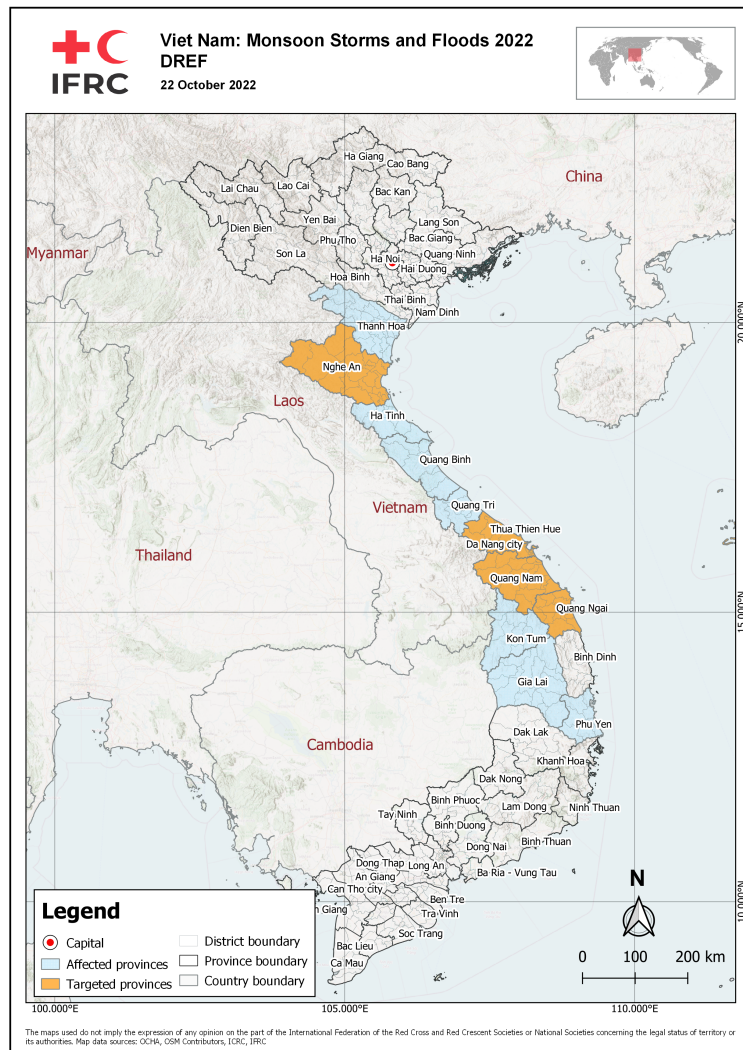




People affected by storms and floods in the central provinces of Viet Nam in early October 2022 receiving VNRC assistance (Photo: VNRC)

Appeal: MDRVN021	Total DREF Allocation -	Crisis Category: Orange	Hazard: Flood
Glide Number: TC-2022-000339-VNM	People Affected: 436,868 people	People Targeted: 50,000 people	
Event Onset: Sudden	Operation Start Date: 2022-10-26	New Operational end date:	Total operating timeframe: 6 months
Targeted Areas:	Da Nang City, Nghe An, Quang Nam, Quang Ngai, Thua Thien - Hue		

Description of the Event



Map highlighting floods in 12 affected provinces, central region (Source: IFRC IM)

What happened, where and when?

On 23 September 2022, the Vietnam Disaster Management Authority issued a warning for Tropical Storm Noru, which later made landfall over the central provinces of Viet Nam and subsequently moved towards Laos and Thailand. By 28 September, the typhoon had weakened into a tropical storm, but its circulation still resulted in severe rainfall that persisted from 19:00 on 27 September to 07:00 on 28 September. The regions affected were the Central and Central Highlands, where precipitation levels exceeded 200-300 mm in certain areas, such as 117-358 mm in Hue, 102-233 mm in Da Nang, 112-583 mm in Quang Nam, 139-306 mm in Quang Ngai, and 127-233 mm in Kon Tum.

The impact of these rains was severe, with two fatalities, 62 injuries, 160 houses collapsed, 3,364 houses damaged, and 7,346 houses flooded across 12 provinces, stretching from Thanh Hoa to Gia Lai. Moreover, the floods caused damage to agricultural areas, with 874 hectares of rice, 4,445 hectares of crops, and 3,0440 hectares of aquatic products affected. Additionally, 5,372 trees fell, and 724 cattle and 20,292 poultry were lost between 1 to 2 October 2022. The North and North Central regions, including the midland, delta, and coastal areas, experienced moderate to severe rain and thunderstorms during this time, resulting in rainfall of 50-100 mm in some locations, and over 150 mm, particularly in Quang Ninh and Thanh Hoa. In certain areas, rainfall even exceeded 200 mm.

Between 13 and 15 October 2022, the Central region and the North of the South-Central region experienced



further adverse weather conditions with moderate to heavy and severe rain, accompanied by thunderstorms. Another tropical depression formed in the North of the Philippines and strengthened into a storm, named Sonca internationally. On 15 October, the storm made landfall in Da Nang - Quang Nam, with measured wind speeds at level 3-4. As it moved inland, it weakened into a low-pressure area and eventually dissipated. This storm caused significant floods in Hue and Da Nang, reaching depths of 0.5-1.5 meters.

Due to successive storm surges from the end of September to 19 October 2022, a total of 436,868 people were affected, resulting in 19 deaths and 110 injuries. Additionally, 89,451 houses were inundated, 185 houses collapsed, and 7,174 houses suffered damage. The agricultural sector and livelihoods were also heavily impacted. These weather events during the latter part of 2022 led to considerable damage and disruption.



Inundated area (Photo: VNRC)



Damaged building (Photo: VNRC)

Scope and Scale

Based on a report issued by the Vietnam Disaster Management Authority on 18 October 2022, extensive flooding had significantly impacted communities in 13 provinces, affecting a total of 109,217 families, equivalent to 436,868 people since 28 September. The toll of this disaster includes 19 fatalities and 110 injuries, with 89,451 houses inundated, and 185 houses collapsed, while 7,174 houses were damaged. Furthermore, the impact on agriculture had been significant, with 2,737 hectares of paddy rice and 10,666 hectares of cash crops adversely affected. Additionally, 5,372 trees fell, and 5,563 hectares of aquaculture suffered damage. The losses incurred extend to livestock as well, with 5,065 cattle and 20,292 poultry reported lost or harmed. Furthermore, 1,857 hectares of perennial trees and fruit trees have been affected.

The magnitude of this event has had widespread impacts on the livelihoods of affected communities. Many shelters were damaged, resulting in the loss of household items and severely impacting the livelihoods of the affected people. Those residing in low-lying rural areas and with lower household incomes, were the most affected, as their housing structures are more vulnerable to the impact of storms and heavy rainfall. Those who depend on agriculture and aquaculture have been hit the hardest in terms of their livelihoods.

National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?	Yes
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National Society Emergency Operation Centre (EOC):

VNRC has a Disaster Operation Centre at its headquarters to command operations, communicate with and supervise its chapters, and coordinate with various departments related to disaster management in the event of disasters. Since 27 September 2022, when storms and tropical depressions happened successively, VNRC set up weekly meetings with related officials and its staff to coordinate their response efforts. VNRC has prepared an annual disaster management plan, which was released in the pre-disaster meetings in April 2022. The plan mentions the level of response corresponding to the scale of the disaster, resource data, proposed interventions, and responsibilities of each technical department as well as each local Red Cross Chapters. In late September 2022, before the storm hit the mainland, VNRC HQ triggered the contingency plan and had been providing instructions to its local Chapters to activate early action protocols such as providing polyethylene sheets and bags for people to cover their belongings, providing cash for vulnerable people who are at risk of being affected by the disaster for them to buy materials for shelter strengthening, and assisting affected people in the evacuation process.

Shelter, Housing, and Settlements:

Before the storm made landfall, VNRC provided polyethylene sheets and bags to 1,000 households at risk to cover their belongings, participated with local people to help vulnerable people strengthen their shelter, such as by putting sandbags on the roof, and distributed CHF 40,160 (VND 1 billion) in multi-purpose cash to vulnerable households selected according to a list provided by the local authorities, which includes low-income households and people with disabilities. Cash was distributed before the storm; this allowed the people to buy materials for shelter strengthening and other early actions. By the end of the DREF operation, VNRC had distributed 1,300 relief kits to affected households that had had their shelters damaged due to the impact of the disaster. This DREF operation provided extra assistance to 200 households in need of shelter repairs after the successive storms and floods in the form of conditional cash. The damaged houses had all been repaired by the end of the DREF operation's timeframe.

Livelihood and Basic Needs:

VNRC has distributed 1,300 relief kits containing food and non-food items to people affected immediately after the disasters since 29 September for the continuous flooding events. Until the time of the DREF application, the total cash that VNRC HQ provided for the affected people was approximately CHF 40,160 (VND 1 billion) excluding the support from local Red Cross Chapters.

Water, sanitation, and Hygiene:

VNRC distributed 1,000 water purification tablets in Nghe An province. The Da Nang Red Cross Chapter provided 5,000 freshwater bottles for the people immediately after the flood on 14 October. Further interventions regarding hygiene promotion were carried out by the VNRC to target populations in the communities. The IEC materials on hygiene promotions reached 9,689 of the most affected people.

Multi-purpose cash:

VNRC immediately distributed CHF 40,160 (VND 1 billion) as multi-purpose cash to assist people affected by the successive storms from 28 September to 18 October 2022 from Nghe An province to Phu Yen province. Beneficiaries



Please provide a brief description of those additional activities

included vulnerable households, selected according to a list provided by the local authorities, which includes low-income households, and people with disabilities. Additional 3,334 households received multi-purpose cash with a total amount of CHF 296,000 (VND 7,4 billion) under this operation to restore their living standards, which contributed to the response effort of the Vietnamese Government.

Protection, Gender, and Inclusion:

Assistance reached affected people, which included vulnerable groups such as the elderly, bedridden people, persons with disabilities, children, and the homeless.

National Society readiness:

VNRC HQ had regular meetings with all its chapters to increase their preparedness level, and plan for situation management in advance for timely and effective assistance. Based on the annual disaster management plan, the VNRC HQ coordinated with concerned government bodies such as the National Steering Committee for Disaster Prevention and Control (NDPC), the local government agencies, and local disaster response task forces. Through the National Society's participation in the NPDC, VNRC maintained constant communication with its government counterparts. Every VNRC chapter in potentially affected areas was asked to coordinate closely with the local Natural Disaster Prevention and Control Steering Committee. VNRC has been engaged in supporting the distribution of early warnings and evacuations at the branch level. VNRC promptly provided emergency aid, including financial aid, and necessities like household kits and boxes of water purification sachets. The VNRC HQ assigns 24/24 on-duty staff to make sure that the essential resources, such as a warehouse, medical supplies and equipment, relief kits, hygiene kits, household medicine, mobile kitchen operations, trucks, and communication equipment, are available and strategically pre-positioned in case a disaster strikes.

Assessment:

Provincial Disaster Response Teams (PDRTs) were deployed to the affected areas to support people with shelter strengthening, secure access, evacuation before the disaster and situation monitoring. immediately before the landfall of Sonca, together with Community Disaster Response Teams (CDRTs), to assist the local branches in being ready for the landfall of the floods and conduct the needs assessment.

Coordination:

Since late September 2022, VNRC HQ and all chapters had been working on readiness and plans for response. VNRC cooperated with local disaster task groups, provincial authorities, Red Cross chapters, and disaster management partnerships on disaster response.

Resource Mobilisation:

VNRC mobilized its internal fund to immediately respond to the floods since September with the distribution of relief kits, cash, and assistance in WASH. For example, after the impact of Sonca on 14 October, VNRC supported the people of Da Nang with 300 boxes of household goods with a total value of CHF 7,308 (VND 180 million), and CHF 12,200 (VND 300 million) in cash. VNRC also mobilised the private sector to join with VNRC NHQs and local Red Cross Chapters in providing food, non-food items, and WASH services. The digital



fundraising system (Iraiser and fundraising App via MBBank) was activated on 15 October 2022.

Activation of Contingency Plan:

VNRC prepared an annual disaster management plan, which was released at the pre-disaster meetings in April 2022. The plan mentions the level of response corresponding to the scale of the disaster, resource data, proposed interventions, and responsibilities of each technical department as well as each local RC Chapter. In late September, before the storm hit the mainland, VNRC HQ triggered the contingency plan and had been providing instructions to the local Red Cross Chapters to activate early action protocols such as providing polyethylene sheets/ bags for people to cover their belongings, providing cash for vulnerable people who are at risk of being affected by the disaster for them to buy materials for shelter strengthening, and assist affected people in the evacuation process.

IFRC Network Actions Related To The Current Event

Secretariat	The IFRC Field Programme Officer in Viet Nam and the IFRC Country Cluster Delegation (CCD) team in Bangkok constantly monitored the monsoon and storm scenario in relation to the flooding and were in close contact with VNRC. The Field Programme Officer worked with the provincial Red Cross Chapters to record data on damages and needs for any intervention needed. Once there was a request for DREF, Bangkok CCD provided technical support in regard to the development of a DREF application, and its plan of action. Frequent communication among Bangkok CCD and VNRC helped the operation to meet the deadline.
Participating National Societies	The American Red Cross in Viet Nam committed to supporting USD 49,000 (CHF 43,896) to the affected people in Hue province. Strong coordination between VNRC, the American Red Cross and IFRC avoided any duplication in this affected province.

ICRC Actions Related To The Current Event

ICRC supported CHF 3,660 (VND 90 million) to the affected people in Nghe An province. Strong coordination between VNRC, ICRC and IFRC avoided any duplication in this affected province.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
	The Ministry of Agriculture and Rural Development was responsible for disaster forecasts such as water levels at reservoirs, while the Ministry of Defense leads government response actions, such as evacuation, search and rescue, and relief assistance. Local departments of planning and investment, agriculture and rural develop-



National authorities	ment, and border guards, along with the people's committee, were responsible for relief assistance at the community level. Water pumps were set up and other equipment was used to speed up the flow of water into residential areas, reinforced flood walls with additional sandbags, residents were evacuated to makeshift shelters, and food and non-food supplies were given to those in need. The National Steering Committee for Disaster Prevention and Control also issued documents to instruct disaster response actions. There was no centralised or comprehensive plan from the government to distribute cash assistance, in particular, there was no plan to provide build-back-better guidance or hygiene or health promotion alongside cash assistance. The planned intervention of this DREF complemented the government's actions and provided additional support to the most vulnerable people.
UN or other actors	N/A

Are there major coordination mechanisms in place?

In the event of a crisis, VNRC has a Disaster Operation Centre at its headquarters to direct activities, communicate with and oversee its chapters, and coordinate with various departments related to disaster management. During the operation, VNRC participated in coordination meetings with other disaster response actors in the country and IFRC CCD Office to keep updating the damages and responses, as well as to actively participate in any rapid assessment trip when needed.

Needs (Gaps) Identified



Health

Severe rain and flooding increased the likelihood of health issues, particularly communicable and vector-borne infections. Although there were no widely reported incidents of water-borne diseases, the risk remained high in provinces that were repeatedly affected by storms and floods. To mitigate the risks of illnesses and enhance living conditions, it was crucial to promote health education among the population in the impacted areas. Considering that some areas faced recurrent floods during the monsoon season, the hygiene situation required immediate attention.

Following the disaster, there would be common Mental Health and Psychosocial Support (MHPSS) needs. However, the VNRC lacked adequate capacity to conduct assessments or plan for interventions. To address this, a separate initiative was undertaken to provide support to VNRC in building its capacity in this area. The aim was to strengthen VNRC's ability to respond effectively to the mental health and psychosocial needs of affected communities.



Water, Sanitation And Hygiene

The government was responsible for managing the water supply, but there was a pressing need for hygiene promotion interventions to avert water-borne diseases or illness caused by deteriorating hygiene conditions. While there was also a need for hygiene items, the specific needs varied considerably, making cash assistance a more effective approach compared to distributing standardized hygiene kits.



Shelter Housing And Settlements

Among the 89,451 houses that were inundated, more than 185 houses were completely destroyed, and 7,174 houses suffered varying degrees of damage, including cracks, damage to walls, windows, foundation, and overall structure. Initial data collection indicated that the primary impacts of the disaster were felt in terms of shelter, household items, and livelihoods. The flooding also resulted in submerged roads, significantly disrupting transportation, and extensive flooding of agricultural land, further exacerbating the situation. Urgent assistance for shelter repair was identified as a critical need.

Thanks to the DREF operation, VNRC was able to extend extra assistance to 200 households, totaling 77,725 people, across five affected provinces. The support provided involved conditional cash to facilitate shelter repairs and guidance on adopting build-back-safer techniques, which were provided to 351 households' representatives. The conditional cash support for shelter repair was divided into two installments, with a ratio of 30-70 per cent for the first and second distributions, respectively. This distribution ratio was agreed upon by VNRC Chapters and VNRC's leadership during the establishment process of the Shelter Working Group and the discussions on Cash and Voucher Assistance (CVA) in the country, which began back in 2018, with support from the Swiss Red Cross.





Livelihoods And Basic Needs

Based on reports from the affected areas, it was estimated that 2,737 hectares of paddy rice and 10,666 hectares of cash crops suffered destruction or damage, in addition to 5,372 trees, 5,563 hectares of aquaculture, 5,065 cattle, and 20,292 poultry being impacted. As a result, the immediate requirements of the affected communities were food and household essentials. There was a pressing need for support to restore livelihoods and address the immediate household needs of these affected communities.



Protection, Gender And Inclusion

For the affected population, segregated information was not readily available (e.g., gender, impairments, bedridden, etc.). It was necessary to provide volunteers, staff, and Red Cross personnel with training and orientation. Support was also required to integrate PGI components into the operating sectors.

Objective and Strategy Rationale

Overall objective of the operation

The objective of this DREF operation was to extend support to communities affected by storms and floods, with a specific focus on shelter, livelihood (through cash distribution), health, and hygiene. The five targeted provinces were Quang Ngai, Da Nang, Quang Nam, Hue, and Nghe An, which were among the worst hit out of the 12 affected provinces.

For shelter repair assistance, 200 vulnerable households (equivalent to 800 people) received conditional cash grants. These grants were provided to selected households based on the condition that their repair work met safety standards.

To address the diverse needs of affected households in the aftermath of the storm and flood, VNRC aimed to offer multi-purpose cash assistance totaling CHF 296,000 (VND 7,400,000,000) to 3,200 households, benefiting around 12,800 people who required livelihood assistance. The cash grant values were categorized into three levels:

Level 1: VND 1 million (CHF 39) for single-headed households.

Level 2: VND 2 million (CHF 78) for households with two members.

Level 3: VND 3 million (CHF 118) for households with more than three members.

These specific amounts were determined based on previous operations, market assessments, and considering the minimum expenditure basket (MEB) calculation. The consultation with the cash working group in Viet Nam also played a crucial role in setting these values.

To minimize health risks, hygiene and health promotion activities were carried out. Information on hygiene and health was disseminated through various means, including Information, Education, and Communication (IEC) materials and communication events. These efforts aimed to raise awareness and encourage better hygiene practices among the affected communities.



Response strategy implementation

VNRC, in close collaboration with local governments, played a crucial role in swiftly responding to the urgent needs of individuals impacted by storms and floods. By providing emergency assistance in the form of food and non-food items, they addressed the immediate requirements of the affected communities. The successive storms and heavy rainfall caused significant damage to shelter, and various livelihood needs, necessitating a more focused and flexible approach to intervention.

With the implementation of this DREF operation, VNRC focused on assisting the most vulnerable groups, catering to their needs for safe shelter and diverse humanitarian assistance. Drawing from its experience in cash intervention, VNRC emphasized conditional cash assistance for building-back-safer shelters and multi-purpose unconditional cash assistance, in addition to conducting hygiene and health promotion activities. The levels of assistance were determined in collaboration with the cash cluster platform and were based on past cash distribution practices. Technical guidance on building-back-safer structures was provided through leaflets, communication events, and community activities. Furthermore, VNRC conducted home visits to offer specialized support to households with additional needs, such as people with disabilities or elderly households.

Leveraging their collaboration framework with Vietnam Post, a nationwide financial service provider with an extensive network down to the local level, VNRC efficiently disbursed funds through their established logistic system. Under VNRC's direction, Vietnam Post distributed cash in the targeted communities. As a result, 3,200 households (12,800 people) received cash assistance to address multi-purpose needs, while 200 households (800 people) received cash assistance for shelter repairs, with the distribution of conditional cash and technical guidance for building-back-safer structures scheduled to be completed within six months.

Hygiene and health promotion was conducted through the distribution of IEC materials and promotional events, targeting a larger population affected by storms and floods. Besides the 3,400 vulnerable households (13,600 people) receiving cash assistance, hygiene, and health promotion was extended to the whole community to reach an estimated total of 50,000 people.

The conditional and unconditional cash assistance provided by VNRC complemented government interventions, as the government did not offer cash assistance to vulnerable individuals in response to storms and floods. Furthermore, hygiene and health promotion efforts built upon VNRC's strengths in community engagement and volunteer mobilization.

To ensure the effective integration of Community Engagement and Accountability (CEA) and Protection, Gender, and Inclusion (PGI) aspects into the relevant components of the DREF operation, the IFRC provided valuable technical assistance.

Targeting Strategy

Who will be targeted through this operation?

For conditional cash and unconditional multi-purpose cash, VNRC targeted the most vulnerable households that have been severely affected by storms and floods. The five worst hit provinces out of the 12 affected provinces were targeted by this DREF operation, namely, Quang Ngai, Da Nang, Quang Nam, Hue, and Nghe An.

VNRC chose the target beneficiaries utilizing the participatory community approach as soon as the affected individuals initiated the request. The village heads, health personnel, VNRC volunteers, and local authorities were engaged in the selection process to ensure beneficiaries are selected in accordance with criteria disseminated among the communities.

Explain the selection criteria for the targeted population



Households with houses damaged were targeted for conditional cash for shelter repair, and households with livelihood means destroyed were targeted for unconditional multi-purpose cash. VNRC has endorsed criteria for selection which includes compulsory criteria (families with casualty/families with damages in shelters/livelihood) and priority criteria (low income/household receiving no or little support/household without labor force/household with people with disabilities or serious diseases/women-headed households/households having pregnant women or children under 5 or elderly over 65).

Households could apply for only one of the cash assistances. A leaflet with information regarding the criteria for selection was hung in the commune center to ensure transparency. Beneficiary lists were voted on by the village people in the village meetings and validated by the head of villages/ communes. It is expected a roughly equal number of men and women are expected to be covered, and the majority of the households receiving support are from rural areas.

Total Targeted Population

Women:	25,000	Rural %	Urban %
Girls (under 18):	-	80.00 %	20.00 %
Men:	25,000	People with disabilities (estimated %)	
Boys (under 18):	-		
Total targeted population:	50,000		

Risk and security considerations

Please indicate about potential operational risk for this operations and mitigation actions

Risk	Mitigation action
Reputational harm that VNRC may experience as a result of false information on cash intervention	VNRC worked more closely with communities when planning its activities, listened to community's perspective about its operations and took appropriate actions as necessary. VNRC also observed any behaviour, including communication, that would violate operational policy, ensure that all volunteers and employees are aware of and operationalize the Red Cross's beliefs, values, and guidelines.
Lack of commitment from people receiving conditional cash assistance to repair the shelter according to safety standards	Clear communication with the beneficiary in the village meetings for beneficiary selection and provide technical guidance on build back safer in compliance with the local context.
More weather disturbances will impact the same geographical areas causing increased flooding and landslides	Constant weather system monitoring and emergency planning with VNRC Chapters in the affected areas, so that actions were taken as soon as possible to limit the impact of potential flood conditions.

Please indicate any security and safety concerns for this operation

Adequate measures were taken to ensure the safety and security of all Red Cross Red Crescent personnel involved in this operation. All IFRC VNRC staff and volunteers were encouraged to complete the IFRC Stay Safe 2.0 e-learning



courses. The National Society's security framework was applicable throughout the duration of the operation to their staff and volunteers.

For personnel under IFRC security's responsibility, including surge support and integrated Participating National Societies deployed to the area, the existing IFRC country security plan, including security regulations, contingency plans for medical emergencies, relocation and critical incident management were applicable. Any field missions undertaken by IFRC personnel followed the current IFRC travel approval process, current health advisories and business continuity planning (BCP) guidance regarding COVID-19.



Implementation

	Multi-purpose Cash	Budget		CHF 357,947
		Targeted Persons		12800
		Persons Assisted		13600
Indicators		Target		Actual
Number of households supported through multipurpose cash grants		3200		3334

Narrative description of achievements

VNRC endorsed criteria for selection which includes compulsory criteria (families with casualty/families with damages in shelters/ livelihood) and priority criteria (low income/household receiving no or little support/household without labor force/household with people with disabilities or serious diseases/women-headed households/households having pregnant women or children under 5 or elderly over 65). The beneficiary selection was conducted properly and transparently after the DREF was approved with the engagement of the targeted communities and Red Cross at all levels.

The village leaders who attended the beneficiaries training conducted the meetings to vote for beneficiaries in their communes. In each beneficiary's selection meeting, a leaflet indicates criteria including compulsory one and prioritized one. 141 beneficiary selection meetings were undertaken with the participation of 8,297 representatives from the targeted communes (3,697 male and 4,600 female) voted on the households that would receive aid. As the result of the voting, 3,334 household equivalents to 10,254 people received multipurpose cash support from the DREF operation, among them, 4,732 were male accounting for 46 per cent of the total recipients and 5,552 were female accounting for 54 per cent of the total people assisted. The achievement is higher than the original target (3,200 households).

Households receiving cash: Level 1 - 888 households, level 2-826 households, level 3- 1,620 households, total 3,334 households.

These amounts were determined based on previous operations and market assessments considering the minimum expenditure basket (MEB) calculation and in consultation with the cash working group in Viet Nam.

- Level 1 with VND 1 million (CHF 39), for single-headed households.
- Level 2 with VND 2 million (CHF 78), for household having two members.
- Level 3 with VND 3 million (CHF 118), for household having more than three members.

VNRC has endorsed criteria for selection which includes compulsory criteria (families with casualty/families with damages in shelters/ livelihood) and priority criteria (low income/household receiving no or little support/household without labor force/household with people with disabilities or serious diseases/women-headed households/households having pregnant women or children under 5 or elderly over 65).

A VNRC HQ and Red Cross Chapter staff hotline numbers were provided to each household in case they had any concerns or queries. At the distribution points, boxes were set up and placed throughout the project's implementation to gather people's feedbacks. Cash distribution was undertaken in five targeted provinces since late December and finished by the end of January according to the steering from the VNRC Vice President.



On 9 February 2023, 22 participants in total (14 female, 8 male) participated in the training on Post Distribution Monitoring in Da Nang province. The training aimed to provide VNRC local Red Cross staff and volunteers basic skills on how to use KOBO and questionnaire to gather qualitative and quantitative data, as well as feedback from recipients towards the operation. The PDM was intended to be finished in ten days following distribution. The data uploaded to the cloud was under the management of the IFRC and VNRC project team, and they served as records for future interventions that would be more effective since they gave an overall picture of how the activities influenced people's lives.

There was a total of 694 out of 3,334 households reached under the PDM for multipurpose cash, accounting for 21 per cent of total. Since the indicator for percentage of PDM reached is 100 per cent, it only applied for conditional cash as it related to the commitment of the recipient regarding the usage of the cash. Regarding multipurpose cash, it is written in the procedure to randomly select 10-20 per cent of the recipients for PDM.

According to the data from the PDM, 26 per cent of the recipients have one member in the family, 24 per cent of the recipients have two members in their family, and 50 per cent of the recipients have three members or more in their family. This percentage was reflected exactly in the question regarding the amount of money granted for each household, ensuring the accuracy of the distribution. The ages of the interviewees varied. About 3 per cent of the interviews are from 18 to 30 years old, 29 per cent are from 30 to 50 years old, 22 per cent are from 50 to 60 years old and the rest 46 per cent are over 60 years old.

The PDM showed that most of the recipients used the cash to buy food (90 per cent) and rice (87 per cent), followed by purchases for medicine (33 per cent) and pay the electricity bill (24 per cent), the rest indicates that the non-food items (17 per cent), livelihood restoration (13 per cent) and book and schooling (5 per cent) was resolved using the supporting money. Only 1 per cent used the money to pay the debt that arose after the disaster.

Regarding the question “who decides to use the supporting money in the family”, 58 per cent goes to the wife, indicates that women have a priority in the family when it comes to decision making. Other small amounts go to the spouse of the interviewees (16 per cent), interviewees themselves (14 per cent), and the rest indicates the usage is decided by the parents and children. PDM also showed feedback of the beneficiaries in regard to the question “How many per cent that the supporting money can meet the family's need in a month?”. According to the data gathered, 227 people—representing 33 per cent of the total interviewed—said that the money could subsidize 70–100 per cent of their monthly needs, 223 people said it could cover 50–70 per cent and only 58 people said it could cover less than 30 per cent. However, 100 per cent of the interviewee indicated that they would like to receive cash as the supporting modality if there is future intervention.

Lessons Learnt

Though the operation was completed in time, the delays in receiving funding from the beginning created a time gap in meeting people's immediate needs. An alternative solution to expedite the receipt of funds and their delivery to affected communities should have been planned as soon as possible given that the government regulations surrounding the receipt of foreign aid and the organization of international conferences, among other things, as mentioned above, were introduced, and required organizations to take additional time to adapt. To avoid delays in financial operations and project delivery, VNRC should have a business continuity plan for when the National Society goes through transition period.

Age and sex desegregated data should be gathered at the beginning of the operation. The M&E system and database at VNRC need to be upgraded in the future for better documenting of the operational successes.

Given the PDM found that the MPCA was used 87 per cent to purchase rice and 90 per cent to purchase food, in current intervention, there is no evidence on the improvement of household food security related indicators. For future practice, it will be good to include the measurement of food security related outcome such as (1) improved Food Consumption Score or (2) improve Household Diet Diversity Score. These 2 outcome indicators are globally accepted and used as references by many donors.



Challenges

According to Government Decree 80 on the management of international aid, the State Treasury is in charge of managing and overseeing all financial transactions. The cooperation between VNRC HQ and the target provincial Chapter in the transfer of funds to the recipients was delayed as a result of this policy. Additionally, the delivery of multi-purpose cash took longer than anticipated due to VNRC's leadership guidance on integrating the DREF operating cash component into the "Tet for the Poor" campaign that happened prior to the lunar New Year in January 2023.

	Shelter Housing And Settlements	Budget		CHF 102,453
		Targeted Persons		800
		Persons Assisted		598
Indicators		Target		Actual
Percentage of households reached with PDM		100		200
Number of households receiving technical guidance and/ or training on build-back-safer principles		200		351
Number of households supported with conditional cash for shelter		200		200

Narrative description of achievements

Shelter assistance was handed to the beneficiaries in the form of conditional cash, which was undertaken via a trustful financial service provider (FSP) - Vietnam Post, to ensure the transparency. A total of 200 households received the cash grant, which fulfilled 100 per cent of the initial beneficiary's target and this grant reached 598 people (283 male and 315 female).

The conditional cash supported for shelter repair was divided into two instalments of 30 per cent for the 1st distribution and 70 per cent for the 2nd distribution. The selected beneficiaries received the 1st instalment 30 per cent by signing an agreement with VNRC, then after beneficiaries showed evidence, such as receipt of purchasing material when VNRC visiting their house, the remaining 70 per was paid. VNRC conducted PDM as a monitoring tool for conditional cash.

This ratio was agreed among the VNRC Chapters and VNRC's leadership under the Shelter Working Group establishment process and CVA discussions in the country since 2018 with the support from the Swiss Red Cross. The PDM was undertaken after the 1st instalment to ensure the commitment of the beneficiaries toward the conditional cash procedure at the beginning of the project prior to the 2nd instalment to ensure the money was used for the right purpose.

To support shelter activities, build back safer guidance orientation and awareness raising on safe construction techniques was undertaken; adapted from the materials of the local department of construction, Participatory Approach for Safe Shelter Awareness (PASSA) and the two manuals, as well as training materials from the Catholic Relief Services (CRS) in Viet Nam titled "Shelter operational manual" - this document contains instructions for

managing and implementing resilient shelter components in Viet Nam, and “Vietnam; a guide to strengthen your home against storms and floods - a catalogue of technical suggestions for households to improve the strength of your homes”.□

The Main purpose of the training was to provide:

- i) Basic understanding of shelter construction
- ii) Criteria in construction
- iii) Safe shelter construction principles
- iv) Shelter repair and new construction techniques
- v) Shelter types and level of safety per disaster types.

The Facilitators were staff of provincial Department of Construction and local Red Cross staff who were certified of PASSA and safe shelter construction. To date, 351 people (187 male, and 164 female) have received technical training for the shelter component and been well equipped to undertake the shelter repair. On the PDM for conditional cash, 100 per cent of the recipients was reached and their feedback was properly collected.

All 200 of the targeted families were reached by the conditional cash PDM, which also gathered data on the beneficiaries' usage of the money and level of satisfaction with the intervention. According to PDM data, the majority of receivers purchased purlins (121/200 answers) and sheet-metal roofs (187/800 answers), which was consistent with the responses, indicating that 92 per cent of recipients repaired their home's roof.

The cash was also used to purchase steel (42 per cent of the answers), cement (40 per cent), sand (36 per cent) and iron bar (35 per cent). A modest amount of brick, doors, and other items were also purchased with conditional cash. Apart from the roof, eave (44 per cent) and wall (35 per cent) were mended, other answers went to re-painting the house, fix the mezzanine, raise the floor, and fix the toilet.

When it comes to the question regarding the level of fulfillment that the conditional cash brings to the beneficiaries, 34 per cent stated that the money met 70-100 per cent of their needs. Around 31 per cent of respondents said they found it meets 50-70 per cent their needs and 28 per cent stated that around 30-50 per cent of their family needs was met. Only 7 per cent found it difficult to meet their need since the money could only subsidize less than 30 per cent for what they demanded.

Furthermore, feedbacks regarding their expectation on the instalments were also collected. While most of the beneficiaries found it was appropriate to receive 30 per cent of the cash in the first instalment and 70 per cent in the second instalment, 42 answers (21 per cent) still found it inappropriate. Among them, 15 people wanted to receive 70 per cent of the supporting money in the first instalment; 13 people wanted to receive 50 per cent in the first instalment and 12 people wanted to receive only one instalment. The project staff then re-explained to the beneficiaries about the conditional cash modality.□ There was also a question regarding the facilitation of the service provider: Viet Nam Post Office. The results indicated that most people were satisfied.

Regarding the expectation for future support, 90 per cent wanted to receive cash, 9 per cent wanted to receive in-kind and only 1 per cent had other idea, which was unidentified. Overall, people reached were happy with the assistance they received from VNRC.

Lessons Learnt

To ensure people's needs are appropriately met, more consultation and preparation regarding institutional related problems with the local population and Red Cross Chapters is required prior to project implementation.

A closer monitoring shall be paid to ensure all the conditions committed by the beneficiaries are met. The consistence between what damages is and which parts of the house to be repaired need to be kept and complied with.

Challenges



Due to the delay in implementation at the beginning of the operation resulting from the long approval process to the grassroots level, the shelter repair commenced later than expected, leaving an unsatisfactory perception in beneficiaries' perspectives.

Besides, according to the PDM data analysis, the repairs conducted were not in compliance with the damages which were caused by the storms and floods.

	National Society Strengthening	Budget		CHF 21,000
		Targeted Persons		50
		Persons Assisted		28
Indicators		Target		Actual
Number of VNRC personnel engaged in lesson learned workshop		25		50
Number of VNRC personnel trained in communication and reporting		25		28

Narrative description of achievements

Technical training on psychological first aid, and communication in emergencies was supposed to be undertaken in Hue from 13 – 16 December 2022. Unfortunately, the training needed to be undertaken virtually due to a variety of Decrees from the Government related to the management of workshop/ meetings with the participation of foreigners.

A total of 28 participants from five concerned branches (12 male, 16 female) were trained after the workshop. On 16 December 2022, the planning session supported five provinces to integrate the trained knowledge into their DREF operational plan to be implemented in their provinces.

Lessons Learnt

The DREF Lesson Learnt Workshop was undertaken on 7 April 2023 in Da Nang province with the participation of Vice President Nguyen Hai Anh of VNRC HQ, Project management board and representatives from the five targeted provinces. In the workshop, other actors who were involved in the response efforts to the flood 2022 were also invited such as the American Red Cross Delegation and Coca Cola. IFRC PMER and Communications Officer from IFRC CCD Bangkok and the IFRC in country Programme Officer co-facilitated the workshop.

It is acknowledged that the DREF operation was timely and completed two modalities of cash before the lunar new year. Internal funds first, no DREF funding had been received before the lunar new year. There was also no negative feedback regarding this DREF. According to data analysis derived from the PDM, cash was used for the right purpose as per the commitment of the DREF and the engagement with local authorities was good.

Lesson learnt on communications:

- The knowledge from the communications workshop was useful in DREF implementation. Specific tasks were assigned for staff, different communication tools were used for different target groups.
- Several type of communication methods were used including social media and technology.
- Collaboration on communications work with local authorities was good.

- The needs of people were clearly communicated.
- WASH work was carried out with a communications perspective.
- The project collaborated with mass media and communications agencies.

Challenges

The remoteness of the target locations under this operation posed challenges for the VNRC staff's ability to participate in and oversee the operations.

In addition, the allowance for VNRC staff was too low as per their point of view, particularly for the commune level.

Furthermore, while the cost norm for this operation has been approved since 2012, it is outdated now in comparison to the present country context.

	Secretariat Services	Budget		CHF 21,920
		Targeted Persons		50000
		Persons Assisted		0
Indicators		Target		Actual
% of financial reporting compliances with the IFRC procedures		100		100
Number of communications materials produced(social media, media articles, interviews, etc.) to share information about the operation		10		43

Narrative description of achievements

Since there was news of hazards approaching, IFRC staff members assisted VNRC by continuing their close collaboration with their counterparts at VNRC, as well as with colleagues at the IFRC APRO (Asia Pacific Regional Office) and prepared application for a DREF. Technical IFRC staff simultaneously offered assistance in the areas of logistics, finance, resource mobilization, communication, PGI, reporting, planning, monitoring, and security.

Regarding VNRC's delayed financial reporting, a Support Service Officer was recruited to provide day-to-day financial support. Meanwhile, the IFRC in-country Program Officer provided daily coordination between VNRC and Bangkok CCD in terms of operational update, data recording and reporting.

Throughout the six months of operation, VNRC at all levels produced 43 media posts/ news were, in which, 8 news were broadcasted on the provincial TV channels. These materials served to effectively convey important information and updates related to the operation.

Financial reconciliation and reports are in compliance with IFRC procedures. VNRC received CHF 510,060 from the DREF and by the time the process was complete, CHF 500,191 (or 98 per cent of the budget) had been spent in total, leaving a balance of CHF 9,869 that will be sorted out later to use in Viet Nam for IFRC Early Action Protocol in the country.

Lessons Learnt

VNRC should develop an initial M&E plan with clear definitions of disaggregated data to be collected in order to ensure the PMER standard.

The financial reconciliation process was sped up in the provinces to maintain track of the monthly financial expenses thanks to frequent communication between the IFRC staff there and the VNRC financial team at the headquarters level. This communication also ensured efficient coordination between the IFRC Bangkok CCD and VNRC at all levels.

Additionally, the efficient execution of activities depends on regular technical support from the IFRC team members despite movement constraints via internet channels and, when possible, physical presence.

Challenges

Lack of disaggregated data made it difficult for VNRC and IFRC to exchange information in a variety of ways. Additionally, photos of the events carried out in the provinces that the provincial chapters took on their own phones did not adhere to the reporting standard.

Since the State Treasury was responsible for managing the funding transferred from VNRC HQ to the provinces, it took a long of time for the verification of funding and financial reporting, thus, created delays in financial reconciliation.

Differences in exchange rates also brought issues related to the funding verification and utilization for the VNRC at all levels due the changes in the number of beneficiaries compared to the original approved targets.

	Protection, Gender And Inclusion	Budget		CHF 6,560
		Targeted Persons		50000
		Persons Assisted		13100
Indicators		Target	Actual	
Number of people received messages from PGI materials		50000	13100	
Number of staff and volunteers reached by PGI orientation		200	28	

Narrative description of achievements

During the beneficiary selection process and all initiatives under this operation, the operation ensured that sex-age and disability disaggregated (SADD) data was documented, but not in a sharable format. Priority was given to vulnerable groups during the beneficiary selection process. The IFRC's Minimum Standard Commitments on PGI were incorporated into every aspect of the operation, starting with the decision of who would receive assistance.

Women-headed households and households with pregnant women, as well as households having children were prioritized during the beneficiary selection process. In reports of training sessions or selection processes, the number of men and women was explicitly specified to enable the availability of statistics broken down by gender.

A total of 27,494 women directly have taken part in the operation so far (53 per cent of total 51,553 total people directly involved in the operation).

A training on PGI was undertaken in Da Nang province in December 2022, which involved the participation of 23 28 Red Cross staff from five project provinces (12 male, 16 female), facilitated by the PGI senior officer from IFRC. The day long training covered topics such as the definitions of minimum standards, dignity, access, participation, and safety.

The training was received positively by all participants. However, due to a number of policies and regulations related to the implementation of the workshop and training in Vietnam, PGI training could not be undertaken face-to-face. Online trainings have run into a variety of issues, such as language problems and erratic internet connections that make it difficult to understand topics. As a result, participants asked for more of these trainings to be held.

Lessons Learnt

It is essential for VNRC to have a PGI focal point and sufficient business continuity plans so that training may be carried out successfully without relying solely on one employee. Before beginning the technical training, it was important to conduct a thorough study on the nation's background and the National Society's capabilities to guarantee that relevant, up-to-date material that meets the needs of the participants is presented.

Traditional virtual tools like Zoom and Teams appear dated and demand more advancements. Training will become more engaging and targeted thanks to new applications like "Gather Town," which enables users to role play while experiencing the presence of other individuals in the same virtual spaces.

It is also suggested that VNRC should update their data collection templates and questionnaires to sufficiently record disaggregated data listed as age, gender and people with disabilities.

Challenges

Due to the Vietnamese government's policies and regulations regarding the implementation of workshops and trainings with foreign participants, PGI, communications and MHPSS training could not be conducted face-to-face because VNRC did not find enough time to get the adequate approval from all relevant governmental units and provincial authorities. Instead, the trainings were conducted via a hybrid method with the facilitation remotely from the international technical advisors from the IFRC, which reduced the opportunity for learning through the exchange of experiences with those from other provinces.

Online training has faced a variety of challenges, including communication issues and erratic internet connections that make it difficult to comprehend topics. As a result, participants have asked for more of technical trainings in the future.

Due to the old M&E templates in VNRC, data regarding age and people with disabilities were not recorded adequately, creating a gap in the PMER sector and PGI inclusion in the operation.

	Health	Budget		CHF 53,463
		Targeted Persons		50000
		Persons Assisted		9689
Indicators		Target		Actual

Number of people reached by IEC materials	50000	9689
Number of people reached through communication event	1000	4077
Staff and volunteers reached by hygiene promotion and disease prevention	100	194

Narrative description of achievements

VNRC HQ and Chapters prepared five training sessions for 194 volunteers (121 male, 73 female) with 40 volunteers per province. Training modules covered the prevention and control of COVID-19 transmission, respiratory diseases, diarrheal disease, skin diseases, eye diseases, and other infectious water- and vector- borne diseases. They were introduced in communication methods on changing behavior, fundamental skills such as observation, questioning, presentation, feedback, listening, and knowledge about water, as well as flood prevention measures, the use of clean water in floods, and information of infectious diseases and how to prevent them.

After finishing the training courses, 21 communication sessions were organized by the VNRC volunteers for 2,596 participants (3,002 male and 3,024 female) in the target villages, and 164 dissemination session were carried out to reach 5,177 people (2,594 male and 2,583 female). As a result, people became more aware of disease prevention techniques, such as the significance of drinking clean water, handwashing, and the use of mosquito nets. The activities reached 9,254 people in general, in which, 4,075 participants were male and 5,179 were female.

While MHPSS needs would be common after the disaster, VNRC did not possess sufficient capacity to conduct assessments or plan for intervention. VNRC staff received PFA training as part of this DREF operation they were then able to use this knowledge as part of their work during this operation for example when dealing with beneficiaries.

Specifically, there was a hotline setup for complaints and concerns and staff were able to use their knowledge to better assist beneficiaries. Therefore, psychological first aid training was integrated into the DREF technical training to have the sensitization on mental health promotion for the VNRC DREF operation team.

Lessons Learnt

The health promotion materials should be updated to include information about pandemic preventative strategies, including wearing masks, washing hands, and keeping socially distant, in the context of people gathering at evacuation centres after the disaster.

In order to give the beneficiaries with immediate mental health support, VNRC staff and volunteers should receive training in psychological first aid. It is also advised that the VNRC Disaster Management Department should revise its strategy in disseminating health related IEC materials to ensure that the initial targeted beneficiaries are met.

Challenges

It is recognized that the IEC materials used in the hygiene promotion were not updated for years. Therefore, a lack of information regarding pandemic prevention and hygiene practices in pandemics to keep oneself safe was not included in the materials.

As mentioned in the above sections, long approval process from the HQ to the grassroot levels created a delay in undertaking hygiene promotion activities, which were supposed to be carried out immediately after the



disaster.

Besides, the amount of money allocated for communication efforts was constrained, and the overall number of persons who were reached through dissemination was far lower than the original goal.



Financial report

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2022/10-2023/5	Operation	MDRVN021
Budget Timeframe	2022/10-2023/4	Budget	APPROVED

Prepared on 21/Jun/2023

All figures are in Swiss Francs (CHF)

MDRVN021 - Vietnam - Monsoon Storms & Floods 2022

Operating Timeframe: 26 Oct 2022 to 30 Apr 2023

I. Summary

Opening Balance	0
Funds & Other Income	568,263
DREF Response Pillar	568,263
Expenditure	-537,838
Closing Balance	30,425

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	102,453	100,269	2,184
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash	357,947	352,414	5,533
PO04 - Health	53,463	52,028	1,435
PO05 - Water, Sanitation & Hygiene			0
PO06 - Protection, Gender and Inclusion	6,986	170	6,816
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery			0
PO10 - Community Engagement and Accountability			0
PO11 - Environmental Sustainability			0
Planned Operations Total	520,849	504,882	15,967
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	25,049	2,705	22,344
EA03 - National Society Strengthening	22,365	30,251	-7,886
Enabling Approaches Total	47,414	32,956	14,458
Grand Total	568,263	537,838	30,425



[Click here for the complete financial report](#)

Please explain variances (if any)

A total of CHF 568,263 was allocated from the DREF fund for VNRC to respond to the needs of approximately 10,852 direct beneficiary and reached a total of 51,553 persons. The total expenditure recorded by the end of the operation was CHF 537,838 (95 per cent of the budget spent), leaving a balance of CHF 30,425 which will be returned to the DREF pool.

DONORS ACKNOWLEDGEMENT:

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[Click here for the reference](#)

