



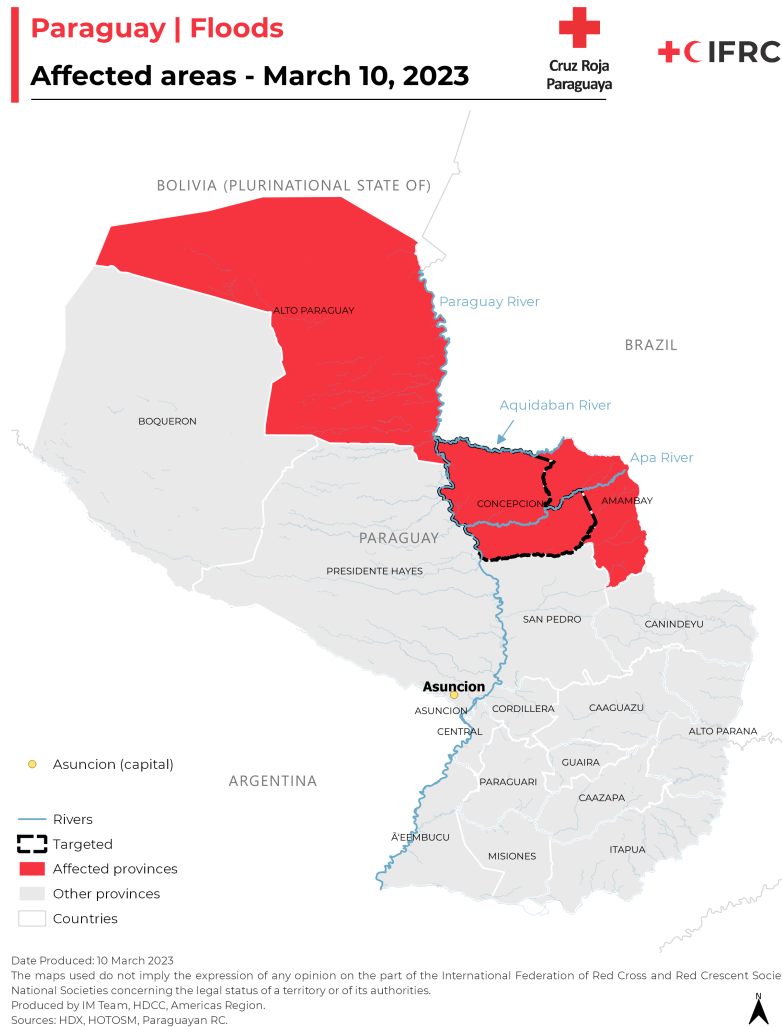
**Delivery of water filters in Concepción. Source: Paraguayan Red Cross.**

Appeal: <b>MDRPY022</b>	Total DREF Allocation -	Crisis Category: <b>Yellow</b>	Hazard: <b>Flood</b>
Glide Number: <b>FL-2023-000041-PRY</b>	People Affected: <b>39,000 people</b>	People Targeted: <b>3,450 people</b>	
Event Onset: <b>Sudden</b>	Operation Start Date: <b>2023-03-16</b>	New Operational end date:	Total operating timeframe: <b>4 months</b>
Targeted Areas:	<b>Concepcion</b>		

*The major donors and partners of the IFRC-DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, China, Czech, Canada, Denmark, Germany, Ireland, Italy, Japan, Luxembourg, Liechtenstein, Malta, Norway, Spain, Sweden, Switzerland, Thailand, and the Netherlands, as well as DG ECHO, Mondelez Foundation, and other corporate and private donors. The IFRC, on behalf of the National Society, would like to extend thanks to all for their generous contributions.*



# Description of the Event



Map of affected areas and areas targeted by the National Society. Source: IFRC.

## What happened, where and when?

The rains in the northern part of Paraguay that began in mid-February registered a maximum impact on 28 February 2023, with more than 350 mm of rain recorded in a period of 12 hours, causing flash floods in the departments of Concepción, Alto Paraguay, and Amambay.

On 27 February, a Departmental Declaration of Emergency was issued for the Department of Concepcion stating that "the Department of Concepción is declared in a state of emergency as a result of the heavy rains that affected the districts of San Lazaro, Horqueta, Sargento Felix Lopez, Paso Horqueta and Paso Barreto of the Department of Concepción, causing flooding, road closures, isolation of several communities, affected homes and consequently paralyzing the activities in the areas of mining, agricultural, livestock, forestry and commercial production."

On 2 March, the Chamber of Senators approved a proposal for the declaration of a national emergency due to the floods, which "urged the Executive Power to declare a national emergency due to the floods affecting the departments of Alto Paraguay, Concepción and Amambay". The three articles of the legislative proposal were approved by the plenary and with this, the project was sent to the Executive Power.

On 3 March, the Paraguay River, located in the area of the Department of Concepción, increased its flow by 5.2 meters (29 cm in 24 hours), forcing families to abandon their homes and seek shelter in temporary collective centers.



On 10 March, the Paraguayan Red Cross (PRC) participated in an inter-institutional coordination meeting held at the Government Palace and convened by the Minister Secretary General and Head of the Civil Cabinet of the Presidency of the Republic, Hernán Hutteman, and the Minister of the National Emergency Secretariat (SEN by its acronym in Spanish), Zuny Borja. The main objective of this meeting was to socialize the actions carried out within the framework of the current scenario of emergencies and to plan joint preparedness strategies for the prevention, mitigation, and recovery of future emergencies with a multi-hazard approach in several departments of the country focused on the most vulnerable populations.



Cash transfer program in Concepción. Source: Paragu Psychosocial support activities in Concepción. Source: Paraguayan

## Scope and Scale

Regarding the flood emergency situation, the Minister of the National Emergency Secretariat (SEN) mentioned during the inter-institutional coordination meeting held at the Government Palace on 10 March that this phenomenon was impacting the Departments of Alto Paraguay, Amambay, Concepción, Pdte. Hayes, San Pedro, and Itapúa. By that date, it had affected almost 30,000 families across the country, evacuating several families by air, land, and water, utilizing their own resources, the Air Force, and the Paraguayan Navy (1).

According to the ECHO daily flash issued on 8 March, in the departments of Alto Paraguay, Concepción, and Amambay, around 7,800 families (39,000 people) had been directly affected. The flash floods occurred in areas that had previously suffered a long spell of drought, compromising the communities' ability to withstand additional climatic shocks (2).

Flooding had affected areas of the eastern department of Amambay since mid-February after the Aquidabán River had breached its banks. The swollen Aquidabán had also flooded areas of the Paso Barreto District in the Department of Concepción on 20 February. Roads were reported to have been cut, and bridges damaged, leaving communities isolated.

In the department of Concepción, the Apa River, running along the border with Brazil, had overflowed on 25 February, necessitating the evacuation of residents by boat. Approximately 1,500 households were affected, primarily causing road closures and the destruction of houses. Additionally, economic activities such as livestock, oil, mining, and commerce, as well as short-term informal jobs, were severely impacted by the emergency. The overflowing Apa river had also flooded areas of Bella Vista in the northern region of Amambay, affecting around 600 families (3).

In Alto Paraguay, around 6,000 residents' homes were affected, according to local authorities. According to figures from the World Meteorological Organization (WMO), 138.4 mm of rain had fallen in the municipality within a 24-hour period on 26 February.



In general terms, considering the different departments, the National Emergency Secretariat indicated that they had provided assistance to more than 20,000 affected families across the country.

There was also an outbreak of mosquito-borne diseases, such as dengue and chikungunya, with the Ministry of Public Health and Social Welfare reporting nearly 15,000 new cases per week.

Source:

- (1) <https://www.sen.gov.py/index.php/noticias/reunion-de-coordinacion-interinstitucional-por-emergencias-por-inundaciones-en-el-norte-y-sequias-en-el-sur-del-pais>
- (2) <https://erccportal.jrc.ec.europa.eu/ECHO-Products/Echo-Flash#/daily-flash-archive/4735>
- (3) <https://floodlist.com/america/paraguay-floods-update-february-2023>

## National Society Actions

<b>Have the National Society conducted any intervention additionally to those part of this DREF Operation?</b>	No
<b>Please provide a brief description of those additional activities</b>	

## IFRC Network Actions Related To The Current Event

<b>Secretariat</b>	The IFRC has a Country Cluster Delegation (CCD) office in Argentina to support and assist the Southern Cone countries, which has maintained close contact and coordination with the Paraguayan Red Cross and the Disaster and Crises Department of the IFRC Americas regional office in Panama. Since the beginning of the emergency, constant communication and technical assistance have been maintained through the CCD for the Southern Cone for the development of this DREF Application.
<b>Participating National Societies</b>	

## ICRC Actions Related To The Current Event

The International Committee of the Red Cross (ICRC) has offices in Argentina and, in addition to carrying out actions within its mandate, such as working with the authorities to integrate, implement, and disseminate international humanitarian law and rules on the use of force, it carries out actions to develop the National Society's capacity to respond to emergency situations in contexts of violence and crisis and to provide Restoring Family Links (RFL) services. So far, the ICRC has been in contact with the CCD for the Southern Cone, but they have not provided specific support for this emergency.



# Other Actors Actions Related To The Current Event

<b>Government has requested international assistance</b>	No
<b>National authorities</b>	The National Emergency Secretariat indicated that they had installed temporary shelters with all the basic amenities in coordination with governments and municipalities in the affected areas, with the support of the military forces. They had sheltered thousands of displaced families who were receiving hot rations through soup kitchens. The two shelters that were set up in Concepción were located in the Infantry Regiment No. 10 "Sauce" and the Old Port of the city.
<b>UN or other actors</b>	
<b>Are there major coordination mechanisms in place?</b>	



# Needs (Gaps) Identified



## Shelter Housing And Settlements

In the city of Concepción, two shelters were set up under the coordination of the governor's office, located in the Infantry Regiment No. 10 "Sauce" and in the old port. Despite this, neither of the shelters reached their maximum capacity, accommodating only 20 evacuees. The expectation was that these shelters would continue to operate until those affected could return to their homes to begin the recovery and reconditioning of their possessions, or until the intensity of the rains decreased. As soon as the water receded, these people returned to their homes to begin the recovery and reconstruction of their possessions.

The management of these shelters was entrusted to community leaders from the affected areas themselves. These leaders assumed responsibility for coordinating activities in the shelters, including providing food and addressing health and cleanliness issues. Although facilities were provided by the military service, there was no specific contribution for maintenance and care within the shelters. Therefore, needs related to first aid, psychosocial support, as well as food and hygiene products persisted and were addressed through the intervention of the Paraguayan Red Cross.

As of the closing date of this report, no specific actions were reported by the State regarding the recovery of housing or goods for people affected by the floods. This aspect stands out as one of the demands constantly expressed by the affected communities. With assistance through the cash transfer program, families have been able to access construction materials to repair their homes or pay for labor. They have also recovered part of their personal belongings damaged in the floods.



## Livelihoods And Basic Needs

More than 60% of the people whose homes were damaged belonged to low and middle-income groups, who were already in a situation of vulnerability. They lack the financial resources to replace what was lost and face difficulties in accessing food. It was therefore crucial to provide support to enable them to access essential commodities such as food and items they lost during the floods, thus contributing to the first steps towards recovery.

Based on the assessment carried out by the Paraguayan Red Cross in the communities of Fátima and San José Olero, in the department of Concepción, some 200 families were affected in their sources of income, mainly linked to the production and sale of bricks. The floods prevented them from using the brick-making areas in their homes. Some families were assisted and used the money for the repair and recovery of these spaces and work materials; others have directly diversified their livelihoods on a temporary basis; most of the families claim to be able to return to their previous activity around September.



## Health

The heavy rains that caused flooding generated a drastic change in the living conditions of the affected families, exposing them to situations of uncertainty and destabilization in their daily routine. They faced several challenges, including securing safe transportation for their children to schools, dealing in many cases with the loss of sources



of income, and coping with the stress of being exposed to various threats. The families have received assistance throughout the operation in terms of psychosocial support and have shown small changes in mood, also during the recovery stage and as they have begun to resolve the losses or damage to their homes, they have been able to set aside time to talk and express their emotions. The fact that the National Society's volunteers speak Guarani, the language most used by the communities assisted and with which they felt safe to share their feelings, has been a great help in this regard.

During the initial phases of assessment and reception at the shelters, a critical need arose to provide basic first aid care to address various traumas or injuries, as well as to maintain general health monitoring. This care was essential both during the families' stay in the temporary shelters and as they returned to their homes and resumed cleaning and refurbishing their dwellings. People received assistance not only in the first stages, but also during all the activities carried out during the operation. During the deliveries, many people requested assistance with blood pressure checks or the healing of some wounds.

It was of utmost importance to promote the dissemination of information on prevention and care in relation to vector-borne diseases, with the aim of reducing these risks and preserving the health of the affected population. Changes have been observed in the monitoring visits of the use of the card in the field, such as fewer items with water accumulation or the purchase of mosquito nets for times of mosquito proliferation.



## **Water, Sanitation And Hygiene**

The floods caused interruptions in drinking water service and supply, in addition to contaminating the aqueducts that usually supply water to the population. As a result, there were cases of gastrointestinal and dermatological diseases. There was a clear need for the population to receive guidance on various forms of water treatment, proper water storage and the promotion of hygienic habits to prevent or reduce the incidence of diseases. These talks were given in Guarani in different community activities and during the distributions, informative material was also handed out to help families carry out the recommendations in their homes. The delivery of the water purification filters also helped people to have a safe source of water that they now use for personal consumption and cooking. During the visits, the families commented on the improved health conditions, especially for their children.

# **Objective and Strategy Rationale**

## **Overall objective of the operation**

Through the DREF Plan of Action, the Paraguayan Red Cross (PRC) aimed to provide humanitarian assistance to families affected by floods in the communities of Fátima, San Miguel (Calaverita), and San José Olero, in the Department of Concepción. The National Society aimed to assist 3,450 people (690 families) who had been directly affected by the floods through the implementation of activities in the areas of health, water, hygiene and sanitation (WASH), and multipurpose cash.

## **Response strategy implementation**



The Initial Damage and Needs Assessment (DANA) conducted by the National Society in the Department of Concepción was used to inform the development of this DREF Plan of Action. However, it should be noted that current data on the impact and needs of the affected population were very limited. Therefore, detailed multi-sectoral assessments on health, livelihood, and water, sanitation, and hygiene (WASH) were included as part of this intervention, and the National Society began conducting them during the first week of the operation. For this, a surge IM Coordinator was requested to support the development of the assessments, analysis, and reporting of findings. As a result, the intervention was based on official data and reports that were in line with the needs of the affected population.

The families that initially received assistance corresponded to the number that emerged from the assessments carried out by the National Society in the Department of Concepción. However, it should be noted that the number may have changed given the results of the detailed multi-sectoral assessments. In that case, the National Society was ready to scale up the response through an Operations Update if necessary.

Up to that point, the damage and needs assessment had indicated that the needs were mostly linked to the loss of houses and basic household items, as well as damage to the livelihoods of some people with informal jobs and to people's health due to the consumption of unsafe water.

Summary of the intervention:

**Health:** A needs assessment for the sector was carried out. First aid assistance was provided to people staying in shelters and in the affected areas when returning home. Mental health assistance and psychosocial support were provided to children, adolescents, and older adults affected by the floods and who had lost their basic belongings and homes. The National Society worked on activities for the prevention of vector-borne diseases (Dengue, Chikungunya) reaching a total of 3,450 people (690 families).

**WASH:** A needs assessment for the sector was carried out. Hygiene promotion activities were developed to provide information on healthy habits, water treatment measures, and proper storage, reaching a total of 3,450 people (690 families). Also, water filters were distributed to 1,000 people (200 families).

**CEA:** The National Society worked on a Community Engagement and Accountability (CEA) strategy that included the translation of documents into the native language (Guarani), if necessary. On the other hand, it started working on a strategy that included the communities for the development of a future early warning project for these same damaged areas.

**Multi-purpose Cash:** A multi-sectoral assessment was developed to complement the market and feasibility studies. A unique cash or voucher program was implemented to help families cover basic needs such as food, hygiene, and replacement of household goods. A total of 1,000 people (200 families) were assisted.

The amount allocated for the cash transfer program (CHF 500) was initially calculated based on averages of the basic family basket (CHF 160) and the minimum wage salary (CHF 350). It should be noted that this amount may have changed once the feasibility studies were completed. The National Society had previous experience in multi-purpose cash with a mobile phone transfer delivery method. Likewise, the delivery strategy was finalized once the market and feasibility study were completed.

## Targeting Strategy

### Who will be targeted through this operation?

In agreement and coordination with the country's government authorities (SEN), the National Society's response to this DREF was mainly developed in the city of Concepción, as this was the area where the National Society had the resources to implement the activities (a branch in the area, nearby branches that could support the response, and a properly trained team).

This operation focused on supporting 3,450 people (690 families) who had been directly affected by the floods and



had suffered the loss of their livelihoods, basic household goods, and damaged homes.

Given that the government was working to respond in the communities of Paso Mbutu (Horqueta), Paso Berreto, Paso Horqueta, San Lorenzo, Vallemiti, San Carlos, and Santo Domingo, the National Society gave priority to the communities of Fátima, San Miguel (Calaverita), and San José Olero, areas that had not yet received support.

### Explain the selection criteria for the targeted population

The selection criteria that were considered for the recipients are as follows:

- Families whose livelihoods have been damaged.
- Families who have been left without housing and basic services.
- Families with at least one member whose health condition is compromised.
- Families with at least one member who is in the early childhood stage (up to 5 years old), or is elderly (over 60 years old), pregnant women, and people with disabilities.
- Families that have not been recipients of other humanitarian aid actions.

The needs of all population groups were considered, keeping in mind age, sex, gender, and people with disabilities or special needs or requirements.

## Total Targeted Population

Women:	<b>1,760</b>	Rural %	Urban %
Girls (under 18):	-		<b>100.00 %</b>
Men:	<b>1,690</b>	People with disabilities (estimated %)	
Boys (under 18):	-	<b>2.00 %</b>	
Total targeted population:	<b>3,450</b>		

## Risk and security considerations

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

Risk	Mitigation action
Physical and mental exhaustion of response teams.	Coordination for the rotation of teams in the field. Work with volunteers from areas close to the main region. Monitoring and control of the mental health of volunteers and staff working in the field.
Access to complete, unified, and accurate information is limited.	Contact with public entities (universities, institutes, government departments) with access to more sources of information. Intensive evaluation of available sources and own elaboration for the frame of reference and action. Cross-checking of information with official media. Direct contact with the liaison office.
Lack of coordination or delays in the recruitment process.	Support from the Delegation in the coordination of actions and follow-up of activities from the coordination of programs and operations and the human resources area.




New rains or storms that hinder operational logistics.	Approach of different scenarios and solutions, business continuity plan.
Lack or scarce integration of the communities in the execution of actions.	Ensuring the commitment and responsibility of the community (feedback mechanisms) and participation of the local organization involved.

**Please indicate any security and safety concerns for this operation**

With regards to the main safety problems that may occur during the operation, it should be highlighted potential injuries while providing assistance in affected areas and problems to transport from one place to another due to flooding of roads. For this, volunteers will be provided with insurance and required safety materials to implement the activities.



# Implementation

	<b>Health</b>	<b>Budget</b>	CHF 6,390
		<b>Targeted Persons</b>	3450
		<b>Persons Assisted</b>	4672
<b>Indicators</b>	<b>Target</b>	<b>Actual</b>	
# of people reached with psychosocial support services	1000	1806	
# of first aid assistance services provided	1000	1979	
# of people reached through health promotion activities linked to the prevention of vector-borne diseases	3450	4672	

## Narrative description of achievements

The Paraguayan Red Cross implemented various health-related actions to address the most urgent needs of people affected by the floods in the department of Concepción, mainly in the communities of Chaco'i, San José Olero, Calaverita, and Caacupemi. Among the main actions carried out, the following stood out:

- First aid assistance: First aid assistance was provided to a total of 1,979 people who were directly affected by the floods. This intervention was of vital importance as it allowed all the people in need to access and receive the necessary attention to stabilize their condition.

- Health promotion information sessions: Information sessions focused on the prevention of vector-borne diseases, particularly dengue and chikungunya, which had experienced an increase due to the floods. During these sessions, printed material was provided with practical recommendations for preventing these diseases, as well as guidelines on how to deal with cases of diarrhea and parasitosis. These actions reached a total of 4,672 people.

Through these sessions, the aim was to raise awareness among the population about the importance of adopting preventive practices to reduce the spread of vector-borne diseases, especially in a context of vulnerability generated by floods. The delivery of printed material provided people with a tangible and useful resource to remember and implement preventive measures in their homes and communities.

- Psychosocial support sessions: A total of 1,806 people who were directly affected by the floods were assisted with psychosocial support. These interventions were carried out both in the affected communities and at the distribution points of water filters and cash transfer cards, according to the needs expressed by the people. The psychosocial support team of the Paraguayan Red Cross was present in each phase of the operation, seeking to provide emotional support and containment to those people facing situations of vulnerability and distress due to the impacts of the floods.

This assistance was provided with an empathetic and respectful approach, actively listening to the experiences of those affected and offering safe spaces for them to express their emotions and concerns. The main objective



was to provide comprehensive support, thus contributing to strengthening people's resilience and well-being.

In addition, as part of the training and updating actions for volunteers involved in the operation, a specialized Mental Health Psychosocial Support (MHPSS) workshop was held, emphasizing the detection of cases of abuse and violence in children. The workshop focused on the safe referral of such cases to the corresponding protection institutions of the Ministry of Children and Adolescents (MINNA by its acronym in Spanish), considering the context of floods. A total of 26 volunteers participated in this workshop.

These actions in the health sector and the training of volunteers were essential to meet the urgent needs of people affected by the floods and to promote their physical and emotional well-being during the crisis period.

### Lessons Learnt

- Conducting educational sessions covering health, water, hygiene promotion, and sanitation issues resulted in a significant improvement in the effectiveness of humanitarian aid distributions. These sessions allowed the socialization and reinforcement of concrete prevention and care practices, maximizing the impact of the assistance provided.

- The incorporation of the Mental Health and Psychosocial Support (MHPSS) approach proved to be a valuable strategy. By addressing both the physical needs and the emotional and psychological aspects of the affected persons, it was possible to provide comprehensive and holistic support.

### Challenges

- Strengthen the humanitarian diplomacy component. This will allow the design and implementation of responses that are more structural and sustainable over time in the affected communities.

- Systematization and design of health-related information for delivery to communities. Updating the information and sending it for design highlighted a delay in awareness actions.

	<b>Multi-purpose Cash</b>	<b>Budget</b>	CHF 115,116
		<b>Targeted Persons</b>	1000
		<b>Persons Assisted</b>	1320
<b>Indicators</b>	<b>Target</b>	<b>Actual</b>	
# of families that receive cash for their basic needs	200	264	
# of feasibility and market studies conducted	1	1	
Multi sectorial assessment report	1	1	

### Narrative description of achievements

The Paraguayan Red Cross focused on providing assistance to 264 families (1,320 people) from the Chaco'i, San José Olero, Calaverita, and Caacupemi communities affected by floods in the district of Concepción. A multipurpose cash transfer program was implemented using IFRC prepaid response cards, each with a value of 350 CHF, delivered in a single distribution. This modality allowed the families assisted to access the funds



through ATMs and points of sale (PoS) that accepted VISA cards, providing convenience and flexibility in their use.

In parallel to the distribution, informative talks were held and printed visual material was provided to each assisted family, in order to guide them on the correct use of the ATM and to share security tips on transactions. Likewise, a telephone number and WhatsApp were provided so that they could resolve doubts, report cases of fraud, or receive additional assistance related to the use of the card. During the life of the telephone number, recurring queries were mostly related to what to do when there was a balance left, reconfirming the validity of the card and the possibility of making several withdrawals.

Prior to the distribution, a multi-sector needs assessment was carried out with 304 families in the communities mentioned above. Of these, 252 families suffered direct impacts from the floods, losing work tools, mattresses, clothing, kitchen utensils, and animals for consumption, among others. In addition, they reported that their main livelihoods were affected, such as work, fishing, pottery, agriculture, and livestock. This evaluation allowed the selection of the families to be assisted, using essential criteria from the evaluation (evacuated families, affected livelihoods, and damaged homes) and criteria previously established at the beginning of the operation (families with pregnant or nursing women, members with disabilities, elderly, chronically ill or single-parent families).

A feasibility and market study was also carried out to determine the appropriate mechanism for the distribution of the cash transfers. This study considered aspects of security, availability, and size of the local market, average family basket, and minimum wage in the country. In this way, it was possible to calculate the amount to be distributed per family to ensure that the aid would have a significant impact on their welfare.

After carrying out the multisectoral needs assessment and the feasibility and market study, the Paraguayan Red Cross conducted a thorough analysis of the situation in order to make a budget adjustment. The objective of this restructuring was to be able to reach an additional 65 families to those initially planned, in order to provide support to a greater number of families who were directly affected by the floods.

This additional effort made it possible to broaden the scope of distribution and provide support to more families in vulnerable situations. However, despite all the efforts, there was only one card that could not be delivered because the selected person did not show up for the distribution and did not respond to calls or home visits. In view of this situation, the Paraguayan Red Cross decided to cancel the card in order to ensure transparency and compliance with the previously established selection criteria.

In addition, a refresher or training workshop was conducted for the volunteers who participated in the distribution to ensure that they were familiar with the basics of the Cash Transfer Program (CTP) and the key considerations to be taken into account before, during, and after the process. The main objective was to ensure that they provided an optimal and efficient service to the people assisted.

After the distribution, satisfaction, and follow-up surveys were applied as part of the accountability mechanisms of the Paraguayan Red Cross. Of the 162 families surveyed in the four communities assisted, 27 per cent of the people surveyed indicated that they used the money to repair their homes, 21 per cent used it to buy food, 16 per cent purchased household items, 11 per cent invested in medicines, another 11 per cent used the funds to pay debts, and 10 per cent used them to reestablish their livelihoods. The other percentage of families used the money for other purposes, such as school expenses, medical consultations, and the purchase of clothes, among others.

## **Lessons Learnt**


- The provision of assistance focused on essential areas, including cash transfers, health care (first aid and psychosocial support), and water, sanitation, and hygiene measures. This comprehensive approach effectively addressed a wide range of immediate needs of the affected population.
- Effectively communicating the fundamental objective of a cash transfer program and its characteristics is



crucial. Specifically, it is necessary to sensitize the population that this approach is used to provide assistance in emergency situations and is not limited only to cases of structural vulnerabilities.

## Challenges

- Ensure prior agreements with service providers, allowing for a more agile response in emergency situations. The need for advance coordination to ensure the immediate availability of resources and services is crucial to providing an efficient and timely response.
- Consolidation of standardized formats for conducting market studies during the implementation of multipurpose transfer programs in order to optimize processes and planning.

	<b>National Society Strengthening</b>	<b>Budget</b>	CHF 29,181
		<b>Targeted Persons</b>	0
		<b>Persons Assisted</b>	0
<b>Indicators</b>		<b>Target</b>	<b>Actual</b>
# of national staff hired		2	2
# of lessons learned workshops conducted		1	1

## Narrative description of achievements

In order to strengthen the capacity of the Paraguayan Red Cross, two local professionals were hired with specific functions to provide support to the operation: a local coordinator and an administrative and financial assistant. This measure ensured an effective complementation of support, providing the operation with key personnel to carry out planning, coordination, and accountability in an optimal manner.

In congruence with the transparency mechanisms, one lessons-learned workshop was conducted as part of the operation. The workshop was conducted in three distinct phases, covering three different audiences, with the purpose of ensuring a comprehensive representation of all sectors involved during the operation. The first phase focused on representatives of local institutions and organizations, the second on representatives of the affected and assisted communities, and the third on personnel and volunteers who actively participated in the operation.

The main objective of each of these phases was to gather perceptions, comments, and recommendations about the operation. This approach made it possible to generate evidence to strengthen future operations and guarantee the quality and relevance of all actions carried out, thus reaffirming the commitment of the Paraguayan Red Cross to continuous improvement and service to the affected communities.

## Lessons Learnt

- By bringing together communities, local authorities, staff, and volunteers, a comprehensive understanding has been gained of what was done well, areas in need of improvement, and how to address these aspects in future operations. This practice has provided an effective platform for sharing knowledge and direct experience, enabling a process of continuous improvement in humanitarian response.
- Assigning staff in a focused manner has provided greater clarity and accountability in the execution of humanitarian actions.



## Challenges

To have profiles that are suitable to occupy specific positions in the operation and that have experience in emergency situations, considering the importance of optimizing learning and adaptation time, given that operations are usually of a temporary nature and require a quick and effective response.

	<b>Secretariat Services</b>	<b>Budget</b>	CHF 32,110
		<b>Targeted Persons</b>	0
		<b>Persons Assisted</b>	0
<b>Indicators</b>	<b>Target</b>	<b>Actual</b>	
# of field monitoring visits conducted	3	3	
# of surge personnel deployments	2	3	

## Narrative description of achievements

As part of the transparency mechanisms of the Paraguayan Red Cross, three field monitoring visits were carried out. The purpose of these visits was to follow up on the planned actions, guarantee the execution of activities with high-quality standards, and analyze possible areas for improvement. During these visits, direct contact was established both with the people affected by the floods and with the personnel and volunteers who were active during the operation. On one occasion, a representative of the IFRC Southern Cone Cluster participated in one of the field visits. In addition, authorities from the National Society's headquarters were present during all the visits.

As part of the closing of the operation, a final visit to the National Society's headquarters was made by two representatives of the IFRC Southern Cone Cluster. This visit ensured that all the requirements and deadlines were met as established to guarantee the effective closing of the operation and that lessons learned are filed for future operations.

As part of the IFRC's support to the National Society for capacity building and development of the operation, three people were mobilized to support the operation. An information management coordinator was in charge of supporting the multi-sectoral needs assessment, a field coordinator worked on the operationalization of all planned actions, and a planning, monitoring, evaluation, and reporting officer supported the implementation of the lessons learned workshop, as well as other accountability tasks for the closure of the operation. The mobilization of the last person was not initially contemplated, however, following a needs assessment and the availability of funds, both the National Society and the IFRC Southern Cone Cluster agreed to request this additional mobilization.

## Lessons Learnt

- Monitoring processes play a crucial role in highlighting both positive and negative aspects during operation. This allows adjustments to be made in real-time and improves the effectiveness of the actions implemented.

- Mobilizing external people to support the operation not only contributes to improving the quality and effectiveness of the interventions but also leaves valuable and practical capacities at the disposal of the National Society, which can be used in future operations.

## Challenges

Availability of vehicles to ensure safe and efficient mobilization of staff and volunteers, not only for monitoring visits but also for the general development of all actions of the operation.

	<b>Community Engagement And Accountability</b>	<b>Budget</b>		CHF 3,195
		<b>Targeted Persons</b>		3105
		<b>Persons Assisted</b>		162
<b>Indicators</b>		<b>Target</b>	<b>Actual</b>	
% of people satisfied with receiving distributions in good quality and with dignity		90	99	

## Narrative description of achievements

The Paraguayan Red Cross implemented a series of actions as part of its accountability mechanisms, ensuring that people affected by the floods were duly considered and had access to relevant information throughout the operation. Constant monitoring was carried out to guarantee the relevance and quality of all actions carried out. The main actions included:

- Constant visits to the communities: Periodic visits were made to the affected communities to provide crucial information on the operation, as well as specific details on the planned actions and the criteria used to select the families to receive assistance.
- Community consultation processes: Consultation and reflection processes were developed to determine the appropriate language to be used in the development of the operation's material. The objective was to ensure that all people had a clear understanding of the type of humanitarian aid to be distributed, as well as the recommendations and selection processes.
- Printed Informative Materials: Printed informative materials were created to share with all the people assisted with the operation's actions, addressing topics related to health, hygiene, and mechanisms to facilitate the use of transfer cards.
- Audiovisual material in the Guarani language with Spanish subtitles: Audiovisual material was produced with key messages on health, the cash transfer program, and water, sanitation, and hygiene. These videos were shared through a local channel in the Guarani language, with Spanish subtitles to facilitate understanding and accessibility.
- Consultation line set up: A consultation line was set up to resolve doubts related to the use of the cards and other aspects of the operation. This line allowed direct communication with the people affected and facilitated the resolution of recurring concerns.
- Post-distribution satisfaction surveys: Post-distribution satisfaction surveys were conducted to evaluate the quality and relevance of the services provided throughout the operation. The results showed that 99 per cent of those surveyed were satisfied with the services and the distribution in general, including the place, date, indications, order, and treatment of the Paraguayan Red Cross staff during the process.
- Development of short videos for dissemination on social networks: Short videos were created to visualize

and demonstrate the actions of the operation. These videos were shared on social networks to inform a wider audience and promote the transparency of the operation.

- Mediation of the results of the lessons learned workshop: A mediation of the main results of the lessons learned workshop was developed in order to socialize them with the communities and ensure feedback and continuous improvement of the actions.

In addition, a publicity campaign was carried out to share the final results of the operation through the social networks of the Paraguayan Red Cross, allowing the community and the general public to be informed about the impact of the operation and its achievements.

Through these actions, the Paraguayan Red Cross ensured close and effective communication with the affected communities, thus guaranteeing a transparent, relevant, and quality humanitarian intervention.

### Lessons Learnt


- Involving communities in the planning, design, and implementation of interventions was positive and has resulted in a better understanding of real needs and ensured that humanitarian actions are appropriate and meaningful for affected people.

- To have previously prepared and editable information material for public awareness. This strategy makes it possible to print information according to immediate needs and streamlines communication in emergency situations.

- Having a structured set of key messages for each sector not only improves clarity in the information shared, but also streamlines the response and ensures consistent transmission of vital data to all parties involved in the emergency operation.

### Challenges

For the Paraguayan Red Cross to continuously integrate Community Engagement and Accountability (CEA)-related actions in all its interventions, and not only in situations of emergency operations funded through the DREF.

	<b>Water, Sanitation And Hygiene</b>	<b>Budget</b>		CHF 18,386
		<b>Targeted Persons</b>		3450
		<b>Persons Assisted</b>		4761
<b>Indicators</b>		<b>Target</b>	<b>Actual</b>	
# of people reached through Water, Sanitation and Hygiene promotion activities		3450	4761	
# of families reached with water filters		200	200	

### Narrative description of achievements

The Paraguayan Red Cross implemented a series of actions focused on water, sanitation, and hygiene (WASH) to address the most urgent needs of people affected by the floods in the district of Concepción, focusing mainly on the communities of Chaco'i, San José Olero, Calaverita, and Caacupemi. The main actions carried out are detailed



below:

- Distribution of water filters: Water filters were delivered to promote the consumption of safe water in the midst of the shortage caused by the floods. Through this action, 200 families (1,000 people) were reached. In addition, informative talks were given on the proper use of the filter, its useful life, and tips to optimize its operation, among other relevant topics.

- Educational sessions with assisted families: Educational sessions were held for the families that received humanitarian aid, both water filters and cash transfer cards, in order to promote hygiene practices, focusing especially on safe water management and proper waste disposal. These sessions were conducted in Spanish and Guarani, according to the specific needs of each group. In addition, printed material was provided with practical recommendations related to the topics addressed. This action reached a total of 4,061 people.

- Educational sessions with children and adolescents from schools and distribution of oral and dental hygiene kits: Based on the community monitoring visits made by volunteers from the Concepción Branch, the need was identified to carry out educational sessions with children and adolescents, mainly from schools located in the communities affected by the floods. The purpose of these sessions was to reinforce messages about water conservation and the importance of proper waste disposal. Within this framework, 700 oral and dental hygiene kits were distributed in the educational centers that, according to monitoring visits, were identified as having the greatest need. Through these actions, a total of 2,238 children and adolescents were reached.

It is important to highlight that, throughout the entire operation, key messages related to hygiene promotion and water care were promoted and broadcast on a local television channel, thus maximizing the impact of the actions implemented. These initiatives were instrumental in improving health and hygiene conditions in the communities affected by the floods and contributing to the well-being of their inhabitants in times of crisis.

After surveys about the actions carried out in the communities, people commented that the impact of these actions was positive for them because the distribution of water filters enabled affected individuals to access safe water amidst the scarcity caused by the floods, reducing the risk of waterborne diseases and enhancing community health. Educational sessions aimed at families and children promoted hygiene practices, including proper handwashing and safe waste disposal, contributing to disease prevention and a healthier environment. Broadcasting key messages through a local television channel heightened awareness about the importance of hygiene and water conservation within the entire community, leading to increased adherence to healthy practices. Providing oral hygiene kits to school children and teenagers not only encouraged oral health but also supported their education and overall well-being. Actions were customized to address the specific needs of each community, ensuring a more effective and meaningful response. In summary, these actions had a positive impact by addressing critical needs during a crisis, improving the health and well-being of affected individuals, and promoting sustainable hygiene and water conservation practices within the communities.

### **Lessons Learnt**

The development of educational materials covering key messages on different topics proved to be an effective strategy. By including information on practical measures for water conservation and vector-borne disease prevention, people were provided with valuable and concrete knowledge

### **Challenges**

Ensure that the National Society has sufficient emergency stock supplies such as filters, jerrycans and other items related to water, hygiene and sanitation. This would provide greater versatility to address various problems in times of emergency



# Financial report

## DREF Operation

### FINAL FINANCIAL REPORT

#### MDRPY022 - Paraguay - Floods March 2023

Operating Timeframe: 16 mar 2023 to 31 jul 2023

Selected Parameters			
Reporting Timeframe	2023/01-2023/09	Operation	MDRPY022
Budget Timeframe	2023/03-2023/07	Budget	APPROVED

Prepared on 20/Oct/2023

All figures are in Swiss Francs (CHF)

### I. Summary

<b>Opening Balance</b>	<b>0</b>
<b>Funds &amp; Other Income</b>	<b>204.378</b>
DREF Response Pillar	204.378
<b>Expenditure</b>	<b>-181.083</b>
<b>Closing Balance</b>	<b>23.295</b>

### II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items			0
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash	115.116	106.987	8.129
PO04 - Health	6.390	7.783	-1.393
PO05 - Water, Sanitation & Hygiene	18.386	13.926	4.460
PO06 - Protection, Gender and Inclusion			0
PO07 - Education			0
PO08 - Migration		629	-629
PO09 - Risk Reduction, Climate Adaptation and Recovery			0
PO10 - Community Engagement and Accountability	3.195	6.169	-2.974
PO11 - Environmental Sustainability			0
<b>Planned Operations Total</b>	<b>143.087</b>	<b>135.494</b>	<b>7.593</b>
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	32.110	11.349	20.761
EA03 - National Society Strengthening	29.181	34.240	-5.059
<b>Enabling Approaches Total</b>	<b>61.291</b>	<b>45.589</b>	<b>15.702</b>
<b>Grand Total</b>	<b>204.378</b>	<b>181.083</b>	<b>23.295</b>



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

### Please explain variances (if any)

The Paraguayan Red Cross spent a total of CHF 181,083. The remaining balance of CHF 23,295 will be returned to the Disaster Response Emergency Fund. This CHF 23,295 leftover was part of the funds that were managed by IFRC. Most of the money was earmarked for Surge deployments (Field Coordinator and IM Coordinator) but these deployments were fully funded with support from the Canadian Red Cross. In addition, funds have been left over from the shipping costs of the supplies (water filters) that were shipped from the Hub in Argentina to Paraguay.

## Contact Information

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

- **National Society contact:**

Hector Guex, Programs and Operations Director, [progyops@cruzrojapy.onmicrosoft.com](mailto:progyops@cruzrojapy.onmicrosoft.com), +595 986 672556

- **IFRC Appeal Manager:**

Daniel Bolaños, Head of Country Cluster Delegation, [daniel.bolanos@ifrc.org](mailto:daniel.bolanos@ifrc.org), +54 9 11 3396 2819

- **IFRC Project Manager:**

Melina Miele, Programs and Operations, Coordinator, [melina.miele@ifrc.org](mailto:melina.miele@ifrc.org), +54 911 5471 2155

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

Melina Miele, Programs and Operations, Coordinator, [melina.miele@ifrc.org](mailto:melina.miele@ifrc.org), +54 911 5471 2155

- **Media Contact:** Susana Arroyo, Manager, Regional Communications, [susana.arroyo@ifrc.org](mailto:susana.arroyo@ifrc.org), +506 84161771

[Click here for the reference](#)

