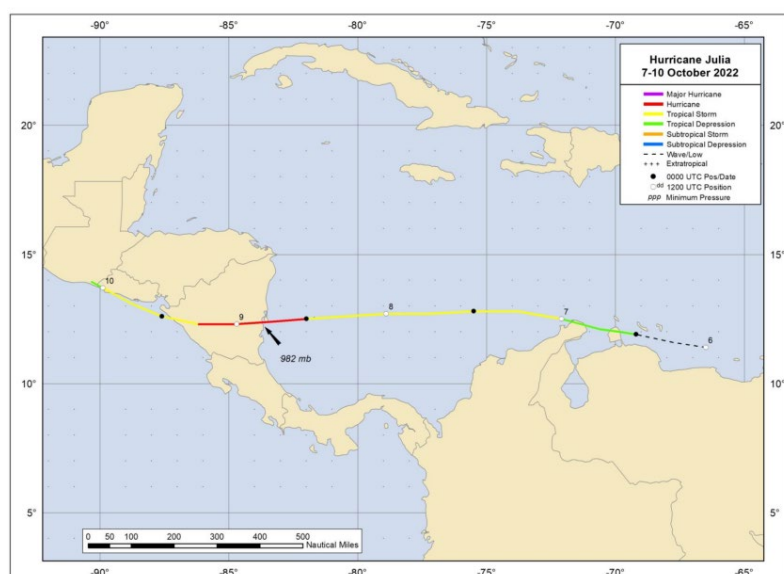
<b>DREF operation</b>	<b>Operation n°</b> MDRCR021
<b>Date of Issue:</b> 22/06/2023	<b>Glide number:</b> <a href="#">FL-2022-000348-CRI</a>
<b>Operation start date:</b> 25 October 2022	<b>Operation end date:</b> 28 February 2023
<b>Host National Society:</b> Costa Rican Red Cross	<b>Operation budget:</b> CHF 386,584
<b>Number of people affected:</b> 300,000	<b>Number of people assisted:</b> 2,299 families (7,204 people) <sup>1</sup>
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> International Federation of Red Cross and Red Crescent Societies (IFRC).	
<b>Other partner organizations actively involved in the operation:</b> National Commission for Risk Prevention and Emergency Attention (CNE), Emergency System 911, National Fire Department, Ministry of Public Infrastructure and Transportation (MOPT), Traffic Police, National Meteorological Institute (INM), Costa Rican Energy Institute (ICE).	
<b>The Costa Rican Red Cross spent a total of CHF 317,463. The remaining balance of CHF 69,121 will be returned to the Disaster Response Emergency Fund.</b>	
<i>The major donors and partners, of the Disaster Response Emergency Fund (DREF) included the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden, and Switzerland, as well as DG ECHO, Blizzard Entertainment, Mondelez International Foundation, Fortive Corporation, and other corporate and private donors. The IFRC, on behalf of the Costa Rican Red Cross, would like to extend thanks to all for their generous contributions.</i>	

## A. SITUATION ANALYSIS

### Description of the disaster

Julia was a category one hurricane (on the Saffir-Simpson Hurricane Wind Scale) that made landfall in Nicaragua and affected many countries in South America, Central America, and Mexico.

Julia originated from a tropical wave that departed the west coast of Africa on 26 September 2022. The wave was quite weak and produced limited shower activity while it moved across the tropical eastern Atlantic during the next few days. By 1 October, however, showers and thunderstorms increased along the wave axis.



Best track positions for Hurricane Julia, 7–10 October 2022. Source: [nhc.noaa.gov](https://nhc.noaa.gov).

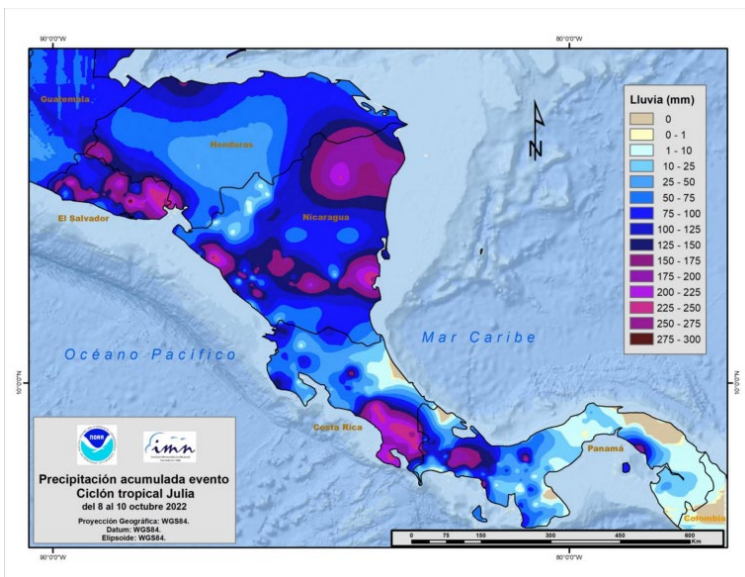
<sup>1</sup> At the time of planning for this intervention, a general formula was used estimating 5 persons per household, however, when visiting the communities for the selection of beneficiaries, it was found that some families had fewer members. Even so, the commitment to support 2,300 families was 99% fulfilled.

By far, the most life-threatening hazard associated with Julia was the large swath of heavy rains and associated flash flooding. The figure below shows an accumulated rainfall map for the Central American region.

Due to the increase in rainfall, the entry of various tropical storms, and Hurricane Julia, soil saturation remained high in the regions of the territory. With the arrival of several tropical waves such as #44, 46, and 47 there were heavy rains accompanied by isolated storms mainly in the areas of the South Pacific and Central Pacific.

The heavy rains that fell in Costa Rica since 8 October 2022 caused severe flooding in several areas of the country, mainly in the South Pacific and Central Pacific regions. Families were forced to take refuge with relatives or move to collective centers set up to deal with the emergency.

On 17 October, heavy rains occurred in the Central Pacific in the cantons of Parrita, Garabito, Quepos and in the South Pacific in the cantons of Buenos Aires, Golfito, and Osa and in the Central Region in the cantons of Desamparados and Aserrí causing flooding due to overflowing rivers and obstruction of sewers; affecting homes, businesses, roads, bridges and causing major landslides in the canton.



Total rainfall (mm) produced by Hurricane Julia across Central America. Source: [nhc.noaa.gov](http://nhc.noaa.gov)

Timeline of alerts for this and subsequent events:



**10 October 2022:** Based on the monitoring, a **Red Alert** was issued in the South Pacific. **Yellow Alert** in North Pacific, Districts of Paquera, Cóbano, and Jicaral, as well as islands in the Gulf of Nicoya, Northern Zone (including Sarapiquí). Central Pacific, Caribbean, and Central Region were upgraded to **Green Alert**.



**11 October 2022:** **Red Alert** was maintained in the South Pacific. **Green Alert** in North Pacific, Districts of Paquera, Cobano, and Jicaral, as well as islands in the Gulf of Nicoya. The alert status was lifted for the Caribbean.



**13 October 2022:** **Red Alert** was maintained in South Pacific. **Yellow Alert** in Central Pacific, North Pacific, and Northern Zone (including Sarapiquí). **Green Alert** was maintained in Central Region.



**18 October 2022:** **Red Alert** was maintained in South Pacific, **Yellow Alert** was maintained in the North Zone (including Sarapiquí), Central Region, **Orange Alert** in the Central Pacific, North Pacific, Cantons of Puriscal, and Turrubares, Los Santos Zone.



**20 October 2022:** A general decrease in soil moisture was experienced throughout the national territory, in view of which the CNE made the following alert changes: **Orange Alert** in South Pacific, **Green Alert** in Central Pacific, North Pacific, North Zone (including Sarapiquí), Central Region.



**21 October 2022:** The CNE foresaw that for the second half of the week, the Intertropical Convergence Zone (ITCZ) would remain weak and with low moisture content in southern Central America, in view of this it was established **Yellow Alert** for South Pacific, and **Green Alert** for Central Pacific, North Pacific, North Zone (including Sarapiquí), Central Region.



**5 November 2022:** The CNE raised to **Yellow Alert** for the Pacific slope and the Central Valley and a green alert for the Northern Zone, since the IMN indicated that the proximity of the Intertropical Convergence Zone and a low-pressure system would favour rains in the coming days.



**11 November 2022:** The CNE raised a **Green Alert** due to a change in rainfall pattern. An increase in rainfall was expected during the week for the Caribbean and Northern Zone, in addition to continued scattered afternoon showers with isolated thunderstorms in the Central and South Pacific.



**2 December 2022:** The CNE foresaw a decrease in rainfall, and a **Green Alert** was maintained for the Caribbean and Northern Zone. All other alerts were lifted.



**14 December 2022:** The CNE announced that due to the return to seasonal conditions, the current alert for rainy conditions was lifted.

## Summary of response

### Overview of Host National Society

The Costa Rican Red Cross (CRRC) prepared and responded to the needs of the various regions, deploying its capacity, coordinating with humanitarian organizations, and carrying out the following actions:

- Permanent coordination with Costa Rican national authorities through the Emergency Operations Centre (COE) and the National Emergency Commission (CNE) Board of Directors.
- Actions focused on evacuation and attention to incidents in the affected communities.
- Establishment of a level 5 response from 18 October 2022, activation of the Situation Room and maintained a presence within the National EOC and made available its auxiliary committees, dispatch posts, and regional centres in the areas affected by the floods.
- Deployment of resources from different regions of the country to support affected and potentially impacted areas.
- Through the National Directorate for Risk and Disaster Management and coordination with the Auxiliary Committees, it was possible to prioritize actions to assist the most affected communities.

### Overview of Red Cross Red Crescent Movement in country

The International Federation of Red Cross and Red Crescent Societies (IFRC) was in contact with the Costa Rican Red Cross since the beginning of the emergency through the Country Cluster Delegation for Central America and the Health, Disaster, Climate, and Crises team of the Americas Regional Office. No specific support or contribution for this operation was received or confirmed from Partner National Societies (PNS), but they were in contact with the Costa Rican Red Cross.

### Overview of non-RCRC actors in country

The country's National Emergency System established response and coordination actions among the different institutions. The main actions are described below:

- The CNE activated the Regional and Municipal Emergency Committees, which, with the support of the Community Committees, rehabilitated roads, responded to incidents reported through the 911 Emergency System, and organized logistics to provide comprehensive assistance to people sheltered in temporary collective shelters.
- The National Emergency Commission (CNE) registered a total of 379 incidents associated with Julia in Costa Rica, with the highest number in Golfito with 212 reports, Osa with 63 incidents, and Buenos Aires with 35 reports. In Coto Brus there were 19, in Pérez Zeledón 15, in Corredores 7 and in Abangares 5. A total of 19 shelters were set up and as of the last report on 10 October had an occupancy of 825 people. Thirteen of the shelters were in the Brunca Region with 591 people sheltered: four in the Chorotega region with 224 people, one in the Central Pacific with eight people, and one in the Northern Zone with two people.

As the days passed and the rains subsided, many of the affected families were able to return to their homes as the rivers receded and they were gradually able to enter their communities. In this regard, the CNE requested the Emergency Committees and Institutions:

- Monitor weather conditions at the local level and be aware of weather conditions based on periodic reports from the INM.
- Remain active and monitor the most at-risk sectors in the cantons.
- Establish permanent communication with community emergency committees.
- Review inventories of available resources to assist the affected population.

The National Meteorological Institute (INM) continued announcing weather warnings due to the arrival of more tropical waves which continued to generate rainfall in the coastal area of Limon, which contributed to the continued saturation of the soil, causing more flooding incidents.

## **Needs analysis and scenario planning**

### **Water, sanitation, and hygiene**

Drinking water systems were reported to be affected, including water sources, storage systems, and water distribution lines, where landslides, recurrent flooding, or line breakage due to runoff damaged pipelines, making it necessary to assist households by providing them with the means to purify and store their drinking water.

As the days passed, most of the aqueducts and sewers were re-establishing drinking water services while in some cases, they were still recovering. At the closing of this operation, all systems were re-established.

### **Livelihoods and food security**

Due to the saturation of soils, damage to watercourses, and the rapid rise of rivers, homes, businesses, crops, and household belongings were damaged. It was anticipated that recovery would be difficult given that families' physical, financial, and natural resources were severely affected, so the financial and food security of households would be seriously affected in the months following the event. In view of this, it was necessary to consider including migrant populations along the border areas in emergency and recovery activities.

The affected communities are highly touristic, due to the manufacture of goods or the provision of services. Their livelihoods were partially or totally affected by the floods.

In this context, cash assistance was considered to help cover basic needs, such as adequate access to food for affected families. This will prevent affected populations from resorting to negative coping mechanisms and adverse effects on local markets. Cash can avoid negatively impacting local businesses and can have a multiplier effect to revive the local economy, contributing to the rapid recovery of local markets. Support during the early recovery phase was also considered, as harvests and economic recovery will take time.

The detailed assessments were validated with the Ministry of Agriculture and Livestock. Market assessments also confirmed whether the CVA was feasible, in terms of market functionality (confirming whether the supply chain was assured, and traders could meet changes in demand) and market accessibility for affected populations.

## **Operation Risk Assessment**

This operation was carried out during the rainy season, so the soils were very saturated with water, therefore there was the constant risk that the increase in rainfall could cause further soil saturation, rivers overflow, causing damage to various areas of the country, increasing the emergencies and needs in the communities.

Identified risk	Potential impact	Mitigation measures
Hydrometeorological and other extreme weather events	<ul style="list-style-type: none"> <li>- Delayed implementation of activities</li> <li>- People displaced to temporary shelters</li> <li>- The conditions of the road infrastructure in the country make it difficult for the Costa Rican Red Cross, the population, and the</li> </ul>	<ul style="list-style-type: none"> <li>- Close coordination with humanitarian actors that were present in the intervention zone.</li> <li>- Identification of distribution points outside the communities</li> <li>- Contingency and evacuation plans.</li> </ul>

	institutions involved in the emergency to mobilize.	<ul style="list-style-type: none"> <li>- Implement safety standards throughout the actions' development.</li> <li>- Information and communication with local actors.</li> <li>- Refrain from circulating in unrecommended and unauthorized areas and coordinate with different actors in the intervention zone.</li> <li>- Monitor developing hazards (hurricanes, volcanic activity).</li> <li>- Have a risk analysis for the target territories.</li> </ul>
Blockage of roads and highways or transportation problems	<ul style="list-style-type: none"> <li>- Delay in the delivery of humanitarian assistance to affected persons</li> </ul>	<ul style="list-style-type: none"> <li>- Identification of distribution points outside the communities</li> <li>- Identification of alternative routes</li> <li>- Contingency plans</li> <li>- Close communication with local partners to identify road blockage risk in a timely manner</li> </ul>
Burnout syndrome in volunteers and staff	<ul style="list-style-type: none"> <li>- Increased workload on volunteers and staff.</li> <li>- Reduction in the quality of the actions.</li> <li>- Deterioration of interpersonal relationships</li> <li>- Deterioration of the mental health of volunteers and staff.</li> </ul>	<ul style="list-style-type: none"> <li>- Implementation of MHPSS actions aimed at volunteers and staff.</li> </ul>
Violence	<ul style="list-style-type: none"> <li>- Delayed implementation of activities</li> <li>- Rethink activities outside the community</li> <li>- CRRC's humanitarian operations exposed to dangers such as crime, robbery, and road accidents, among others.</li> </ul>	<ul style="list-style-type: none"> <li>- All staff and volunteers adhere to security norms established by CRRC.</li> <li>- Training in safer access, including the implementation of the National Society's security protocol, were fundamental factors for the safe development of the operation.</li> </ul>
COVID-19	COVID-19 cases increase, with new waves and variants in various parts of the country, making it difficult to move supplies and isolate intervention areas, and infection of CRRC front-line personnel and partners delays the project.	<ul style="list-style-type: none"> <li>- Constant monitoring of COVID-19 case indicators and, if necessary, looking for alternatives or rescheduling that mitigate the effects of the identified risks.</li> <li>- Correct use of personal protective equipment, as well as insurance for volunteer personnel participating in the operation.</li> </ul>
The assistance provided is not sufficient for the number of people affected.	Reputational damage to CRRC	Established appropriate selection criteria and conducted a CEA approach in communities.
Price increase due to the inflationary trend in the region	<ul style="list-style-type: none"> <li>- Decrease in the number of people to be reached</li> <li>- Delay in the purchase of goods and services.</li> </ul>	Adjustment of the EPoA according to the situation analysis and further publication of an operational update

## B. OPERATIONAL STRATEGY

### Proposed strategy

Assist **2,300 families (11,500 people)** affected by floods and landslides, in a complementary manner to the actions developed by the State, through a Cash Assistance program to contribute to the restoration of livelihoods and the provision of water, sanitation, and hygiene promotion (WASH) services, through the distribution of water filters to ensure access to safe water, sourced and mobilized by the Regional Logistics Unit.

Actions related to PGI and CEA were addressed in the different activities of the operation in a cross-cutting manner.

## **Human Resources**

For the implementation of the action plan, CRRC had a multidisciplinary technical team that ensured the execution of the activities as established:

- A field coordinator.
- Water and sanitation technician for hygiene promotion (charged to the Wash operation).
- Livelihoods technician for the implementation of the Cash Assistance Programme.
- Driver
- Administrative and accounting staff at the Administrative Headquarters.
- Staff of the Directorate of Risk Management and Disaster Response (DINAGER) and their respective departments.
- Staff of the Procurement Department (Purchasing, storage, fleet).
- Press Department staff.
- IT Department staff.
- Volunteer personnel from the affected regions.

## **Logistics and supply chain**

The operation prioritized the procurement of materials nationally, as local markets have the products required for the operation.

CRRC has a procurement department through which all supplies and equipment required by committees at the national level are purchased, as well as a central warehouse. Purchasing procedures are endorsed by the government as many processes use funds allocated by the State, requiring management to adopt these procedures for all purchases.

The Americas Regional Logistics Unit provided support to the National Society and assisted with the procurement of water filters as well as quality control of the procurement processes executed, according to the authorization levels required in IFRC procedures.

For CVA distributions, the CRRC has a signed agreement with the Banco Nacional de Costa Rica, which is endorsed by the IFRC.

## **Communication**

CRRC has an institutional Communications Department that maintains lines and strategies, both inside and outside the organization, to ensure visibility as well as appropriate support to institutional activities during emergency response and recovery phases.

Communications objectives based on target audience:

- External Communications: Informational outputs are being developed to maintain a line of transparent and objective information on what the Red Cross is doing to assist those affected by emergencies, aimed at the general population and especially beneficiaries, for example, via social networks, interviews, and bulletins.
- Documentation: Providing evidence of support processes in emergency situations fosters credibility with donors and the general population, e.g., archives of published news stories, photo bank, and beneficiary stories.

## **Community Engagement and Accountability**

The CEA approach is transversal and is used in the activities carried out as part of the different intervention strategies. It seeks to integrate the communication and participation of the affected and target communities. The activities proposed as part of CEA's approach included sharing timely information with communities to support

community preparedness and primary response actions and promoting physical and mental health during and after the flood emergency through social networking, small group sessions, newsletters, and other actions. Similarly, established a mechanism for complaints, consultations, and recommendations during the emergency. In addition, the CEA toolkit was used for cash interventions.

The National Society has a team trained in CEA and this capacity was used to further strengthen the area within the team and volunteers.

The CEA approach was included in the first response actions, working with the teams that are carrying out the needs assessments to incorporate some key questions to develop community participation activities in the intervention. CEA's regional team supported the National Society in implementing feedback mechanisms to address questions, and doubts and identify rumours circulating in communities. The information collected through these mechanisms was introduced into the intervention areas to improve, modify, or refine the intervention.

### **Information technology (IT)**

CRRRC has an IT department that supports the National Society's administrative and operational functions. It is also providing support for all data management tools, such as ODK, Microsoft Forms, or any other service as required.

### **Security**

The National Society has a Security Office responsible for analyzing risks and generating guidelines. These guidelines are always followed during operations, and potential scenarios are analysed to minimize risks.

### **Planning, Monitoring, Evaluation and Reporting**

CRRRC had a monitoring team made up of personnel from the Risk Management Department. A lessons learned workshop was held at the end of the operation and the main results are embedded in this final report.

### **Administration and Finance**

The Financial-Accounting Department has trained personnel available to provide the necessary support to the work areas included in the Plan of Action:

The Financial Accounting Department's strategy focuses on:

- Having department personnel available to work on specific aspects of the operation.
- Complying with the issuance of reports and constant monitoring of compliance with and correct use of budget items.
- Informing the various work area coordinators about optimization and proper use of resources allocated to the Plan of Action.

## **C. DETAILED OPERATIONAL PLAN**



**Livelihoods and basic needs**



**People reached: 2,455<sup>2</sup> (800 families)**

Male: 1,258

Female: 1,197

***Livelihoods and basic needs Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods***

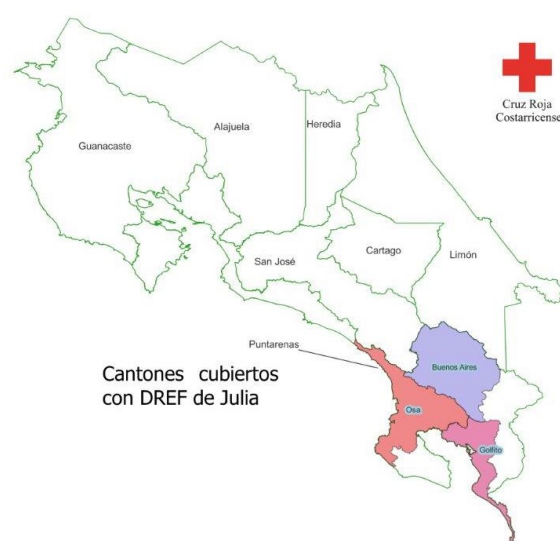
***Livelihoods and basic needs Output 1.1: Skills development and/or productive assets and/or financial inclusion to improve income sources are provided to target population (off-farm livelihoods).***

Indicators:	Target	Actual
# of families reached with CVA (Cash and Voucher Assistance)	800	800

#### **Narrative description of achievements**

Visits were made to the South Pacific region, especially to directly affected communities, to carry out assessments, interviews, and field visits that allowed the National Society to determine priorities for attention and approach. This process was carried out with the information provided by community leaders in the area, volunteer and permanent staff, and the regional operational coordinator. To enter the communities, 4x4 vehicles were used because some of the communities are difficult to access.

In these areas, it was observed that due to the floods and landslides that occurred during the emergency, many of the families in the area were affected in their homes and livelihoods, mainly because many are small farmers, packing and harvesting workers. Most of the economy of these families comes from crops or casual labor generated by these crops. The map below and the table show the communities affected and assisted persons in the South Pacific region.



*Cantons reached with CVA through this DREF Operation.  
Source: CRRC*

Region	Province	Canton	Community	Households assisted
Region 8	Puntarenas	OSA	Palmar	307
			Puerto Cortes	64
		Buenos Aires	Pilas	148
			Colimas	63
		Golfito	Rio Claro	218
Total				800

<sup>2</sup> At the time of planning for this sector, a general formula was used estimating 5 persons per household, however, when visiting the community for the selection of beneficiaries, it was found that some families had fewer members. Even so, the commitment to support 800 families was fulfilled.



The selection of households to be assisted was carried out by applying a form through the Kobo Collect programme. Thanks to the use of technological tools, it was possible to generate a database with all the necessary information collected during the entry into each affected community, which made it possible to know the number of people per community and to analyze possible cases of people to be assisted who could not be located in the assessment because their homes had been damaged and they were still sheltered with their families.



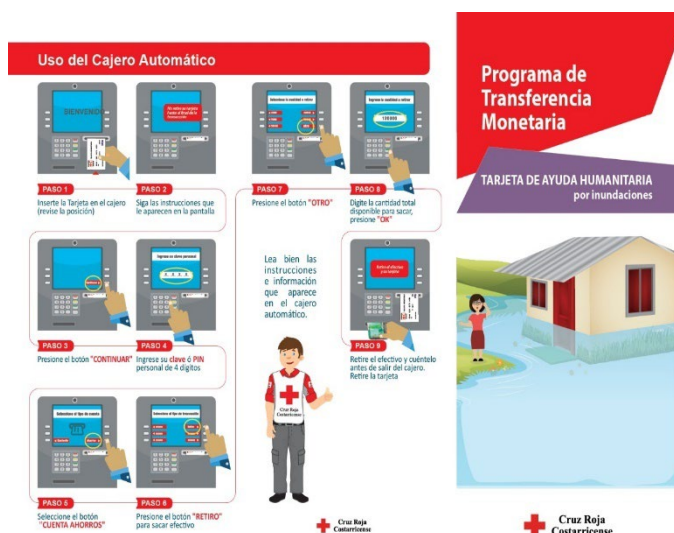
*Selection of persons to be assisted in the distribution of the humanitarian aid cards in affected communities in the South Pacific.  
Source: CRRC.*

After the evaluation and selection process of the people to be assisted, the distribution of the humanitarian aid cards was coordinated. On this occasion, community leaders helped to coordinate with the community and locate a specific and easily accessible place to carry out the distribution process.

Once these locations were established, each person was contacted and informed of the type of aid, the day, time, and place where it would be delivered. Due to the different scams that have occurred in the country, people were provided with key information and were always advised to attend in groups.

As part of the process of managing the delivery of the humanitarian aid card and verification of the people to attend, each person was assigned a code, which was linked to their personal data, and they had to provide it on the day they were given the card.

Before giving them the card, they were given a briefing where they have explained again what the operation consisted of, where the funds came from, how and what they could use the card for, the amount to be received, places and ATMs where they can and cannot use it, loading time, activation, and deactivation of the card, and they were also given the necessary security recommendations.



A section of the distributed flyer. Source: CRRC.

In addition to the talk and the delivery of the card, they were given a flyer with all the necessary information and telephone contacts in case of any doubts, queries, or problems with the card.

From the beginning of the operation, two telephone lines and an e-mail address were set up so that people could communicate directly with the project coordinator and technicians to ask any questions they might have about the assistance and the work carried out, and at the same time, they could also present any complaints, suggestions, or problems they might have. These lines were available from the beginning to the end of the operation, from 07:00 to 18:00 hours from Monday to Saturday.

In the South Pacific region, 3 cantons were covered, reaching 5 communities in total, where aid was distributed to **800 families (2,455 people)**, with 49% of the aid going to women and 51% to men.



Distribution of Humanitarian Aid cards in affected communities in the South Pacific. Source: CRRC.

The National Society, for some time now with the development of other projects, has identified a financial service provider with whom the Cash Transfer Programme works and with whom the implementation costs can be reduced. This provider is Banco Nacional de Costa Rica, with whom the National Society maintains a large part of its operations. Analyzing the amounts initially established to be transferred, the decision was taken to adapt the amount to a sum that would be provided by the ATMs, to avoid leaving balances on the cards. The amount on each card was 157,000 CRC (about 258 CHF).

As part of the accountability actions, a follow-up interview was conducted, in which they were asked what they had mainly spent the balance of the humanitarian aid card on. Respondents mainly spent it on food purchases, school expenses, health, minor home repairs, debt repayment, clothing, and housing rent. People also added that with the cards they were able to buy/pay for things to satisfy a large part of their immediate needs.

Within the framework of the CEA strategy, a satisfaction survey was carried out regarding the CVA Humanitarian Aid Cards, with these results:

Beneficiaries were asked to rate the following aspects from 1 to 5 (1 being the lowest and 5 the highest), obtaining the following results:

- Amount of the Humanitarian Aid Card: 4.8

- Time taken to issue the Humanitarian Aid Card: 4.8
- Staff treatment during the interview and delivery appointment: 4.9
- Treatment of the staff at the delivery of the card: 4.8

A CVA training was carried out with the participation of 71 volunteers (24 men and 47 women).

## Challenges

The initial emergency data and the forecasts available at the time, showed many affected communities. Once the CRRC entered, it became evident that there were quite a few affected communities, but they were communities located at great distances and in small towns, which meant more complex logistics and greater time to reach them.

In some of the communities visited people were initially apprehensive about providing information because they had an irregular migratory status, so the operation was respectfully explained to them, providing them with the confidence to share the information required to be considered for assistance.

Access to the communities was challenging, as many of these places had to be accessed by 4 x 4 vehicles.

There was a problem with the provider's card platform, as many of the cards, despite having the funds available, could not provide the aid due to a blockage in the provider's systems. Thanks to two telephone numbers set up to maintain communication with the people, the problem was made visible, and the provider was informed immediately, as well as keeping beneficiaries informed and providing them with a prompt response. Problems were solved as soon as possible.

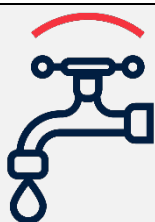
Another challenge was the limited capacity to provide support from some of the National Society's auxiliary committees due to the limited number of volunteer personnel available during the week, given that most of them work or study on weekdays.

## Lessons Learned

In the end, an API (Post Incident Analysis) assessment was carried out with the staff and volunteers who supported during the whole process, gathering the following information.

- The importance of each process, from the beginning to the end of the operation, is valued, which is reflected in the positive results.
- More experience and learning of the process and working tools were developed.
- Satisfaction to learn about the different situations of the people affected and to hear the words of thanks.
- Strengthened motivation to move forward and continue working with the communities.
- Importance of incorporating lessons learned from previous processes to strengthen the actions of the following operations.

This type of evaluation is carried out by the National Society after the end of each activity with the aim of highlighting the positive aspects and recommendations to strengthen future actions.



**Water, sanitation, and hygiene**



**People reached: 4,749<sup>3</sup> (1,499 families)**

Male: 2,402

Female: 2,347

**WASH Outcome1: Immediate reduction in risk of waterborne and water related diseases in targeted communities**

**WASH Output 1.1: Continuous assessment of water, sanitation, and hygiene situation is carried out in targeted communities**

Indicators:	Target	Actual
# of households provided with drinking water services	1,500	1,499
# Number of trainings on real issues related to wash	4	4

**Narrative description of achievements**

The communities in the canton of Buenos Aires de Puntarenas were affected by tropical storm Julia, and they had no access to safe water during the emergency. Once it was possible to enter the communities with water and sanitation activities, the decision was made to re-evaluate the communities, as many of them had already re-established their water sources and had access to safe water, so the initial selection was extended to other affected communities in the canton of Buenos Aires, as well as in the canton of Palmar Sur and Golfito (Guaycará district).

Water filters were distributed in these communities. Prior to the distribution, an informative talk on water, sanitation and health promotion, and hygiene was given, followed by an explanation of the functions of the filter, its parts, and how to assemble it. Afterward, they were given the box with the filter.

The following is a list of the communities in the South Pacific region.

Region	Province	Community	Households assisted
Region 8	Puntarenas	Biolley	53
		Boruca	3
		Brunka	34
		Buenos Aires	353
		Palmar Sur	26
		Potrero Grande	408
		Chánguena	129
		Colimas	40
		Golfito	1
		Guaycará	240
		Pilas	212
Total			1.499

Of the 1,500 filters that were planned to be distributed, **1,499 filters** were delivered. One was not delivered because it was damaged during mobilization. In parallel to the distribution, as mentioned above, **4 informational talks** were held **on the use of the water filter and its care, as well as on WASH-related issues**.

<sup>3</sup> At the time of planning for this sector, a general formula was used estimating 5 persons per household, however, when visiting the community for the selection of beneficiaries, it was found that some families had fewer members. Even so, the commitment to support 1,500 families was 99% fulfilled.



*Entry of water filters for distribution to affected communities in South Pacific communities. Source: CRRC.*



*Information sessions on the use and care of the water filter, as well as on WASH issues for people in care. Source: CRRC.*

As part of the accountability actions, a follow-up interview was conducted, asking about the level of satisfaction with the distribution of filters and WASH-related talks. In this case, 95% of the people consulted expressed that they were satisfied and valued this assistance as relevant.

Within the framework of the CEA strategy, a satisfaction survey on the water filters received was carried out, with these results:

Beneficiaries were asked to rate the following aspects from 1 to 5 (1 being the lowest and 5 the highest), obtaining the following results:

- Treatment of the staff at the interview and delivery appointment: 4.9
- The filter (function, assembly, etc.): 4.9

Four WaSH workshops were conducted with staff in the same communities to reach both staff and community members who were interested in learning about WaSH. A total of 50 people were trained (21 men and 29 women). These workshops were carried out along with the distribution of filters.



*WaSH workshop in Buenos Aires community, February 2023. Source: CRRC.*

### ¿Cómo evitar las enfermedades que transmiten los animales domésticos?

Los hábitos de higiene y la tenencia responsable de animales son claves para la prevención de estas enfermedades.

Lo más importante es que los animales no vivan o duerman en el mismo lugar que las personas, ellos deben tener su lugar propio en la casa o fuera de ella.

Muchas de las enfermedades pueden evitarse cuando se siguen medidas adecuadas en la convivencia con animales. Para esto es necesario:

- Utilizar guantes al limpiar las áreas y casa anexas a la mascota, o al recoger y eliminar sus excretas y orina.
- Lavar muy bien las manos después de tocar los animales o sus desechos.
- Vacunar y desparasitar a los animales.
- No dejar que los animales ensucien el agua que usan las personas.
- Si la leche no está pasteurizada, hervirla.
- Comer la carne bien cocinada, especialmente la de cerdo.
- Evite que los animales consuman o se contaminen con desechos humanos.
- No comer la carne de animales que hayan estado enfermos.
- Recoger las excretas de la mascota cuando las elimine en lugares públicos.

### Recomendaciones

#### ¿Qué hacer cuando se tiene diarrea?

Ingerir más líquido de lo acostumbrado, suero oral, refrescos naturales, atoles de arroz o agua de arroz, cebada maíz u otro cereal.

Alimentarse con más frecuencia y en pequeñas porciones. Si prefiere, muele o licue los alimentos.

No tomar sopas de paquete, líquidos azucarados, bebidas gaseosas, agua pura, ni purgantes; estos favorecen el cuadro de diarrea.

Si el niño toma leche materna, esta NO debe suspenderse. Recuerde, los niños menores de seis meses deben tomar solo leche materna.

En niños de 6 a 24 meses, se debe continuar dando alimentos limpios y frescos (recién preparados). Si todavía amamanta, continúe dándole leche materna.

No use o restrinja al máximo el uso de los biberones y chupetas.

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A sample of the materials shared during the WaSH workshops. Source: CRRC.

## Challenges

Initially, only communities in the canton of Buenos Aires were considered for the WaSH intervention, but when the team entered these communities, it was found that most of them had already re-established their water supply, so the team had to move to other communities, and cantons in search of those that still had problems with their water supply.

In some of the communities visited people were initially apprehensive about providing information because they had an irregular migratory status, so the operation was respectfully explained to them, providing them with the confidence to share the information required to be considered for assistance.

Lack of staff, support, and commitment in the Auxiliary Committees was challenging, as well as long distances to reach the communities. Additionally, some community leaders did not call people to the distributions, and some people did not show up to collect the filters. Long waiting times for people to arrive at distributions prevented the National Society from reaching other communities on time.

Although the Kobo form is a simple tool and its use was explained to the staff beforehand, some mistakes were made when filling it out. The lack of vehicles in the area in the auxiliary committees to mobilize staff was also challenging.

Another challenge identified was insufficient care by the personnel when handling the filters, either when emptying or unloading them, which caused some of the parts that make up the filter to break.

Finally, another challenge was that there was no information on where or how to get spare parts for water filters, if needed, to provide timely information to people who asked frequent questions.

## Lessons Learned

Identify easy places and mechanisms to obtain spare parts for water filters, when required, considering their average useful life.

Develop processes of rapprochement and confidence building by the auxiliary committees towards the communities to avoid doubts and apathy and to have better local acceptance.

Seek ways to streamline the purchase and safe transfer of water filters.



## Protection Gender and Inclusion

People reached: 7,204

Male: 3,660

Female: 3,544

**Protection, Gender & Inclusion Outcome 1: Communities become more peaceful, safe and inclusive through meeting the needs and rights of the most vulnerable.**

**Protection, Gender & Inclusion Output 1.1: Programmes and operations ensure safe and equitable provision of basic services, considering different needs based on gender and other diversity factors.**

Indicators:	Target	Actual
# of PGI strategies developed and implemented	1	1

### Narrative description of achievements

A PGI strategy was developed for staff and volunteers to use in needs assessments, distributions, perceptions interviews, etc. It also provided guidance on how to address specific cases that may arise.

Another aspect was to ensure that all actions developed were adapted and accessible to all people. The National Society saw positive and added value in the implementation of the strategy and is therefore motivated to strengthen it for future operations.

## Strategies for implementation

**Outcome 1: S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform**

**Output S1.1.4: National Societies have effective and motivated volunteers who are protected**

Indicators:	Target	Actual
# of campaigns developed and implemented	1	1
# of lessons learned workshops	1	1
# of volunteers receiving visibility items	500	500
# of volunteers who received uniforms	15	0
# of PPE purchased	15	13
# of volunteers receiving PPE	100	100

### Narrative description of achievements

A communication campaign was developed for social networks where key messages were generated on topics such as:

- What is a flood and what to do before an emergency?
- What to do during a flood?
- What to do after a flood?
- Consumption of contaminated water, consequences and how to avoid it.
- Information on hygiene habits.
- How to make water drinkable?



- What are artesian wells and how to take care of them?
- How to maintain mental health in the face of a natural disaster?
- We promote resilient and protected societies.

This campaign made it possible to reach a significant number of people and inform them about various protection, WASH, health, and other issues.

Another action was the development of the lessons learned workshop, which involved administrative, operational, risk management, and volunteer staff who participated throughout the process of the operation. The workshop allowed the identification of positive aspects and options for improvement, among which the following can be highlighted:

- Identify a more agile purchasing process in terms of time and payment to suppliers.
- Strengthening internal communication to streamline processes and avoid misinformation.
- Participation of volunteer, operational, and administrative staff from the different regions in the development of the operation, including planning.



*Participants in the lessons learned workshop.  
Source: CRRG.*

Also, as part of the actions aimed at protecting staff and volunteers, visibility equipment (caps, waistcoats, bandanas, etc.) was purchased for 500 people. With this acquisition, it was no longer necessary to purchase uniforms that were initially planned.

13 rescue equipment were also purchased for use by the National Society, as well as personal protective equipment for staff and volunteers.

As part of the CEA actions, a community feedback system (including rumours and/or CEA follow-up) was established, and the feedback was acted upon and used to improve the operation, in this case by setting up 3 phone lines and an email where people could contact to ask questions or make comments, as well as clarify rumours.

Within the framework of the CEA strategy, the following were carried out:

- Satisfaction surveys regarding the CVA Humanitarian Aid Cards.
- Satisfaction surveys on the water filters received.
- 2 training workshops on the CEA approach in the committees of the affected communities.
- Meeting with the staff of the Auxiliary Committees of the beneficiary communities.

Finally, per diem, mobilization and accommodation expenses were paid for staff and volunteers who supported the various activities of the operation.

## **Challenges**

To locate a place to develop the activities of the lessons learned workshop, as the intervention area was about 8 hours away from San Jose and it was not easy to find hotels that offered meeting rooms and enough hotel rooms for the workshop.

Confirmation of attendance at the workshop by the parties invited to participate, as many of them confirmed their attendance on the day of the activity.

The time taken to receive the funds, as the lack of funds caused delays in the activities to be carried out and in the procurement and contracting processes.

### Lessons learned

For future interventions that will be carried out in remote areas, a mapping of hotels will be done earlier in the operation to avoid delays in the hiring of these services.

The second allocation of funds was received after the DREF closing date due to administrative delays. A closer follow-up needs to be done in future interventions to avoid delays in the purchasing processes and payments as well as on the transfers from IFRC.

## D. Financial Report

See Annex.

## Contact information

Reference documents



Click here for:

- Previous Appeals and updates
- Emergency Plan of Action (EPoA)

**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.

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Saving lives, changing minds.



# DREF Operation

## FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2022/10-2023/05	Operation	MDRCR021
Budget Timeframe	2022/10-2023/2	Budget	APPROVED

Prepared on 22/Jun/2023

All figures are in Swiss Francs (CHF)

### MDRCR021 - Costa Rica - Floods

Operating Timeframe: 25 oct 2022 to 28 feb 2023

## I. Summary

Opening Balance	0
<b>Funds &amp; Other Income</b>	<b>386.584</b>
DREF Response Pillar	386.584
<b>Expenditure</b>	<b>-317.463</b>
Closing Balance	69.121

## II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items			0
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash	237.522	232.034	5.487
PO04 - Health			0
PO05 - Water, Sanitation & Hygiene	83.459	56.639	26.820
PO06 - Protection, Gender and Inclusion	639		639
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery			0
PO10 - Community Engagement and Accountability	11.289	687	10.602
PO11 - Environmental Sustainability			0
<b>Planned Operations Total</b>	<b>332.908</b>	<b>289.360</b>	<b>43.548</b>
EA01 - Coordination and Partnerships	5.858	4.528	1.329
EA02 - Secretariat Services			0
EA03 - National Society Strengthening	47.819	23.575	24.243
<b>Enabling Approaches Total</b>	<b>53.676</b>	<b>28.103</b>	<b>25.573</b>
<b>Grand Total</b>	<b>386.584</b>	<b>317.463</b>	<b>69.121</b>

# DREF Operation

## FINAL FINANCIAL REPORT

### MDRCR021 - Costa Rica - Floods

Operating Timeframe: 25 oct 2022 to 28 feb 2023

Selected Parameters			
Reporting Timeframe	2022/10-2023/05	Operation	MDRCR021
Budget Timeframe	2022/10-2023/2	Budget	APPROVED

Prepared on 22/Jun/2023

All figures are in Swiss Francs (CHF)

### III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
<b>Relief items, Construction, Supplies</b>	<b>46.965</b>	<b>46.500</b>	<b>465</b>
Water, Sanitation & Hygiene	46.965	46.500	465
<b>Logistics, Transport &amp; Storage</b>	<b>4.400</b>	<b>2.651</b>	<b>1.749</b>
Storage	2.500		2.500
Distribution & Monitoring		1.413	-1.413
Logistics Services	1.900	1.238	662
<b>General Expenditure</b>	<b>5.500</b>	<b>5.362</b>	<b>138</b>
Travel	4.000	4.243	-243
Information & Public Relations	900		900
Communications	300		300
Financial Charges	300	1.119	-819
<b>Contributions &amp; Transfers</b>	<b>306.125</b>	<b>243.575</b>	<b>62.550</b>
Cash Transfers National Societies	306.125	243.575	62.550
<b>Indirect Costs</b>	<b>23.594</b>	<b>19.376</b>	<b>4.219</b>
Programme & Services Support Recover	23.594	19.376	4.219
<b>Grand Total</b>	<b>386.584</b>	<b>317.463</b>	<b>69.121</b>