

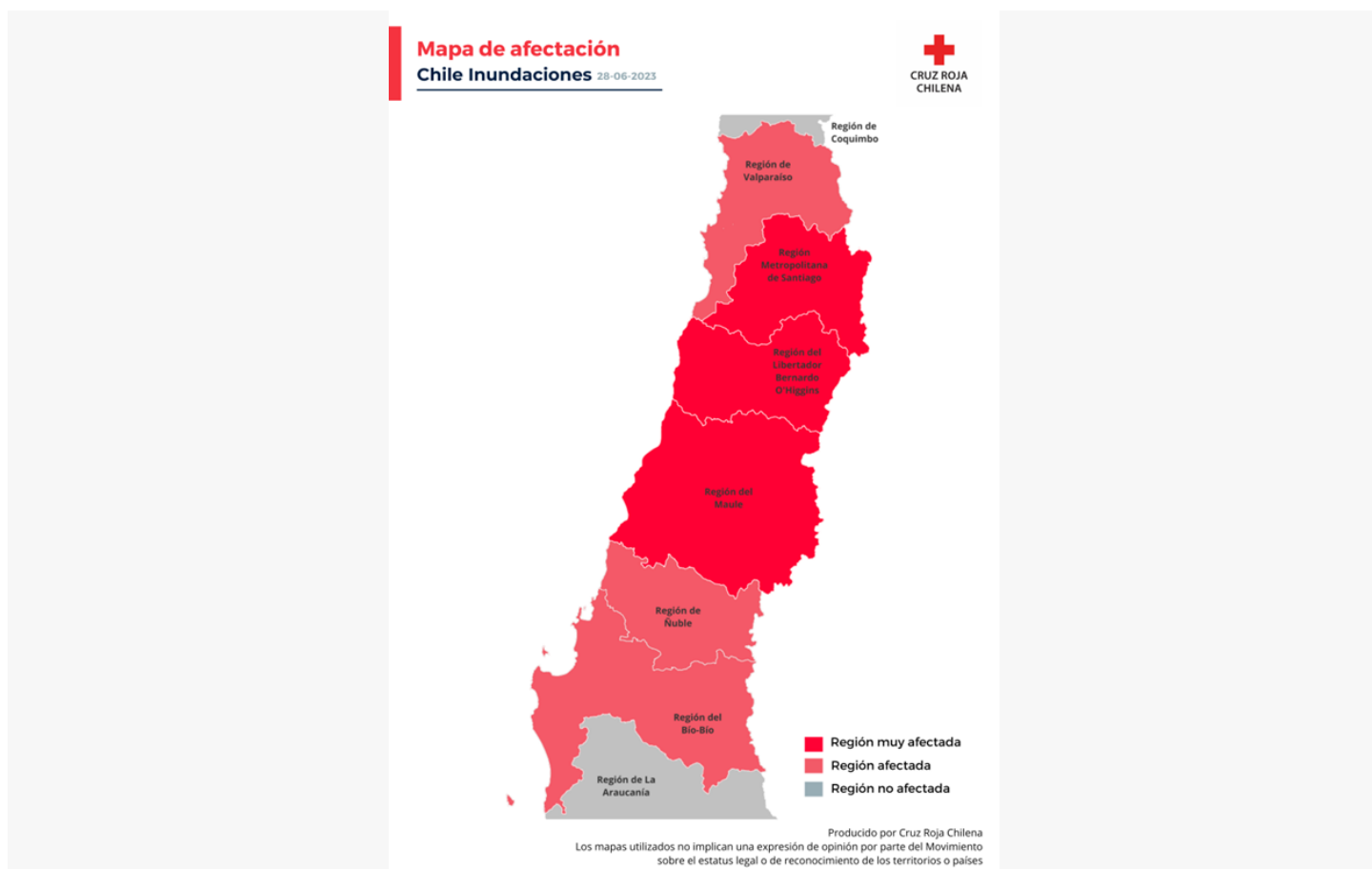


Cash transfer program card usage monitoring visits. Source: Chilean Red Cross.

Appeal: MDRCL016	Total DREF Allocation: CHF 339,667	Crisis Category: Yellow	Hazard: Flood
Glide Number: -	People Affected: 21,673 people	People Targeted: 4,900 people	
Event Onset: Sudden	Operation Start Date: 05-07-2023	Operational End Date: 30-11-2023	Total Operating Timeframe: 4 months
Targeted Areas: Libertador, Maule, Metropolitana			

The major donors and partners of the IFRC-DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, China, Czech, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, Liechtenstein, Malta, Norway, Spain, Sweden, Switzerland, Thailand, and the Netherlands, as well as DG ECHO, Mondelez Foundation, and other corporate and private donors. 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 regions targeted in Chile. Source: ChRC

Date of event

2023-06-23

What happened, where and when?

Since June 21st, central and southern Chile experienced the most intense rainfall recorded in the last 30 years. On June 23rd, the impact intensified as communities faced floods caused by rising rivers, resulting in over 21,673 affected individuals, 6,575 isolated, and 1,651 displaced persons, mainly in rural areas. Subsequently, on June 24th, the government declared a state of catastrophe from the Valparaíso Region to the Biobío Region, approximately 450 kilometers south of Santiago.

A frontal system affected several regions, including Valparaíso, Metropolitan Santiago, Libertador O'Higgins, Maule, Ñuble, and Biobío. This system brought moderate to intense rainfall and strong winds, exacerbated by a high freezing level, leading to rain over snowy mountainous areas. These conditions caused floods, river overflows, and landslides, especially in informal settlements, where houses were partially damaged or destroyed, personal belongings were lost, and basic services were disrupted. As reported by the National Service for Disaster Prevention and Attention (SENAPRED, by its initials in Spanish), the regions of Metropolitan Region, Libertador O'Higgins, and Maule suffered the most severe consequences (out of six regions). SENAPRED issued a total of 92 Cell Emergency Alerts (SAE, by its initials in Spanish) for assessment during this event.

At the close of this report, the areas affected by the intense precipitation are now passable, and the water level has decreased completely. The affected families have received the necessary assistance and have begun their recovery process. Thanks to the actions carried out by the Chilean Red Cross and the government, the situation in the affected communities has significantly improved. However, there is still ongoing work to ensure a complete and sustainable recovery in these areas. The situation will continue to be closely monitored, and additional support will be provided as needed to ensure that all affected families can rebuild their lives and communities.





Distribution of Drinking Water Filters. Source: Chilean Red Cross.



Distribution of the cash transfer program. Source: Chilean Red Cross.

Scope and Scale

As of June 30th, central-southern Chile experienced the aftermath of a devastating frontal system, resulting in tragic outcomes: 2 fatalities, 2 missing persons, 21,673 affected individuals, and 6,575 isolated. The latest infrastructure damage assessment conducted by SENAPRED unveiled the extent of the devastation: 1,623 houses were destroyed, 3,059 were significantly damaged, and 4,069 were minor damaged. At the close of this report, there are no active temporary shelters.

The prevailing weather conditions deeply impacted a wide stretch of the nation, particularly through heavy rainfall leading to widespread flooding. The overflow of these watercourses caused significant damage to infrastructure, homes, and agricultural lands, with disruptions in basic services such as potable water and electricity supply. In the Metropolitan area, intense rainfall triggered landslides in the foothills, isolating sectors of San Alfonso, El Ingenio, and Baños Morales in San José del Maipo. Additionally, the historic flooding of the Mapocho River caused significant damage, affecting over 1,020 people in 12 communes and damaging more than 394 homes.

In Libertador O'Higgins, considerable impact was observed due to the swelling of the Tinguiririca and Cachapoal Rivers, affecting the communities and agricultural areas of Rengo, San Fernando, Doñihue, and Coltauco. The Rapel hydroelectric complex opened its floodgates to control the rising water level, leading to additional flooding in neighboring areas.

Similarly, in the Maule region, communities along the overflowing main rivers, such as Linares and Curepto, suffered severe consequences, resulting in numerous casualties and missing persons. The coastal commune of Licantén in the Curicó province was completely flooded, leading to the evacuation of essential facilities like the Licantén Hospital and the SAMU Base. In Ñuble and Biobío, thousands were affected, with damage to houses and ongoing evaluations of affected properties.

At the close of the report, there have been significant advances in the situation in the areas affected by the frontal system in central and southern Chile. The areas that were previously inaccessible due to heavy rainfall and river flooding are now passable, and the water level has decreased completely. The affected families have received the necessary assistance and have begun their recovery process.

National Society Actions

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



IFRC Network Actions Related To The Current Event

Secretariat	<p>The IFRC has an office in Argentina to support and assist the countries of the Southern Cone, which has maintained close contact and coordination with the Chilean Red Cross (ChRC) and the Disasters and Crises Department of the IFRC's Americas regional office in Panama. Since the beginning of the emergency, constant communication and technical assistance have been maintained to evaluate the evolution of the emergency and coordinate the necessary assistance for the country. The IFRC has also provided support to the ChRC in the development of the IFRC-DREF application. The Delegation has a headquarters agreement in Chile. Several monitoring visits and virtual monitoring sessions were held every week.</p>
Participating National Societies	<p>There is no PNS presence in the country.</p>

ICRC Actions Related To The Current Event

The International Committee of the Red Cross (ICRC) also 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 capacity of the National Society to respond to emergency situations in contexts of violence and crisis and to provide Restoring Family Links (RFL) services.

Other Actors Actions Related To The Current Event

Government has requested international assistance	<p>No</p>
National authorities	<p>During the first stage of the emergency, the authorities activated the response at all levels: temporary shelters were set up, teams from the Ministry of Public Works worked on the ground to reconnect areas and clear roads, and the Ministry of Social Development and Family informed that a voucher would be given to affected families. Once the catastrophe was declared, the National Youth Institute (INJUV, by its initials in Spanish) launched a call for two types of youth volunteering, the first for debris removal and the second for psychosocial support.</p> <p>Two months after the beginning of the emergency, the government distributed a bonus to affected families registered in the Basic Emergency Card (FIBE) system, which is proportional and can amount to up to \$1,500,000 Chilean pesos for the most affected families. This economic assistance was provided to family groups whose homes and/or belongings were affected and registered in the Basic Emergency Card (FIBE by its initials in Spanish) system. Its objective was to recover the conditions for reconstruction and improvements in housing, goods, household appliances, or any other need. It was a single payment per family group and was delivered through a direct transfer to the RUT account (state bank account) or through face-to-face collection at Banco Estado. It was divided into four tranches, according to the level of impact: (i) US\$375,000 - low impact; (ii) US\$750,000 - moderate impact; (iii) US\$1,125,000 - high impact; and (iv) US\$1,500,000 - very high impact. This cash assistance provided by the State had requirements such as having the FIBE, having a national identity card, and having a Unique National Role (RUT by its initials in Spanish) account. As for the affected migrant population that did not meet the requirements mentioned above, no response plan was activated.</p>
UN or other actors	<p>TECHO carried out interventions to register families affected by the emergency and delivered reconstruction materials, emergency housing, food items, and hygiene kits. MOVIDOS X CHILE coordinated the delivery of humanitarian assistance by private companies and other donations, distributing directly or through organizations depending on the scope of the donation and its relation to the action of each institution responding to the emergency. Firefighters collaborated in the rescue of animals and</p>



people trapped by floods in the O'Higgins and Maule regions. ADRA CHILE provided support with bottled drinking water, hygiene kits, and dignity, as well as actions to supply safe water in specific communities. Other organizations focused on the delivery of food kits, and mental health activities in shelters and collaborated in the distribution of food in common pots. There was close coordination between these organizations and the Chilean Red Cross to avoid duplication of efforts and ensure an efficient and effective response to the emergency.

Are there major coordination mechanism in place?

Following the issuance of the initial alert by the National Early Warning Center, the SENAPRED was activated at communal, national, and regional levels. The National Emergency and Disaster Committees (COGRID by its initials in Spanish), coordinate governmental response actions that it's led by various authorities, including the Ministry of the Interior and Security, the Armed Forces, and other relevant ministries. The Regional COGRID, which is overseen by Presidential Delegates, and the communal COGRID, led by mayors, facilitate coordination at local levels. Additionally, the Ministry of Social Development convened institutions involved in the emergency response to register their actions and recovery plans. This multi-level coordination ensured a comprehensive and efficient response, optimizing resources and maximizing aid and recovery efforts.

Needs (Gaps) Identified



Shelter Housing And Settlements

The floods resulted in extensive damage, with 1,623 homes completely destroyed, 3,059 suffering major damage, and 4,069 experiencing minor damage nationwide. In the prioritized regions, including the Metropolitan, O'Higgins, and Maule, a total of 8,751 houses were affected, predominantly in informal settlements. Families faced losses of essential belongings due to water and mud entering their homes, significantly impacting their daily lives.

More than 1,651 individuals were relocated to temporary shelters or with relatives across various regions. By the end of June, at least 79 temporary shelters were operational nationwide, providing refuge for affected individuals. As meteorological conditions improved, temporary shelters began to gradually close, allowing people to return to their homes.

After the operation and as affected communities began the process of repairing their homes, attempting to restore them and rebuild their lives, they had already recovered some of their belongings with the funds provided and rebuilt their homes in some cases. However, some people living in informal settlements whose homes were severely affected were forced to move to other areas in search of shelter. For approximately three months, many people had to stay in shelters due to the lack of adequate housing solutions; these shelters are now completely closed.



Health

Before the emergency, the national health system was already grappling with a health crisis characterized by a rise in respiratory diseases, particularly among children under six years old. However, the onset of flooding and river breaches caused by the recent frontal system posed further challenges, leading to the evacuation and suspension of services at Licantén Hospital and the Emergency Medical Care System (SAMU by its initials in Spanish) based in the Maule Region. Despite these setbacks, emergency medical services managed to cope without an additional collapse, albeit requiring heightened efforts to educate the population on healthcare measures to mitigate the incidence of respiratory and gastrointestinal diseases amidst water-contaminated conditions.

In response to the emergency, Mental Health and Psychosocial Support (MHPSS) needs emerged as a priority, particularly among vulnerable groups such as minors, the elderly, pregnant women, and those with disabilities. Specialized mental health support remained lacking, underscoring the urgency for the implementation of MHPSS-focused activities by the National Society.

As of today, communities affected by the emergency have regained access to essential healthcare services, marking a significant improvement in their overall well-being. While there has been notable progress in addressing mental health concerns, ongoing support and monitoring are crucial for individuals still grappling with the aftermath of the emergency. Ensuring the availability of follow-up care and prioritizing mental health support alongside general healthcare services will be essential in fostering comprehensive recovery and resilience in these communities, preparing them for future challenges.





Water, Sanitation And Hygiene

At the beginning, the country's drinking water supply system faced significant challenges due to increased flow and turbidity in the rivers supplying the treatment plants. This resulted in disruptions in access to safe drinking water for many communities, particularly those in affected regions like the Metropolitan, O'Higgins, and Maule Regions. Despite efforts to maintain water supply through reserve plants and water trucks, some localities remained without access to drinking water, relying on alternative sources such as ponds refilled by trucks.

Measures such as distributing water filtration supplies, providing information and training on hygiene practices, and supporting water and food handling were identified as crucial in preventing gastrointestinal diseases and ensuring the well-being of the population.

Regarding water needs, it can be observed that people have gradually been able to restore their access to water. However, families in specific areas of Placilla and Rengo still lack access to safe drinking water, requiring them to continue purchasing bottled water. Despite efforts to improve access to safe water, challenges remain for these communities, highlighting the ongoing need for support to ensure access to clean and potable water for all residents.



Protection, Gender And Inclusion

After conducting rapid assessments, the National Society's evaluation team observed that shelters were not adequately meeting the specific needs of various population groups affected by the disaster. For instance, children and adolescents lacked safe and supportive spaces to continue their activities and normal development. Similarly, individuals with disabilities were receiving care, but their specific needs were not fully considered. Additionally, menstruating individuals faced challenges due to a lack of access to appropriate menstrual hygiene services and supplies.

The disaster and its aftermath, including displacement and the disruption of services and daily routines, posed additional risks to children and adolescents. These vulnerable groups, entitled to protection under international frameworks such as the Universal Declaration of Human Rights and the Convention on the Rights of the Child, deserve special attention to safeguard their dignity and physical and psychological well-being. Moreover, migrants affected by the emergency faced heightened vulnerabilities, particularly those living in informal settlements near water bodies that flooded, destroying their makeshift dwellings. Limited government assistance compounded their challenges, as access often required national identity documents, which many migrants lacked.



Community Engagement And Accountability

During the floods in Chile, critical needs related to accountability and community inclusion emerged. One of the main concerns was the lack of attention to vulnerable communities, including migrant people, including some who did not speak Spanish, such as people from Haiti. These people faced difficulties in accessing state assistance due to their exclusion from government assistance programs or language barriers. The lack of inclusion left many communities marginalized and underserved during the critical stages of the flood response. In addition, there was a clear need to establish effective accountability mechanisms to ensure transparency in resource distribution and decision-making.

Operational Strategy

Overall objective of the operation

Through this IFRC-DREF application, the Chilean Red Cross aimed to contribute to improving the living conditions and subsistence of people affected by floods in the Metropolitan Regions of Santiago, Libertador O'Higgins, and Maule, covering a total of 4,900 individuals (980 families). This assistance focused on water, sanitation, hygiene, health, and multipurpose cash assistance.

Specifically, 70 families (350 individuals) were assisted in the Metropolitan Region, 200 families (1,000 individuals) in the Libertador O'Higgins Region, and 710 families (3,550 individuals) in the Maule Region.

Operation strategy rationale

The proposed actions were based on the need to provide immediate and effective support to the most affected regions, as determined by initial rapid assessments conducted by the Chilean Red Cross (ChRC) in collaboration with local authorities. These actions aimed to



comprehensively address the priority needs of the affected people, focusing on water, sanitation, hygiene, health, and multipurpose cash assistance. Urgent challenges such as lack of access to safe drinking water, the presence of diseases related to unhealthy conditions, and economic constraints were addressed through a coordinated response effort.

The implementation of actions focused on protecting the lives and well-being of the affected people, ensuring dignified and safe conditions for their subsistence. This included restoring access to drinking water, promoting proper hygiene practices, providing first aid and psychosocial support, and offering economic assistance to cover basic needs and facilitate recovery. The ChRC leveraged its trained human resources and network of volunteers to provide support in emergency situations, while coordination with relevant entities and actors ensured a relevant and effective response.

In the water, sanitation, and hygiene sectors, a comprehensive program was developed to address the basic needs of 4,900 individuals affected by the floods. This program included activities such as procuring and distributing family water filters, conducting detailed WaSH needs assessments, and promoting hygiene practices through educational activities.

In the health sector, 4,900 individuals received assistance through first aid services and psychosocial support sessions.

As part of the multipurpose cash sector, a one-time financial contribution was distributed to 2,500 individuals to aid in the recovery of personal belongings lost in the floods and to complement state assistance for home reconstruction. The distribution of multipurpose cash assistance was conducted in a fair and equitable manner, ensuring it reached the most affected and vulnerable families. Transparent eligibility criteria were established, and a registration and verification process was carried out to ensure aid reached those in need.

In the Protection, Gender, and Inclusion (PGI) sector, awareness-raising activities were conducted throughout the operation to promote inclusivity and address the needs of migrant persons and individuals from the LGBTQ+ community.

Throughout the response, continuous training and updating of staff and volunteers were conducted to maintain the quality and effectiveness of services provided by the Chilean Red Cross.

Targeting Strategy

Who was targeted by this operation?

This operation prioritized providing direct assistance to individuals in three regions: the Santiago Metropolitan Region, the O'Higgins Region, and the Maule Region. This prioritization was based on evaluations of the impacts of the frontal system and the emerging needs of the population, including the specific needs of vulnerable groups such as children, people with disabilities, women, the elderly, and migrants, among others.

Explain the selection criteria for the targeted population

The selection criteria were established based on the identification and prioritization of those groups and individuals who had been most impacted by the frontal system and who required greater attention and support. These criteria were based on various factors, such as the magnitude of the damage suffered and the degree of vulnerability of the population. For the operation, the base criteria were as follows:

General:

- Families that had not previously received similar assistance from another institution.
- Migrant families that had been affected and did not have support networks.
- Families displaced by flooding.
- Families exposed to health and survival risks.
- Families who had been or were in temporary shelters.
- Families with children under five years of age, older adults, pregnant women, and/or persons with disabilities.

CVA program:

- Low-income families whose homes had suffered total damage.
- Families affected by the event in critical areas (structural damage or uninhabitability of housing, access to basic services, damage to life or health of family members).

WASH:

- Families with little or no access to safe water.



By establishing clear and transparent selection criteria, the Chilean Red Cross ensured that resources and aid were allocated equitably and efficiently, reaching the people who needed it most and contributing to a comprehensive and quality response.

Total Targeted Population

Women	2,499	Rural	30%
Girls (under 18)	-	Urban	70%
Men	2,401	People with disabilities (estimated)	5%
Boys (under 18)	-		
Total targeted population	4,900		

Risk and Security Considerations

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

Risk	Mitigation action
Operational incidents	Security management, including context analysis and operational risk analysis for interventions, incident reporting, and strengthening Safer Access, was implemented. Volunteers were provided with appropriate equipment and uniforms suited to the climate to ensure their protection during operations.
Limitations in the fulfillment of objectives	SMART objectives were established within a specific timeframe, ensuring they were Specific, Measurable, Achievable, Relevant, and Time-bound. Periodic meetings were held with key stakeholders to evaluate progress and anticipate any failures. Commitments were generated from participating parties at each stage, and activities were delegated according to needs, ensuring effective implementation of the plan.
Human resource limitations	Staffing needs were promptly identified, and additional volunteers were recruited as necessary. Comprehensive training sessions were conducted for both staff and volunteers to ensure they understood their roles and responsibilities. Tasks were efficiently distributed, and staff and volunteers were assigned based on priority needs. Scheduled shifts and breaks were established to prevent staff fatigue, ensuring continuous and effective support for affected communities.
Adverse climatic factors	Weather conditions were closely monitored, and early warnings were heeded throughout the operation. Contingency plans were established to address extreme weather conditions, ensuring the safety of personnel and volunteers involved. Adequate personal protective equipment was provided to mitigate risks, and safety practices were adopted to minimize weather-related hazards.
Logistical constraints	Planning of necessary resources and supplies was undertaken, along with the establishment of an efficient supply chain. Coordination with suppliers and partners ensured the timely delivery of inputs, with regular monitoring of inventory and adjustments made as needed.



Please indicate any security and safety concerns for this operation

During the operation, there were no reports of incidents related to the safety or well-being of the staff and volunteers involved. This indicates that the security measures implemented were effective in preventing any mishaps and ensuring a safe working environment for all participants.

Has the child safeguarding risk analysis assessment been completed?

Yes

Implementation



Multi Purpose Cash

Budget: CHF 215,130

Targeted Persons: 2,500

Assisted Persons: 2,630

Indicators

Title	Target	Actual
Number of households assisted with the distribution of Multipurpose Cash.	500	525
Market and Feasibility Study	1	1

Narrative description of achievements

During July, the final information review process regarding the floods and their level of impact in the different regions where the Chilean Red Cross had activated the IFRC-DREF took place. Part of the actions involved analyzing the level of impact, communities, and access to these communities together with the local teams of the Red Cross to begin the process of surveying families.

Market and feasibility studies were conducted during the first half of August through an analysis of the legal and monetary framework, a national context analysis, and a financial system analysis. The market evaluation was based on the analysis of the basic basket and poverty line limits. According to the analysis carried out by the Risk Management team, considering the families' needs and recovery capacities, Cash Transfer has been identified as the most suitable assistance modality, using Visa cards from the IFRC as the delivery mechanism.

During August and September, the registration of affected families was carried out. Surveys were concentrated in:

- Metropolitan Region in the communes of Melipilla (Shelter Colegio Los Jazmines), Talagante (Settlement Ribera del Rio), and El Monte.
- Libertador Bernardo O'Higgins Region: Doñihue (Camp California), Rengo (Camp Galvarino), Nancagua (Villa el Esfuerzo, Cunaco).
- Maule Region: Curicó (Licantén, Rauco, Placilla, Tutuquén), Linares (Huapi Alto y Bajo), Parral, Cauquenes (Capellanía), Constitución (Maromillas).

The survey was conducted by the different branches that are present in these communities. This was done with the support of the national team and SURGE IFRC. For registration, volunteer teams traveled to the affected areas. Two methodologies were used: gathering affected individuals at a single point for the survey, while the Curicó branch surveyed families house by house. The registration was carried out through a KoBo survey that helped in collecting data from families and their level of impact. 889 families were surveyed, approximately 2,803 people according to the information extracted from the surveys.

In September, after the family survey, the distribution process took place in the different communities where families had been selected. During the distributions, an introduction to the program was provided to the individuals, explaining its purpose, the allocated amount, and how to use the card. Information regarding ATM use and contact information in case of issues or queries was also provided. The distribution lasted for a week and a half and was distributed as follows:



Metropolitan Region: 55 Cards

- Melipilla: 4
- Talagante: 42
- El Monte: 9

O'Higgins Region: 70 Cards

- Doñihue: 36
- Nancagua: 34

Maule Region: 400 Cards

- Curicó: 148
- Linares: 85
- Parral: 42
- Cauquenes: 37
- Constitución: 88

The program remained active until October, when monitoring of the charges and use of money by individuals was carried out, as well as assistance provided in specific cases, mainly related to forgotten PINs, card blocking, inability to use the card at some ATMs, etc. All these issues were resolved, and individuals were able to withdraw 100% of the money.

At the end of this process, the available balances were verified for bank commission concepts that had not been used, and based on the availability of these funds, it was possible to benefit an additional 25 families from the town of Licantén (Curicó).

As part of the cash transfer program, a WhatsApp and email line were set up where individuals could raise their queries, complaints, compliments, etc. It remained active until the middle of November when the program ended for all individuals.

With the cash transfer program, a total of 525 families were reached, translating to approximately 2,630 individuals who benefited from this program.

Lessons Learnt

Time Management: The process of data collection, beneficiary selection, and program implementation took longer than expected and scheduled. This highlights the importance of realistic planning and setting achievable timelines to avoid delays in assisting affected communities.

Communication and Training: Lack of information about the program and inadequate training for volunteers on their roles in the distribution process were identified as challenges. It is crucial to ensure clear communication channels and comprehensive training for volunteers to effectively carry out their duties and provide accurate information to beneficiaries.

Financial Verification: There was a need to verify the availability of funds with the bank, as delays in implementation occurred in some communities due to insufficient funds. It underscores the importance of regularly monitoring financial resources and ensuring timely disbursement to avoid disruptions in program delivery.

Currency Conversion Consideration: The calculation of transfers considering the exchange rate from dollars to pesos was an aspect that required attention. Ensuring accurate currency conversion calculations is essential to determining the appropriate amount of assistance to beneficiaries.

Language Adaptation: Adapting program information to the language of the beneficiaries was identified as a necessity (Spanish and Kreyol). Providing information in the local language ensures better understanding and engagement of the affected population, facilitating their participation in the program.

Local Capacity Building: Lastly, the National Society should initiate work on a local cash transfer program to visualize and strengthen it for future interventions. Building local capacity in cash transfer programming can enhance preparedness and response capabilities for future emergencies, enabling more effective and efficient assistance delivery.

Challenges

One of the challenges encountered during the program implementation was the occurrence of a second frontal system, which hindered the timely assessment of families as initially planned. This was primarily due to heavy rainfall, resulting in river overflow and subsequent road closures. Additionally, authorities implemented preventive measures by closing routes and highways, further complicating access for volunteers to their respective branches and communities. This situation posed significant risks for volunteers venturing out under such adverse weather conditions, highlighting the complexity of operating in such challenging environments.



Budget: CHF 3,195

Targeted Persons: 4,900

Assisted Persons: 5,328

Indicators

Title	Target	Actual
Number of people assisted through first aid services	1,000	991
Number of people assisted with actions related to mental health and/or psychosocial support.	4,900	5,328

Narrative description of achievements

First Aid: Since the first day of operations, the Chilean Red Cross has provided first aid services to individuals affected by the fires, in temporary shelters, during the cleaning process, and to response teams (firefighters, police, etc.). First aid kits were provided to the branches of Talagante, El Monte, Nancagua, Linares, and Constitución. A total of 5 first-aid kits were delivered to the branches to carry out interventions with appropriate equipment. These kits contain first aid materials, which can be found at the following link: https://proemer.cl/FICHAS/equipamiento/EQUIPAMIENTO_M.pdf.

Field visits were conducted in various modalities, depending on the capacity of each branch to provide first aid assistance to their communities. According to information provided by the branches, the majority of actions in this area involved cleaning and wound dressings resulting from evacuation processes, as well as others for individuals involved in mud removal. Basic vital signs such as blood pressure and blood glucose monitoring were conducted for displaced persons.

During the distribution of multipurpose cash assistance, a first aid station was set up where attendees could seek assistance if needed.

Mental Health and Psychosocial Support Actions: The Chilean Red Cross deployed trained personnel in mental health and psychosocial support to assist individuals affected by the floods. During the first few months, sessions were conducted for each person identified by volunteers as needing mental health and psychosocial support. Individual sessions were conducted through house-to-house visits, and a team was available upon request from individuals in the area who required a safe space for assistance. The Melipilla Branch provided a safe space for children at the Los Jazmines School shelter. The Curicó Branch deployed psychology students and professionals who provided support to individuals as needed.

The National Health Directorate made psychologists available to volunteers and individuals in need for a period of 3 months. Debriefing sessions were conducted after each activity in group settings to allow volunteers to process their experiences.

Mental health professionals (psychologists) were made available to volunteers in the region with scheduled appointments. Volunteers provided psychosocial support and mental health assistance during the assessment process, providing emotional support to individuals as needed. During distributions, volunteers provided psychosocial support to beneficiaries of the cash transfer program and during the distribution of water filters.

The Curicó Branch conducted ongoing monitoring of the emotional well-being of individuals in the communities. During their visits, they also provided humanitarian assistance managed by the branch and monitored the use of PTM. In November, activities related to emotional management were conducted for communities in Tutuquén and Licantén, as well as actions focused on children in schools in Constitución, Nancagua, and Talagante. Infographics with key messages related to emotional management and self-esteem were distributed to individuals.

Lessons Learnt

Implementing effective internal communication processes during emergency situations is critical to ensuring that all centrally developed initiatives are known and understood by all teams involved. This helps to create a coordinated and cross-cutting response, ensuring that everyone is aware of ongoing actions and can contribute effectively according to their capabilities and available resources.

Training volunteers in specific subject areas, such as first aid, mental health, and psychosocial support, is essential to improving the quality and effectiveness of the assistance provided during emergencies. Providing adequate training empowers volunteers to provide more comprehensive and specialized support to affected people, which can make a significant difference to their well-being and recovery.

Strengthening the proper recording of the people served and the interventions carried out by the different branches is crucial to ensuring traceability and effective evaluation of the actions carried out during an emergency. A detailed and accurate record allows for a better understanding of the community's needs, facilitates coordination between teams, and helps identify areas of improvement for future interventions.

Challenges

The challenges encountered during the response efforts included the need for improved record-keeping of assisted individuals, including a breakdown of information by gender and age to ensure targeted assistance. Additionally, conducting various activities within the communities was hindered by subsequent heavy rains following the initial flooding, compounded by the distance of our branches and the limited availability of volunteers trained in mental health and social support. These factors posed logistical hurdles and highlighted the importance of strategic planning and resource allocation to effectively address emerging needs amidst evolving environmental and staffing constraints.



Water, Sanitation And Hygiene

Budget: CHF 25,522

Targeted Persons: 4,900

Assisted Persons: 4,900

Indicators

Title	Target	Actual
Number of families provided with water filters.	420	420
Number of people reached through water, sanitation and hygiene awareness.	4,900	4,900

Narrative description of achievements

- Sensitization and Initial Information Distribution (June/July): Since the onset of the emergency, our branches have been committed to disseminating key messages focused on handwashing, water management, and cleanliness. Informational activities were conducted regarding the use of safe water, with particular emphasis on distributing jerrycans while awaiting the arrival of water purification filters.

- Acquisition and Dispatch of Filters (August): During August, the process of acquiring and dispatching water filters took place. Donations facilitated the entry of filters into the country by late August. Simultaneously, data collection on beneficiary families commenced, facilitating logistical planning for distribution across three regions.

Distribution of Water Filters (September): The distribution of filters was strategically carried out:

Metropolitan Region: 57 Filters

Talagante: 44

El Monte: 13

O'Higgins Region: 84 Filters

Rengo: 84

Maule Region: 279 Filters

Curicó: 98

Linares: 142

Cauquenes: 39

- Follow-up After Distribution (October): Following the filter distribution, local volunteers conducted active follow-up. The Rengo community positively highlighted the use of the filters, enabling access to safe water and receiving overall positive feedback.



- Hygiene Promotion Activities (November): As part of comprehensive actions, key messages were disseminated in various spaces. Specific actions were conducted in schools, targeting children aged 7 to 9, focusing on proper handwashing and hygiene information. Additionally, educational materials with messages on handwashing and safe water usage were distributed.

- Focus Groups and Community Outreach (November): Focus groups were conducted in some communities, allowing for the direct dissemination of messages on the use of safe water, home hygiene, and necessary care in emergency contexts.

Lessons Learnt

Conduct training and reinforcement on the water, sanitation, and hygiene promotion program: The need for ongoing trainings and reinforcement of staff and volunteer knowledge on the water, sanitation, and hygiene promotion program is identified. This will ensure that all parties involved fully understand the procedures, protocols, and key messages related to water safety and hygiene promotion. These trainings may include information on water filter installation and maintenance, proper hygiene practices, and the importance of sanitation in emergency situations.

Having a response plan for the different related emergencies and involving safe water management to evaluate the possibility of enabling the water treatment plant available at the National Society: It is essential to have a comprehensive response plan that addresses various related emergencies and that includes safe water management as a priority. This involves assessing the possibility of using existing resources, such as the water treatment plant available at the National Society, to ensure safe water supply in crisis situations. The plan should include clear procedures for plant activation, training of the personnel involved, preventive maintenance, and coordination with other relevant organizations and authorities. In addition, it is crucial to conduct periodic drills to ensure the effectiveness of the plan and to be prepared for any eventuality.

Improving the delivery times of filters and market research: This will allow for pre-stocking and distribution channels to be established, to guarantee clean water availability for post-flood recovery. Additionally, having an appropriate market study would identify the most effective and readily available filters in the region, areas with limited access to clean water sources, allowing for targeted pre-disaster filter distribution, and finally, emerging technologies for faster water purification during emergencies.

Challenges

The absence of adequately trained volunteers in this specific area presented a considerable obstacle during the implementation of planned activities within the operation. This lack of expertise hindered the efficient execution of tasks and initiatives outlined in the operational plan. Without volunteers who were proficient in the necessary skills and knowledge related to the designated thematic area, it was challenging to effectively carry out essential actions and meet the objectives of the operation. This underscored the critical need for comprehensive training and capacity-building efforts to ensure that volunteers are equipped with the requisite skills and expertise to address the challenges posed by the operation effectively.



Protection, Gender And Inclusion

Budget: CHF 2,237

Targeted Persons: 2,000

Assisted Persons: 2,000

Indicators

Title	Target	Actual
Number of people reached through awareness-raising activities	2,000	2,000

Narrative description of achievements

From July to November, comprehensive awareness-raising actions were carried out in response to the flooding emergencies in Chile, with a prominent focus on protection, gender, and inclusion. Activities aimed to promote awareness about protection in crises as well as highlight the importance of gender equality and the inclusion of people with diverse functional, sexual, and gender identities.

Awareness on Emergency Protection: Awareness campaigns targeted vulnerable communities, emphasizing safety practices and



protection measures in flood situations with a focus on evacuation processes and spaces dedicated to children. Key messages were disseminated through various communication channels to reach a wide audience, focusing on emergency preparedness and response. Collaboration with the youth team was utilized to engage in friendly spaces.

Gender Focus and Equality: Specific workshops and talks were conducted on the importance of gender equality in crises, emphasizing the need to address the different needs and roles of women and men. Internal engagement with volunteers aimed to raise awareness about gender issues in humanitarian response. Gender-related questions were integrated into interviews and activities conducted during the operation. Active participation of women in emergency response planning and decision-making was promoted, considering different female leaders within communities.

Inclusion of Persons with Disabilities and Diversity: Specific actions were taken to raise awareness about the needs and rights of persons with disabilities in flood contexts, ensuring accessibility of information and services through key messages and activities in schools during November. Inclusion of functional, sexual, and gender diversity was promoted, recognizing and respecting the variety of identities and orientations present in the affected community. Key messages were delivered to the community through neighborhood meetings and dissemination activities in schools in the municipalities of Curicó, Constitución, Nancagua, and Talagante.

Sensitization Workshops in Schools and Communities: Interactive workshops were conducted in schools and communities, addressing protection, gender, and inclusion topics tailored to different age groups and social contexts. Visual and practical educational materials were used to facilitate understanding and retention of information.

Lessons Learnt

- Taking into account gender and diversity issues to conduct disaggregated data analysis: It's essential to recognize the diverse needs and experiences of individuals within affected communities, including those related to gender identity, sexual orientation, age, ethnicity, and disability status. By collecting and analyzing data with a gender and diversity lens, we can better understand the specific challenges faced by different groups and tailor our humanitarian responses accordingly. This approach ensures that interventions are inclusive, equitable, and effective in addressing the varying needs of all community members.

Considering disability issues when generating humanitarian responses at regional and local levels: People with disabilities often face unique barriers during emergencies, including limited access to essential services, communication challenges, and discrimination. Therefore, it's crucial to integrate disability-inclusive approaches into all aspects of emergency preparedness, response, and recovery efforts. This involves ensuring that facilities, information, and services are accessible to individuals with disabilities, providing assistive devices and support services, and actively involving people with disabilities in decision-making processes.

- Strengthening actions related to protection, gender, diversity, and inclusion at regional and branch levels: Building a culture of protection, gender equality, diversity, and inclusion within humanitarian organizations requires ongoing commitment and effort at all levels. It's essential to invest in training and capacity-building initiatives for staff and volunteers to enhance their understanding of these issues and their ability to integrate them into their work. Additionally, establishing clear policies, guidelines, and accountability mechanisms can help mainstream protection, gender equality, diversity, and inclusion principles throughout the organization's activities and operations. By prioritizing these aspects, we can ensure that our humanitarian efforts are responsive, respectful, and empowering for all individuals and communities affected by crises.

Challenges

One of the main challenges encountered was the need to tailor concrete actions according to the Gender and Inclusion Strategy (PGI). To suit the unique characteristics and needs of each community affected by emergencies. This required close collaboration with local stakeholders and the customization of interventions to ensure relevance and inclusivity. Additionally, there was a challenge in having a sufficient number of trained volunteers in the PGI area to effectively integrate gender and diversity issues into the entire operation. Overcoming these challenges involves investing in volunteer training and capacity-building initiatives while fostering community engagement and participation in the design and implementation of PGI initiatives. By addressing these challenges, we can enhance the effectiveness and inclusivity of our emergency response efforts, ultimately promoting gender equality and social inclusion in disaster-affected communities.



Community Engagement And Accountability

Budget: CHF 1,065

Targeted Persons: 4,410

Assisted Persons: 4,410



Indicators

Title	Target	Actual
% of affected people surveyed who report that humanitarian assistance is provided in a safe, accessible, accountable and participatory manner.	90	90
% of respondents who report receiving useful and practical information through different trusted channels (digital and non-digital).	90	90

Narrative description of achievements

Explanatory Material: In line with the IFRC's principles of transparency and community participation, explanatory material was provided to ensure that participants fully understand the cash transfer program. The same approach was taken with the distribution of water filters, where an induction talk was conducted along with the delivery of informative material tailored to their needs.

Exit Surveys and Follow-up: An exit survey was conducted after the distributions regarding the clarity of information provided by staff and materials. A follow-up was conducted by the National Society's branches. This was done through on-site monitoring visits and sending audiovisual material on the use of filters and money.

Effective Communication: The creation of a WhatsApp line and an email, in addition to being strategic, reflects the importance of open communication. Through these channels, individuals could communicate in case of difficulties with their cards or water filters, and various queries regarding beneficiary selection, PIN difficulties, and cash withdrawals from ATMs could be received, which could be resolved within a maximum of 3 days for the most complex cases.

Positive Results of Cash Transfers:

Positive feedback from participants and concrete examples of how they used the funds for various needs highlight the positive impact of the program, demonstrating the relevance of humanitarian interventions through actions that allow people to have autonomy in decision-making regarding their priorities. Based on this, random telephone consultations were conducted where people were asked how they had used their money, with the majority stating that the main uses were: the purchase of housing repair materials, health expenses, food, furniture, and household goods, and some saved money for future expenses.

In-person Monitoring and Closing Focus Groups: Monitoring visits were conducted to allow direct interaction with participants, which not only meets IFRC accountability standards but also provides a deeper understanding of the experiences and needs of the community. In November, focus groups were held with the communities of Licantén and Tutuquén to learn about their experience with the Red Cross and their response to the floods. There was a positive reception from the communities, who were able to express their experiences with the volunteers on the ground and their appreciation for the International Red Cross Movement.

The focus groups were conducted with a series of open questions that were asked to converse and discuss their experience with the organization, and educational material related to the areas addressed by the IFRC-DREF was also provided.

Lessons Learnt

- Implementing constant follow-ups with communities to assess the effectiveness and relevance of the National Society's efforts and the teams on the ground: One crucial lesson learned was the importance of continuous monitoring and evaluation to ensure that the interventions conducted by the National Society and field teams remain effective and pertinent to the evolving needs of the communities. This involves establishing mechanisms for gathering feedback directly from community members, such as conducting regular surveys, organizing community meetings, or appointing community liaisons who can serve as a bridge between the organization and the community. By actively seeking input from those directly impacted by the emergency, the National Society could better tailor its response to address specific challenges and gaps. Thus ultimately enhancing the overall impact of its humanitarian efforts.

Need for complaint and commendation systems for communities and volunteers: Another key lesson learned was the necessity of establishing robust mechanisms for handling complaints, feedback, and commendations from both communities and volunteers. This involves creating accessible channels through which individuals can report grievances, provide suggestions, or express appreciation for the support received. Such systems not only demonstrate transparency and accountability but also empower stakeholders to actively engage in the response process and contribute to its improvement. Additionally, by promptly addressing complaints and acknowledging commendations, the National Society can foster trust and credibility within the communities it serves, enhancing collaboration and cooperation in future endeavors.



Challenges

One significant challenge identified was the lack of a focal point within the National Society to provide support and guidance on this thematic area. Without a designated focal point or coordinator specializing in the relevant operational areas, such as gender equality, diversity, and inclusion, the National Society may struggle to effectively integrate these considerations into its emergency response efforts. This absence can lead to gaps in understanding and addressing the specific needs and vulnerabilities of different groups within the affected communities, including women, children, persons with disabilities, and other marginalized populations. Additionally, without a dedicated focal point, there may be inconsistencies in the implementation of policies and practices related to gender equality and inclusion across different branches or regions of the National Society. Addressing this challenge requires establishing clear roles and responsibilities for a focal point or team tasked with mainstreaming gender equality, diversity, and inclusion throughout the organization's operations. This individual or team should provide guidance, training, and support to staff and volunteers, ensure the collection and analysis of gender-disaggregated data, and foster partnerships with external organizations and stakeholders working in related fields. By centralizing expertise and resources in this area, the National Society could enhance the effectiveness, inclusivity, and accountability of its emergency response efforts.



Secretariat Services

Budget: CHF 42,760

Targeted Persons: 0

Assisted Persons: 0

Indicators

Title	Target	Actual
Number of surge deployments	2	3
Number of monitoring missions	3	3

Narrative description of achievements

The International Federation of Red Cross and Red Crescent Societies (IFRC) deployed a WaSH Coordinator (funded by the Swedish Red Cross), a Field Coordinator and an AVC Coordinator to Chile in response to the floods. These rapid response staff joined in July for a three-month duration to support the National Society's emergency response efforts. Initially only two deployments were budgeted, which were extended to three (later including the field coordinator) to more closely support the National Society's contracted operation coordinator, who was new to the role.

In July and August, the Finance Officer and the Programs and Operations Coordinator of the Southern Cone Country Cluster (CCD) conducted monitoring visits. In September, a visit was made by the Program Operations Coordinator and a Communications staff member. Both staff members assisted the National Society in communication and audiovisual matters during the distribution process, creating material to showcase the humanitarian action of the National Society and the International Red Cross and Red Crescent Movement. Finally, the Programs and Operations Coordinator and the Finance Officer from the CCD, along with the participation of the CEA Coordinator from the Regional Office for the Americas, conducted CEA workshops and facilitated the lessons learned workshop.

Lessons Learnt

Importance of having specialized and rapid response personnel to reinforce the National Society's capacities in emergency situations.

The collaboration and support of the International Federation of Red Cross and Red Crescent Societies (IFRC) were essential to complement the National Society's work and ensure an effective response to the emergency.

Monitoring and technical assistance visits by IFRC experts strengthened the National Society's operational and financial capacities and facilitated the identification of areas for improvement.





Budget: CHF 49,759

Targeted Persons: 0

Assisted Persons: 0

Indicators

Title	Target	Actual
Contingency Flood Plan	1	1
Number of volunteers insured	298	298
Number of lessons learned workshops developed.	1	1

Narrative description of achievements

As part of the strengthening of the National Society and having an exclusive team for the IFRC-DREF Operation, during July, the National Society hired the people responsible for field coordination and administration/finance, who have developed the operational and financial planning of IFRC-DREF, managing the procurement processes and field activities.

During July and August, purchases were made of PPE for volunteers and institutional visibility equipment consisting of waterproof jackets, capes, safety shoes, and polo shirts. At the end of August, the coordination team was reorganized, so there was a change of coordination within the operation.

As for volunteer insurance, this was implemented in September with the sending of the list of volunteers to be insured and the letter requesting insurance.

In November, a workshop was held on lessons learned from the operation, with the participation of volunteers from the Melipilla, Doñihue, Rengo, Curicó, and Constitución branches, the regional president of O'Higgins, and the Head Office team. During the workshop, various aspects of the operation were analyzed, such as the relevance and effectiveness of the actions, as well as the points that should continue to be applied and the aspects to be improved in future emergency operations.

Lessons Learnt

One key lesson learned was the hiring of external personnel without prior experience within the Movement. It became evident that there is a need to identify potential talents for leadership roles in emergency operations from within the existing volunteer pool. By tapping into the expertise and commitment of current volunteers, the National Society can ensure a more seamless integration of personnel into emergency response efforts. Additionally, investing in training and capacity-building programs for volunteers can help cultivate a skilled and knowledgeable workforce capable of effectively managing various aspects of emergency operations.

Another lesson learned pertained to the importance of expediting procurement processes and maintaining transparency with volunteers in the field regarding different operation procedures. Delays in procurement can hinder the timely delivery of essential resources and services to affected communities, impacting the effectiveness of the overall response. Therefore, streamlining procurement procedures, establishing clear communication channels, and providing regular updates to volunteers on the progress of procurement activities are essential. Transparent communication fosters trust and confidence among volunteers, ensuring they remain informed and motivated to carry out their roles effectively in support of emergency operations.

Challenges

The operation faced further complications with the advancement of certain actions due to the occurrence of new floods. These unexpected events added complexity to the ongoing response efforts, requiring rapid adaptation and resource reallocation to address emerging needs effectively. Overcoming these challenges necessitated enhanced coordination, communication, and proactive measures to streamline processes and mitigate potential disruptions in the operation's progress.



Financial Report

DREF Operation

FINAL FINANCIAL REPORT

MDRCL016 - Chile - Floods June 2023

Operating Timeframe: 05 Jul 2023 to 30 Nov 2023

Selected Parameters			
Reporting Timeframe	2023/7-2024/2	Operation	MDRCL016
Budget Timeframe	2023/7-11	Budget	APPROVED

Prepared on 03/Apr/2024

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	339,667
DREF Response Pillar	339,667
Expenditure	-338,856
Closing Balance	811

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	215,130	216,153	-1,023
PO04 - Health	3,195	3,154	41
PO05 - Water, Sanitation & Hygiene	25,522	20,521	5,001
PO06 - Protection, Gender and Inclusion	2,237	2,035	202
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery		489	-489
PO10 - Community Engagement and Accountability	1,065		1,065
PO11 - Environmental Sustainability			0
Planned Operations Total	247,149	242,351	4,797
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	42,760	45,521	-2,762
EA03 - National Society Strengthening	49,759	50,984	-1,225
Enabling Approaches Total	92,519	96,505	-3,986
Grand Total	339,667	338,856	811

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

Please explain variances (if any)

A total of CHF 339,667 was allocated from the IFRC-DREF Fund for the implementation of this DREF Operation. The Chilean Red Cross spent a total of CHF 338,856. The remaining balance of CHF 811 will be returned to the Disaster Response Emergency Fund (DREF).

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[Click here for reference](#)

