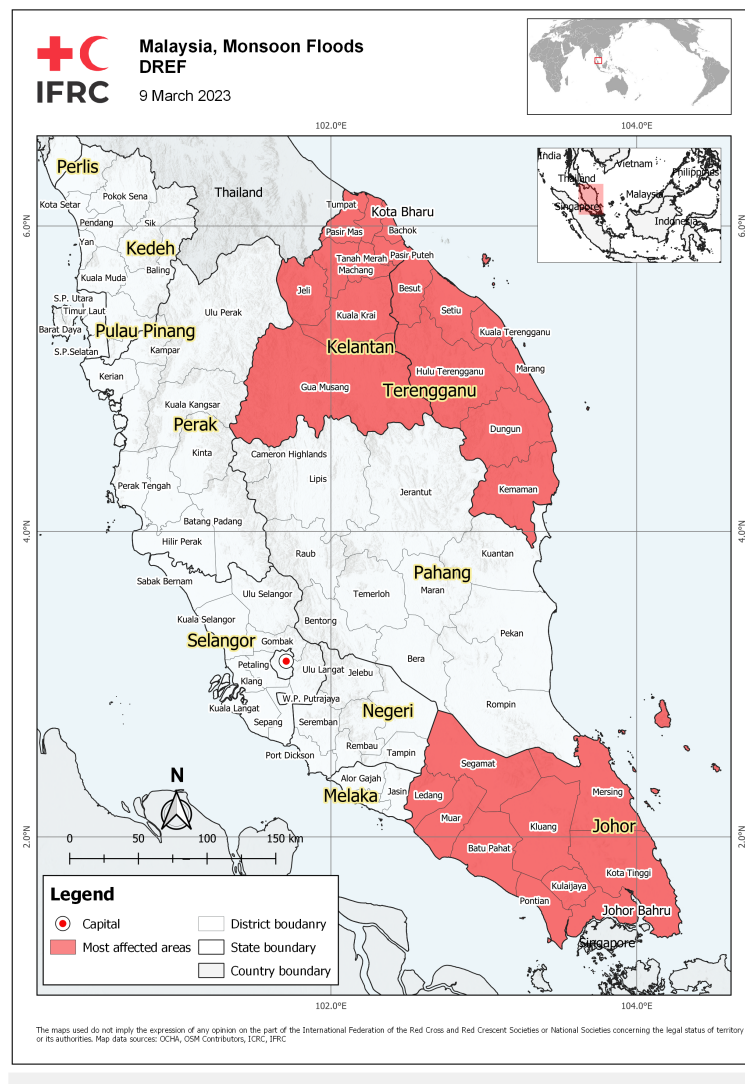




MRCS conducted hygiene kits distribution in one of evacuation center in Kelantan (Photo: MRCS)

Appeal: MDRM009	Total DREF Allocation CHF 500,000	Crisis Category: Yellow	Hazard: Flood
Glide Number: FL-2022-000379-MYS	People Affected: 117,865 people	People Targeted: 14,000 people	
Event Onset: Sudden	Operation Start Date: 2022-12-25	New Operational end date: 2023-06-30	Total operating timeframe: 6 months
Additional Allocation Re- quested 109,114	Targeted Areas:	Johor, Kelantan, Terengganu	

Description of the Event



What happened, where and when?

As stated in the earlier DREF application, published on 25 December 2022, the Malaysian Meteorological Department (MetMalaysia) predicted that the northeast monsoon period would begin on 7 November 2022, which was earlier than expected and continue until March 2023. This prediction has now materialized and the current monsoon rain will continue through March. This persistent raining, which has deteriorated since 28 February 2023, has caused flooding in the Malaysian peninsula, affecting the states of Johor, Melaka, Negeri Sembilan, Pahang and Selangor.

Johor is the worst-hit state with more than 42,000 people evacuated to relief centres since 4 March 2023, compared to 9,162 on 1 March. There has been ongoing flooding from the same monsoon season which started in December 2022, but the current flooding is above average, as a similar scope which has never been experienced in March. Earlier in February 2023, Johor experienced minor flooding, which was expected in terms of timing and scale, but the scale of current flooding is extraordinary.

The ongoing DREF operation started in the last week of December 2022, following flash floods in three states, with devastating impact on the communities. A total of 71,503 people were then evacuated to 439 temporary shelters across five states, including Kelantan, Terengganu, Pahang, Johor, and Perak, and five deaths were reported. The states of Kelantan and Terengganu were the most affected, with total 71,180 people evacuated. Johor was not affected by the December 2022 floods, but the state hosted displaced people, who are also not affected by the new floods.

Based on available information, 113,180 people have been affected by flooding since December 2023 and are in need of relief and recovery support.



MRCS volunteers evacuating residents in Terengganu, December 2022 (Photo: MRCS)

Scope and Scale

The DREF application, published on 25 December 2022, contains detail information regarding Kelantan and Terengganu floods situation. The following paragraphs summarizes the situations and impacts of floods in Johor state.

High intensity of rainfall started in Johor state on 28 February 2023, which caused flash floods on 1 March with Segamat initially experiencing the highest number of evacuees before being overtaken by Batu Pahat, which recorded 35,099 evacuees as of 10 AM on Thursday, 9 March [1]. A total of 11,818 families are still displaced and seeking relief at 198 evacuation centres statewide [2]. As of 2 PM on 9 March, the district of Batu Pahat recorded a total of 32,312 evacuees, followed by Muar with 4,151 people and Tangkak with 2,499 people [3].

A total of 10 rivers are still above the danger level, among them Sungai Batu Pahat at the Bekok Dam (Batu Pahat), which is now at a level of 20.03 metres (m); Sungai Muar in Buloh Kasap (Segamat), at 9.44m and Sungai Muar in Bukit Kepong (Segamat), at 5.14m. Overall, 10 districts in Johor have been affected, with seven still remaining flooded, exacerbating the impact of the floods on the communities, in addition to the first wave of floods in December 2022.

For details of the impact on communities, as it mainly remains the same with only difference on the number of people additionally affected, please refer to the earlier DREF application of this operation [4].

[1] <https://www.thestar.com.my/news/nation/2023/03/09/floods-two-police-stations-and-beat-base-hit-by-floods-in-johor>
[2] <https://www.msn.com/en-my/news/other/johor-floods-additional-1-567-evacuated-11-818-families-still-displaced-in-state/ar-AA18IEkG>
[3] <https://harakahdaily.net/index.php/2023/03/09/floods-number-of-evacuees-rises-again-in-johor-drops-in-melaka-pahang/>
[4] <https://adore.ifrc.org/Download.aspx?FileId=618975>

Summary of changes

Are you changing the timeframe of the operation	Yes
Are you changing the operational strategy	No

Are you changing the target population of the operation	Yes
Are you changing the geographical location	Yes
Are you making changes to the budget	Yes
Is this a request for a second allocation	Yes
Has the forecasted event materialize?	No

Please explain the summary of changes and justification

This Operation Update (OU) report covers the period from 25 December 2022 to 5 March 2023. This OU provides an overview of field implementation under this operation and will institute new changes necessitated by recent heavy rainfall and flash flooding in the state of Johor in Peninsular Malaysia at the end of February 2023. The major changes are as follows:

- a) The National Society has requested a second allocation of CHF 109,114, bringing the total allocation under this operation to CHF500,000 (CHF390,886 + CHF109,114).
- b) The second allocation will allow the National Society to assist an additional 800 of the most vulnerable families affected by the recent flooding in the state of Johor in March, resulting in a revised total target of 2,800 households (14,000 people). MRCS will address the immediate health (physical and mental health) and WASH needs of the displaced population through mobile health clinics, hygiene promotion activities, and the distribution of hygiene kits,. The second allocation will primarily cover multipurpose cash assistance to 800 households and the procurement of 500 hygiene kits. The remaining activities, such as hygiene kits and health services, will be covered by the approved first allocation of funds.
- c) The additional 800 households will be reached in a new target state, Johor.
- d) The end date of the operation will be revised to 30 June 2023.

Current National Society Actions



MRCS boats bringing in nurses from the Segamat district health office to provide mobile health outreach to the indigenous people (Orang Asli) village. (Photo:MRCS)

On the initial days of flooding, the MRCS Johor state deployed its response teams to collect some immediate information about the impacts and needs on the ground and to inform gaps in services.

Assessment	<p>The initial reports from Johor highlights key needs such as hygiene kits, dried food (ready to eat food) as snacks in between main meals, baby food/baby milk, blankets.</p> <p>According to local water authorities, at least three villages in Segamat currently have their water supplies disrupted for the last 2-3 days, and has been depending on the delivery of mineral water by boats. In Batu Pahat, authorities have carried out water distribution to evacuation centres as they were affected by burst pipes, but the distribution was deemed insufficient as the needs are high.</p> <p>MRCS has been supporting the district health office on the emergency medical services, patient transfer and transporting of nurses to perform mobile health outreach. More detailed needs assessment was commenced as of 3 March in the new target state.</p>
Multi-purpose Cash	<p>MRCS did a rapid market assessment in Kelantan and Terengganu after three weeks of the flood events. As per the findings of that market assessment, MRCS decided to provide a multi-purpose cash assistance (MPCA) to the people affected by floods to enable them to purchase their basic needs which include food, personal hygiene items, and some cleaning materials to clean their houses.</p> <p>Volunteers had been trained on how to conduct a beneficiaries registration through Red Rose (RR) data collect application. Beneficiary registration was done from December 2022 to February 2023 by MRCS volunteers up to 2,000 households in targeted areas.</p> <p>As of this OU, MRCS has completed distribution of cash to 1,695 households (estimated 8,475 people, with average of five family members per household). Field implementation has been progressing with remaining cash distribution activities in Kelantan and Terengganu states, which MRCS plans to complete within March.</p> <p>Post distribution monitoring activities will be implemented when cash distribution is completed.</p>
Health	<p>MRCS started its mobile health services and Mental Health Psychosocial Services (MHPSS) in Kelantan and Terengganu, with closely coordinated with the district of health department. MRCS covered the areas that was not able to be covered by the district of health department.</p> <p>The mobile health activity carried out basic health screening and treating fever and basic skin problems, including also COVID-19 screening through COVID-19 test. People also received health promotions related to common diseases after floods. PPEs had been distributed to the people affected by the flood.</p> <p>MHPSS activities were provided at the evacuation centres and also in the community after the people return to their home, targeting both adults and children.</p>
	<p>With the support of the IFRC Malaysia Country team and the APRO PGI Coordinator, MRCS was briefed on a Child Safeguarding Risk Analysis. The IFRC Malaysia Country team supported MRCS to conduct the Child Safeguarding Risk Analysis and to orient the staff and volunteers on the Child Protection</p>

Protection, Gender And Inclusion	<p>guidance in January 2023 for this DREF operation.</p> <p>Following up on that analysis, MRCS conducted another orientation to staff and volunteers in Kelantan and Terengganu who will be involved in the DREF operation. Estimated a total of 40 volunteers participated in this session.</p> <p>In addition, the IFRC PGI technical staff provided training on Child Protection in February 2023 to sensitize both National Society staff and volunteers on Child Safeguarding issues.</p>
Water, Sanitation And Hygiene	<p>MRCS staff and volunteers in Kelantan started its emergency WASH activities by providing clean water through water trucking to the targeted households in the evacuation center in Kelantan.</p> <p>MRCS also distributed 2,000 hygiene kits in Kelantan, and Terengganu from 1,000 pre-positioned stocks, which were then replenished by the current DREF, and another 1,000 hygiene kits funded by other MRCS donors.</p> <p>Hygiene promotion activities had also been conducted at the same time of the hygiene kits distribution to the targeted communities.</p>
Coordination	<p>Since September 2022, MRCS has been coordinating with the relevant government agencies on the flood preparedness and response, which includes NADMA, Fire & Rescue Department, National Security Council Malaysia ('Majlis Keselamatan Negara' or MKN), MetMalaysia, and the local authorities in the States level.</p> <p>On the current flood response in Johor, MRCS has been coordinating with NADMA to support search and rescue and evacuation efforts. MRCS has also contacted the Welfare Department ('Jabatan Kebajikan Masyarakat' or JKM) to coordinate with their psychosocial services at evacuation centers.</p> <p>MRCS has provided support to the local authorities with rescue efforts to the evacuation centres, and providing hygiene kits, and ready-to-eat food. MRCS has mobilized its ambulance, staff, and volunteers to assist the welfare department at the evacuation centres. Boat deployment is currently working with the local health authorities to provide services to previously unreachable areas in Johor.</p>
Community Engagement And Accountability	<p>MRCS oriented its staff and volunteers in Kelantan and Terengganu on the Community Engagement and Accountability (CEA) approach and also its feedback mechanism that need to be informed to the targeted communities. Information and communication materials had been adjusted, printed and provided to the targeted communities, which included the MRCS overall response activities, and sectoral messages (health messages, hygiene messages, DRR messages).</p>

Movement Partners Actions Related To The Current Event

	<p>The IFRC Malaysia country team provided technical assistance to MRCS in the design, implementation, and monitoring of the activities, since the start-up of this DREF operations.</p>
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IFRC	<p>The IFRC Malaysia country team also supported the MRCS Project Manager on its project management, which encourages MRCS to have regular meetings to review its implementation progress and also to review its financial expenditure progress.</p> <p>The IFRC Malaysia country team supported MRCS to get the necessary support from IFRC APRO technical team and support team for this DREF operations. So far, MRCS received support from APRO CASH unit, PGI unit, CEA unit, Logistic unit, and IM unit.</p>
ICRC	ICRC is not directly involved in implementing the activities planned under this DREF operation.
Participating National Societies	For the Johor flood, the Singapore Red Cross is planning to donate two water purifications unit to MRCS.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	<p>National Disaster Management Agency (NADMA), National Security Council of Malaysia (MKN), the Fire-Rescue Department of Malaysia, Royal Malaysia Police, Civil Defense Malaysia, and MetMalaysia continue to monitor areas affected by the floods. They release updates and warning notices regularly to the public through their social medias and websites. The Special Malaysia Disaster Assistance and Rescue Team (SMART) has been mobilized to respond to the disasters. Personnel from the Malaysian Armed Forces, Royal Malaysian Police, Fire-Rescue Department of Malaysia, Malaysia Civil Defense Force and other agencies were also mobilized to provide support and evacuate the affected people.</p> <p>Ministry of Welfare (JKM) and Civil Defense Malaysia also support the evacuation centres to prevent the unwarranted rise of Covid-19 cases and to assist the flood victims, including registration for welfare support and medical requirements. JKM is also providing meals to the people in the evacuation centres.</p> <p>State governments are on high alert to assist the main federal agencies, with assistance such as the requirement for heavy machinery and generators in the event of a power outage.</p>
UN or other actors	

Are there major coordination mechanisms in place?

NADMA remains the lead agency to coordinate disaster response nationwide, where MRCS supports as an auxiliary entity. They have regularly updated the needs on the ground to all implementing stakeholders and MRCS has been receiving regular updates on the gaps in humanitarian services.

In Johor, the State authorities lead the agency coordination in disaster response. MRCS Johor is actively continuing the coordination with the state authorities.

Needs (Gaps) Identified



Health

MRCS has been supporting the district health office on the emergency medical services, patient transfer and transporting of nurses to perform mobile health outreach. According to the state government, 24 health facilities were down due to floods, with medical stocks and equipment affected. [5] While the current input from the field is that the state is managing the healthcare services adequately, and no waterborne diseases have been reported, MRCS sees the potential need in follow up care once the people have returned to their homes. MRCS sees psychosocial support as a potential need also to support the communities. Currently MRCS team continues to assess the needs on health and psychosocial in the affected people. The previous budget allocation under this DREF for health is adequate to meet the potential needs in Johor.

[5] <https://www.nst.com.my/news/nation/2023/03/887119/24-johor-health-facilities-down-due-floods>



Water, Sanitation And Hygiene

According to local water authorities, at least three villages in Segamat currently have their water supplies disrupted for the last 2-3 days, and has been depending on the delivery of mineral water by boats. In Batu Pahat, local authorities have been distributing water in evacuation centres by burst pipes, but the distribution was deemed insufficient as the needs are high. The MRCS WASH team has just completed the Advanced WASH training in Kelantan and are now deployed to assess and serve the needs in Johor. One water truck has been deployed to Johor state to support water distribution activities in evacuation centres. Distribution of jerry cans, buckets have been identified as potential needs, and the stock that was purchased for Kelantan and Terengganu can be redirected towards the needs in Johor.



Livelihoods And Basic Needs

The primary means of livelihoods for most of the people in Segamat and Kluang are agriculture and livestock. The communities in Batu Pahat mainly rely on manufacturing jobs. The recent floods have affected both public and private infrastructures. Agricultural lands and crops are affected, hence, the community members especially the most vulnerable households will need livelihoods restoration support.

Access to financial resources will be needed by the affected population to meet their pressing basic needs and to clean and perform minor repairs on their houses. The MRCS has been doing a more detailed assessment to gather further information on needs. As per the learning from previous flood response operations, market conditions usually return as soon as the flood water recedes. Rapid assessment of markets has been part of the overall needs assessments, which should conclude by 14 March.

The MRCS intends to provide multi-purpose cash assistance (MPCA) to people affected by floods to improve their purchasing power and to enable them meet their immediate basic needs (food, personal hygiene, cleaning items, etc).

The MRCS Cash team has conducted a rapid market price assessment and identified the list of MEB for cash assistance, based on the current information received on the needs and potential needs.



Shelter Housing And Settlements

In Johor, a total of 11,818 families are still displaced and seeking relief at 198 evacuation centres statewide. People will stay at the evacuation centres for up to two weeks, as has been the normal practice during the previous similar events. The authorities might allow people to stay a few extra days, while people are in the process of cleaning their homes. For this current situation, it is still not clear whether the affected population will stay in evacuation centres for two weeks or a longer period. MRCS will continue to monitor the situation and coordinate with the local authorities.

(note: details on the needs for Kelantan and Terengganu states are as described in the earlier DREF application).

Operational Strategy

Overall objective of the operation

The overall objective of this revised emergency operation is to provide effective integrated relief assistance to 2,800 households severely affected by floods in three target states (Kelantan, Terengganu and Johor) for an extended period of six months, which includes health services (including PSS), emergency WASH, and MPCA.

The initial objective of the operation for Kelantan and Terengganu states, to provide relief assistance to 2,000 floods affected households, remains unchanged. Meanwhile, the objective of the operation for Johor state is to provide relief assistance to 800 most vulnerable households that are severely affected by recent flooding. Priority will be given to households that are displaced and currently residing in multiple evacuation centres across the state.

Operation strategy rationale

The operational strategy/implementation plan for Kelantan and Terengganu states remains unchanged. The MRCS will continue with implementation of activities as planned under the initial allocation.

For Johor state, the MRCS intends to provide relief assistance to most vulnerable households that are affected by recent floods. This will include distribution of one-off multipurpose cash assistance, emergency health support (through mobile health clinics), mental health and PSS, distribution of clean water, and hygiene and sanitation promotion assistance to 800 households.

The state is still within the emergency phase. Targeting will be done based on criteria to define who are most vulnerable households. A participatory approach involving the affected communities, local authorities and MRCS volunteers will be followed to select the target households. The selection criteria will focus on the most vulnerable households whose residential houses and means of livelihoods are affected. Additional vulnerability criteria such as female and child headed households, pregnant and lactating women, widows, people with disabilities and those still living in evacuation centres will also be applied. Based on the vulnerability conditions, a household may be eligible to receive more than one form of assistance.

The requested amount under second allocation will mainly support distribution of MPCA and procurement of hygiene kits. Implementation of other activities (emergency health and WASH) will be supported by resources available from first allocation of this DREF operation.

For MPCA, MRCS will provide the target households with one-off assistance, enabling them to address their immediate food and non-food needs. Amongst other basic needs, the MPCA assistance will mainly target the food and necessities including partial repair of houses and infrastructure damaged by the floods. The amount of the MPCA will be MYR 500 (approximately CHF 105) per family. The amount of cash is defined based on 70 per cent of the minimum expenditure basket (MEB) for one household for one month in the targeted areas.

For emergency health and WASH assistance, same activities, originally planned under first allocation under this operation, will be implemented in Johor state. The MRCS will expand its mobile health teams (MHTs) activities to Johor state to provide health and MHPSS support. For hygiene promotion, in addition to soft activities (training or awareness rising sessions), hygiene kits will be distributed to target households. The 800 kits will be mobilized from two different sources. 500 kits will be covered by second allocation under this DREF operation. 300 kits will be mobilized by other WASH projects of MRCS. To support immediate commencement of distributions, the MRCS will use the kits readily available in its prepositioned stocks. Procurements will then happen to replenish 500 kits to MRCS stocks.

For timeframe of the operation, the MRCS will need some more time in order to complete implementation of remaining activities especially now that implementation will be expanded to Johor state. To this end, MRCS also requests to extend the timeframe of this operation for additional two months by pushing the end date of this operation from 30 April 2023 to 30 June 2023.

MRCS will continue mainstreaming of PGI issues in this operation. Gender balance of the emergency teams will be a focus during all stages of the response and field implementation. MRCS branches will be encouraged to deploy male and female volunteers and staff for assessment and distribution of relief supplies. Among others, areas of focus will include prevention of sex and gender-based violence and child protection. Mainstreaming of gender, inclusion and protection issues will also ensure that accountability lines are in place for gender-based violence prevention and response.

Also, MRCS will continue integration of community accountability and feedback mechanisms into the operation to ensure that people to be assisted, have access to the timely and accurate information on the nature and scope of assistance and services provided by MRCS, and the expected behaviour of staff and volunteers. MRCS local volunteers and community members have been used to support the assessments and will be involved during the entire operation cycle.

The state branches will ensure visibility and beneficiary communication during the relief distributions. Banners and information charts of the items being distributed will be put on display at all the distribution points. In addition, a complaint redressal mechanism will also be activated.

Targeting Strategy

Who will be targeted through this operation?

The revised target under this operation will be 2,800 households severely affected by floods in three states (Kelantan, Terengganu and Johor).

The target states are finalized using the following criteria:

1. Flood-affected area with medium and heavy flood impact;
2. Number of affected population evacuated to relief centres;
3. Those not receiving assistance from other agencies.

Explain the selection criteria for the targeted population

The selection strategy and criteria for Kelantan and Terengganu states remains unchanged.

For Johor state, as noted under the section of 'operation strategy rational' above, targeting will be done based on criteria to define who are most vulnerable households. A participatory approach involving the affected communities, local authorities and MRCS volunteers will be followed to select the target households. The selection criteria will focus on the most vulnerable households who whose residential houses and means of livelihoods are affected. Additional vulnerability criteria such as female and child headed households, pregnant and lactating women, widows, people with disabilities and those still living in evacuation centres will also be applied. Based on the vulnerability conditions, a household may be eligible to receive more than one form of assistance.

Total Targeted Population

Women:	5,600	Rural %	Urban %
Girls (under 18):	-	80.00 %	20.00 %
Men:	8,400	People with disabilities (estimated %)	
Boys (under 18):	-	5.00 %	
Total targeted population:	14,000		

Risk and security considerations

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

Risk	Mitigation action
Reputation damage of MRCS that may be incurred through misinformation or other means.	<p>a) MRCS activity planning to involve greater collaboration with communities.</p> <p>b) MRCS to monitor community perceptions of its operation and address any issues accordingly.</p> <p>c) MRCS remain vigilant for any activity, including communication, that may breach operational protocols.</p> <p>d) Ensure all volunteers and staff understand Red Cross principles, values and guidelines and operationalize them through their activities.</p>
There is a potential COVID-19 outbreak in the targeted villages and volunteers responding to the floods.	<p>a) MRCS will include COVID-19 SOPs into its response and ensure continuous COVID-19 messaging throughout health promotion activities and distribution of PPEs.</p> <p>b) MRCS will refer to the IFRC COVID safe programming pilot guide.</p> <p>c) MRCS will ensure coordination with government agencies, especially the Department of Health and health promotion to the affected communities regarding the health protocols.</p>
Heavy rains may induce landslides which will block off access and potentially create bigger needs in the affected population.	<p>a) MRCS to continuously monitor with relevant agencies to ensure staff, volunteers and communities are aware of high-risk areas and able to act accordingly.</p> <p>b) MRCS will consider appropriate logistics to reach out to the targeted areas, such as having a 4WD vehicle for the operations, which can be rented or borrowed from the national headquarter office, and equipping volunteers with PPE during the operations.</p>
Increase in prices and inflation.	<p>a) MRCS to maintain involvement with national technical coordination forums to keep abreast of mapping, mar-</p>

ket assessment and adjustment to response plan.

b) Regularly, review budgets to ensure that savings from cost fluctuations can be reallocated to other activities.

Please indicate any security and safety concerns for this operation


There are no major threats in Malaysia that may directly impact the implementation of operational activities. Some challenges may still arise from road access damaged by flash floods in affected areas, the increased health risks in the COVID-19 crisis, mosquito and waterborne diseases, and debris and vehicle accidents.

However, adequate measures will be put in place to mitigate the security risks. There is already a field implementation guide for MRCS branches and volunteers considering the current COVID-19 context, followed for this DREF implementation to minimize risk. MRCS will follow the existing government and Red Cross Red Crescent (RCRC) Movement guidance related to the COVID-19 crisis during this operation. The IFRC oriented MRCS on the COVID-19 safe programming pilot guide Asia Pacific 2020, referencing the mitigation risk. MRCS will consider appropriate logistics to reach the targeted areas, such as a 4WD vehicle for the operations, which can be rented or borrowed from the national headquarters office, and equip volunteers with PPE during the operations.

The National Society's security framework will apply throughout the duration of the operation to their staff and volunteers. In case of need for deployment for personnel under IFRC security's responsibility, including surge support and integrated Participating National Societies (PNS), the existing IFRC country security framework will apply. All IFRC must, and RC/RC staff and volunteers are encouraged, to complete the IFRC Stay Safe 2.0 e-learning courses.

MRCS will continue the coordination with the local government and the other agencies to avoid the overlap of assistance to flood-affected people. MRCS is currently participating in the daily coordination meeting held by the local authorities.

Planned Intervention

	Secretariat Services	Budget	CHF 5,750
		Targeted Persons	10
Indicators	Target	Actual	
# of IFRC Malaysia team supported MRCS on this operation	10	5	
# of monitoring visits conducted by IFRC Malaysia team	3	2	


Progress Towards Outcome

IFRC Malaysia team has supported MRCS to monitor the implementation and budget forecasting and spending of the flood operation and continues to support providing technical advice on the implementation and the reporting. IFRC Malaysia team facilitated a monthly financial review meeting with MRCS to review the updated expenditures against the budget forecasting, based on the overall implementation plan.

IFRC APRO Logistic team supported MRCS in the procurement of 2,100 hygiene kits, which was 1,000 hygiene kits funded under this DREF, and another 1,100 hygiene kits funded by other MRCS donors.

IFRC Cash technical unit supported MRCS during the start-up of the MPCA activities with training on a Red Rose data management system for MRCS Cash staff and volunteers, in the absence of the previous Cash Coordinator who exited MRCS. The unit continues to provide trouble shooter to MRCS team during the start-up.

IFRC PGI technical unit supported MRCS in conducting Child Protection training, and in briefing MRCS on the Child Safeguarding Risk Analysis process. The IFRC Malaysia team supported MRCS in conducting the Child Safeguarding Risk Analysis.

	Protection, Gender And Inclusion	Budget	CHF 2,450
		Targeted Persons	74
Indicators	Target	Actual	
# of staff and volunteers trained on PGI	74	40	
# of child safeguarding risk analysis assessment conducted	1	1	

Progress Towards Outcome


A Child Safeguarding Risk Assessment was conducted with IFRC support on 19 January, where MRCS determined that its activities are between medium to high risk in terms of child safeguarding concerns.

Based on the risk assessment, each sector was able to develop an initial checklist of do's and don'ts for its

volunteers to manage during their respective activities. A follow up training on Child Protection was done in February to sensitize both staff and volunteers on Child Safeguarding issues facilitated by IFRC PGI technical staff.

A total of over 40 volunteers and staff was participating in those two activities above. A mapping on safeguarding will also be done in Johor to ensure that volunteers are aware of the protection needs of children during MRCS activities.

	Community Engagement And Accountability	Budget	CHF 5,432
		Targeted Persons	14000
Indicators	Target	Actual	
# of people reached by the DRR awareness activities	14000	10000	
# of volunteers and staff oriented on migration approach	74	40	
Progress Towards Outcome			
<p>MRCS staff and volunteers (over 40 people) were given a brief orientation on CEA before every activity (briefing pack) including a community feedback mechanism, and this helps them to share information with community members about MRCS and how they can provide feedback to MRCS.</p> <p>IEC materials for health, hygiene promotion, MHPSS activities, and MPCA activities had been reviewed, adjusted, and produced. Those IEC materials had been provided to the targeted communities, during those sectoral activities conducted in the community.</p> <p>In the next four months, Johor volunteers will be carrying out CEA activities, particularly to create DRR awareness among the communities and to ensure the feedback mechanism is introduced to communities.</p>			

	Multi-purpose Cash	Budget	CHF 326,633
		Targeted Persons	2800
Indicators		Target	Actual
# of households who received MPCA		2800	1695
Progress Towards Outcome			
<p>Beneficiary registration was done from December 2022 to February 2023 by MRCS volunteers through Red Rose (RR) Data Collect in both states of Kelantan and Terengganu. The selection of beneficiaries was outlined through a pre-set main criteria and vulnerability criteria. The main criteria are households badly affected by flood disasters, and their livelihoods were affected or cut off due to floods. The vulnerability criteria include:</p> <p>a) families among B40 group with no fixed monthly income.</p> <p>b) families with vulnerable groups, namely people with disability (PwD), people with chronic disease, elderlies, pregnant women, lactating women, high number of children/infants in the household.</p>			

- c) or families who lost their breadwinner and have no external support nor economic resources to feed themselves.
- d) or families headed by children (non-adults) or orphans.
- e) or families led by senior women / senior citizens without external support nor economic resources to support themselves.


As of this OU report, cash distribution is completed for 1,695 households (around 8,475 people, with an average of five family members per household), which makes a total of MYR 847,500 (around CHF 175,605). This is equivalent to 85 per cent of targeted households who had received cash assistance. The remaining beneficiary households will receive their cash assistance in March.

Meanwhile, the recipients are able to spend their cash, whether to make basic household purchases for a month, or to fix any damaged structures to their houses as a result of floods. The PDM survey is currently being reviewed and will be rolled out in March for Kelantan, since they have completed their cash distribution. Meanwhile, the PDM in Terengganu will be rolled out in April.

All volunteers involved were briefed on DREF and the implementation plan of the operation. They were also given training on how to utilize the RR Collect apps for beneficiary registration. Field Coordinators from all states (Kelantan and Terengganu) were trained on using the Red Rose platform to verify data keyed-in through the apps.

The main challenge during this operation was not having the Cash Coordinator manage the early part of the response, as the previous Cash Coordinator has left MRCS. This was quickly addressed by hiring a trained CVA volunteer to be the Cash Officer to be based at HQ for the duration of the DREF operation. The Cash Officer will continue her role for the Johor response, and will be working at HQ for the duration of the DREF operations to complete all MPCA activities.

As noted above, MPCA will be provided to 800 households affected by flood in Johor. This activity is expected to start in April, and will be followed by PDM in May or early June.

	Water, Sanitation And Hygiene	Budget	CHF 80,924
		Targeted Persons	14000
Indicators	Target	Actual	
# of assessments/monitoring visits undertaken and shared	3	2	
# of people provided with safe water (according to WHO standards)	10000	2385	
# of people reached by hygiene promotion activities	14000	8000	
# of households provided with a set of essential hygiene items	1500	1000	

Progress Towards Outcome


One MRCS water truck was deployed in December 2022 to distribute clean water for drinking and domestic purposes to targeted households in evacuation centres, in Kelantan state. A total of 8,000 litres was distributed to four (4) evacuation centres, serving 477 households (2,385 people), enabling them to maintain their personal hygiene. The water supply was quickly restored, and people were able to return to their houses and use the

municipal water supply. Thus, the number of people reached under this water distribution is lower than the original target in Kelantan and Terengganu.

So far, the MRCS has distributed hygiene kits to 2,000 households in Kelantan, and Terengganu states. A total of 1,000 kits were covered under the first allocation under this operation and additional 1,000 kits were provided by other existing projects that are being implemented by MRCS. Hygiene promotion sessions were organized concurrently with the distribution of the kits in target communities in Kelantan and Terengganu.

For the next three months, under the second fund allocation, field implementation under the WASH component will mainly focus in Johor state. The MRCS will provide 800 target households with hygiene kits in addition to implementing hygiene promotion activities. The 800 hygiene kits will be mobilized from two different sources. Specifically, 500 kits will be covered by the second DREF allocation and 300 kits will be contributed by other projects of MRCS. To support immediate response, MRCS will use hygiene kits readily available in its prepositioned stocks, and then carry out procurement to replenish its stocks.

Furthermore, MRCS will maintain the 10,000 people targeted for the water distribution, considering that the lower number of people reached in the previous water distribution in Kelantan and Terengganu.

	Health	Budget	CHF 12,114
		Targeted Persons	14000
Indicators		Target	Actual
# of people provided with health services		14000	5000
# of people reached with psychosocial support activities		14000	5000

Progress Towards Outcome

The mobile health activity carried out Type 2 health screening, which consisted of basic health screening such as blood pressure measurement, checking glucose levels, BMI, and treating fever and basic skin problems. Up to 5,000 people received health services from the mobile clinic activities, and most cases recorded were open wounds, asthma, and skin disease; and received health promotions related to common diseases after floods, such as dengue awareness and diarrhea. The activities in these two targeted states, Kelantan and Terengganu, benefited communities living there. MRCS coordinates closely with the district health department to carry out the mobile clinic and MHPSS activities in the location that was not able to be covered by the district health department.

MHPSS activities were provided at the evacuation centres and also in the community after the people return to their home, targeted adults and children. Parents were able to participate in separate activities, as MRCS provided Child-Friendly spaces, where parents can entrust their children for the given time slot.

In the next four months, the health activities will be focused primarily in Johor, during both emergency and recovery phase, in coordination with the local health authorities.

	National Society Strengthening	Budget	CHF 66,697
		Targeted Persons	74
Indicators		Target	Actual

# of volunteers and staff trained and oriented	74	40
# of lessons learned workshop conducted	1	0

Progress Towards Outcome

Over 40 volunteers have been trained over two states, with some doing additional training for their respective teams to increase the human resource capacity for DREF activities. The number is less than the initial aim as the teams were used for both Kelantan and Terengganu activities, given the proximity of the target communities. Communication tools have been procured and had been used during the operations.

Briefing packs have been developed to ensure that volunteers are clear about their roles, responsibilities, and their safety.

All volunteers and staff have been equipped with COVID-19 PPEs, such as face masks, gloves, and hand sanitizers. COVID-19 self-testing kits were also provided to volunteers and staff. All volunteers also have been insured for the duration of this DREF operation.

In the next four months, Johor volunteers will undergo similar trainings as per what has been given to Kelantan and Terengganu volunteers, to ensure quality delivery of service is maintained throughout the DREF operation.

	Migration	Budget		CHF 0
		Targeted Persons		74
Indicators		Target		Actual
# of volunteers and staff oriented on migration approach		74		40

Progress Towards Outcome

Over 40 volunteers have been trained over two states, with some doing additional training for their respective teams to increase the human resource capacity for DREF activities.

In the next four months, Johor volunteers will be carrying out CEA and registration activities, and the vulnerability criteria for migrants will be kept in mind, especially as Johor has a significant migrant workforce.

About Support Services

How many staff and volunteers will be involved in this operation. Briefly describe their role.

The overall response will be coordinated from headquarters with the support of about 10 staff (operations and support function). For this operation, an estimated total number of 64 volunteers will be deployed as per one rotation of operation. There will be a potential need of volunteer rotations, which may increase the number of volunteers involved in this operation.

If there is procurement, will it be done by National Society or IFRC?

Under this OU, another 500 hygiene kits will be purchased through IFRC, with the support of IFRC.

How will this operation be monitored?

Planning, monitoring, evaluation and reporting (PMER) activities will be rolled out to ensure the quality of implementation throughout the operational management cycle. MRCS will be responsible for the day-to-day monitoring of the operation, primarily at the branch/unit level. MRCS and IFRC monitoring teams, including the volunteers, will visit operation sites regularly to measure the progress of the implementation and provide support for the better accomplishment of proposed actions in the intervention areas. After all the activities are completed, PDM will be conducted. The survey will enable gathering information about the impact of the assistance and other feedback from recipients of the relief. An internal lesson learned workshop is planned under this DREF to reflect the operation's achievements, challenges, and learnings.

There will be adherence to PGI measures, the collection of SADDD, application of Minimum Standards on PGI in Emergencies through the project cycle (including monitoring and reporting). There will be efforts to ensure an equitable gender balance of staff and volunteers and considerations to promote the participation of women, men, girls and boys of all ages and backgrounds in the affected population, as well as people with disabilities.

Based on the lesson learned session from the previous three DREF operations, MRCS will improve the communication between national headquarters and branches, carry out joint planning from the start of the DREF operations, and maintain regular coordination meetings throughout the whole operations. MRCS will also provide an orientation on the current DREF operations to all staff and volunteers. Any necessary refresher training will be provided to the volunteers involved in this operation.

For the PDM data collection, as it has originally been planned, the MRCS, with technical assistance from IFRC PMER team, will collect the data using its PMER team and the volunteers. PDM data will not be collected by the MRCS staff involved in distribution of cash assistance to target beneficiaries. PDM visits will be conducted 2 weeks after the distribution. PDM activities will enable MRCS to review key aspects of operation quality and effectiveness, including the accessibility of the assistance to all target groups (irrespective of gender, age, disability), satisfaction with the distribution process, timeliness of assistance provided, use of the cash assistance provided, to what extent assistance was adequate in meeting the intended needs, and the perceptions on appropriateness and relevance of assistance.

Please briefly explain the National Societies communication strategy for this operation.

MRCS will use its social media platform and website to disseminate the MRCS activities on this operation. MRCS will capture pictures and short success stories of the beneficiaries benefited from the operation. IFRC Communication team will support MRCS to train the communication team of MRCS on the IFRC Communication standard procedures. IFRC will also use its social media platform to promote MRCS works on this operation.

Contact Information

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

- **National Society contact:**

Haji Hakim Bin Haji Hamzah, Secretary General, secgen@redcrescent.org.my, +60 12-538 9835

- **IFRC Appeal Manager:**

Alka Kapoor Sharma, Head of Delegation Malaysia, alka.kapoorsharma@ifrc.org, +60122251160

- **IFRC Project Manager:** Dian Yuliana Chairul, Operations Manager, dianyuliana.chairul@ifrc.org, +60192276290

- **IFRC focal point for the emergency:**

Ahmad Ali Rezaie, Operations Coordinator for Southeast Asia, OpsCoord.SouthEastAsia@ifrc.org, +60196200357

[Click here for the reference](#)