



## Emergency Disaster Assistance Fund (EDAF) Review Report DREF Operation – Georgia: Floods 2023

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*Photo: Impact of the hail in center of Gurjaani June 2023. Credit: GRCS*

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Martin de Vries  
July 7-13, 2024

## **Land Acknowledgement**

The author would like to respectfully acknowledge the territory on which the writing of this report took place as the unceded lands of the Anishinaabe Algonquin Nation, who have never relinquished, sold, traded, or transferred ownership of their land. The Canadian Red Cross recognizes and supports the health and wellness goals of the First Nations, Metis, and Inuit communities across Canada and remains committed towards realizing community goals through advancing reconciliation, cultural safety and integrity, community-led programming, and collaboration with Indigenous leadership.

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## Acronym & Abbreviations List

<b>BOCA:</b>	Branch Organizational Capacity Assessments
<b>CCD:</b>	Country Cluster Delegation (IFRC)
<b>CEA:</b>	Community Engagement and Accountability
<b>CRC:</b>	Canadian Red Cross
<b>CVA:</b>	Cash & Voucher Assistance
<b>DAG:</b>	IFRC DREF Advisory Group
<b>DOHE:</b>	Deployment of Humanitarian Experts
<b>DREF:</b>	Disaster Relief Emergency Fund
<b>EDAF:</b>	Emergency Disaster Assistance Fund
<b>EOC:</b>	Emergency Operations Centre
<b>FGD:</b>	Focus Group Discussion
<b>FSP:</b>	Financial Service Provider
<b>GAC:</b>	Global Affairs Canada
<b>GoG:</b>	Government of Georgia
<b>GRCS:</b>	Georgia Red Cross Society
<b>GSWG:</b>	Global Surge Working Group
<b>HH:</b>	Household
<b>IFRC:</b>	International Federation of Red Cross and Red Crescent Societies
<b>INGO:</b>	International Non-Governmental Organization
<b>KII:</b>	Key Informant Interview
<b>M&amp;E:</b>	Monitoring and Evaluation
<b>MHPSS:</b>	Mental Health and Psychosocial Services
<b>NGO:</b>	Non-Governmental Organization
<b>NS:</b>	National Society/ies
<b>NSD:</b>	National Society Development
<b>OCAC:</b>	Organizational Capacity Assessment and Certification
<b>PDM:</b>	Post Distribution Monitoring
<b>PGI:</b>	Protection, Gender, and Inclusion
<b>PMER:</b>	Planning, Monitoring, Evaluation and Reporting
<b>PNS:</b>	Partner National Society/Participating National Society
<b>PSS:</b>	Psychosocial Support
<b>PSEA:</b>	Protection Against Sexual Exploitation and Abuse
<b>RCCE:</b>	Risk Communication and Community Engagement
<b>SADDD:</b>	Sex, Age and Disability Disaggregated Data
<b>SP:</b>	Strategic Partnership
<b>ToRs:</b>	Terms of Reference
<b>UN:</b>	United Nations
<b>WASH:</b>	Water, Sanitation and Hygiene

### Summary of Operation and CRC/GAC Contribution

SUMMARY OF OPERATION	
DREF/Appeal number	MDRGE017
DREF/Appeal title	Georgia – Flash Floods 2023
Final locations of operation	Guria; Racha-Lechkhumi and Kvemo Svaneti; Kakheti; Imereti; Samegrelo-Zemo Svaneti
Target number of population	9,800 people (2,800 families)
Operation budget and coverage	CHF 500,000
Timeframe of operation	Six months ( <b>Start date:</b> 29 June 2023; <b>End date:</b> 31 December 2023)
Operational objective(s)	The overall objective of the operation as outlined in the IFRC Operational Update (MDRGE017du.PDF) was to provide livelihoods and basic needs emergency assistance to the people affected by the flash floods through a Cash and Voucher Assistance modality. The original operational aim was to cover 9,800 vulnerable people (2,800 households) in 15 municipalities in six country regions.
Overall results achieved	<p>9,800 vulnerable people (2,800 households received assistance in 10 municipalities in five country regions (households in the other 5 municipalities had received direct assistance from local authorities).</p> <p>Women: 5,096 Men: 4,704 People with disabilities (estimated %) 2.70 %</p>
CRC/GAC CONTRIBUTION UNDER THE STRATEGIC PARTNERSHIP	
Financial Assistance to Movement Partners	A replenishment of CAD 40,000 to the DREF from the Emergency Disaster Assistance Fund (EDAF) for this operation was approved in 2023 by Global Affairs Canada (GAC).
Emergency Response Personnel	No Rapid Response delegates supported (Deployment of Humanitarian Experts (DOHE) were deployed for this operation.
Other	N/A

## MONITORING MISSION OVERVIEW

From July 7-13, 2024, the Canadian Red Cross (CRC) conducted an EDAF monitoring mission to Georgia to review the results of the **Georgia – Flash Floods 2023** (MDRGE017) operation and to collect insights on CRC contributions to the operation<sup>1</sup>.

This monitoring mission, conducted by an experienced CRC staff member and supported in-country by Georgia Red Cross Society (GRCS), included a review of the progress against the planned objectives and outputs according to the operational strategy and the DREF budget to establish key achievements, challenges, and lessons learned within the scope of the DREF Operation. The mission was conducted at the GRCS headquarters in Tbilisi and included field visits to the Gurjaani and Senaki municipalities that were particularly affected by the floods. The mission included interviews with relevant stakeholder groups and beneficiaries, as well as an extensive review of secondary materials.

Learnings from this review will inform future joint monitoring missions under the Strategic Partnership, provide recommendations on possible improvements of CRC and GAC support to IFRC operations, and share impactful practices employed in the intersectoral response of the National Society. As part of CRC's commitment to sharing lessons learned within Movement forums and advocate for broader uptake of best practices, CRC will share the key findings of this mission at the IFRC DREF Advisory Group (DAG) and Global Surge Working Group (GSWG).

### 2023 Flash Floods<sup>2</sup>

*The scale of [this] disaster was completely different – the water was so high that it carried cars away – some cars have still not been found – likely encased in mud. The flash floods flooded houses, yards, equipment, wine cellars (this is a key wine growing part of Georgia), etc... It destroyed food and harvests. Some areas had no gas or electricity for several days.*

Mayor of Gurjaani

Commencing 15 June 2023, a month-long series of sporadic storms, heavy rainfall, and flash floods heavily impacted 15 municipalities in six regions. The storms affected more than 350,000 individuals and leaving about 100,000 people in need of essential livelihood support.

Gurjaani Municipality experienced twice the volume of rain it usually receives in a very intense period that resulted in mountainous gorges overflowing and destroying settlements. The situation was exacerbated by poorly maintained or blocked drainage canals.<sup>3</sup>

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<sup>1</sup> See Annex 2 for details on the NS and the operations.

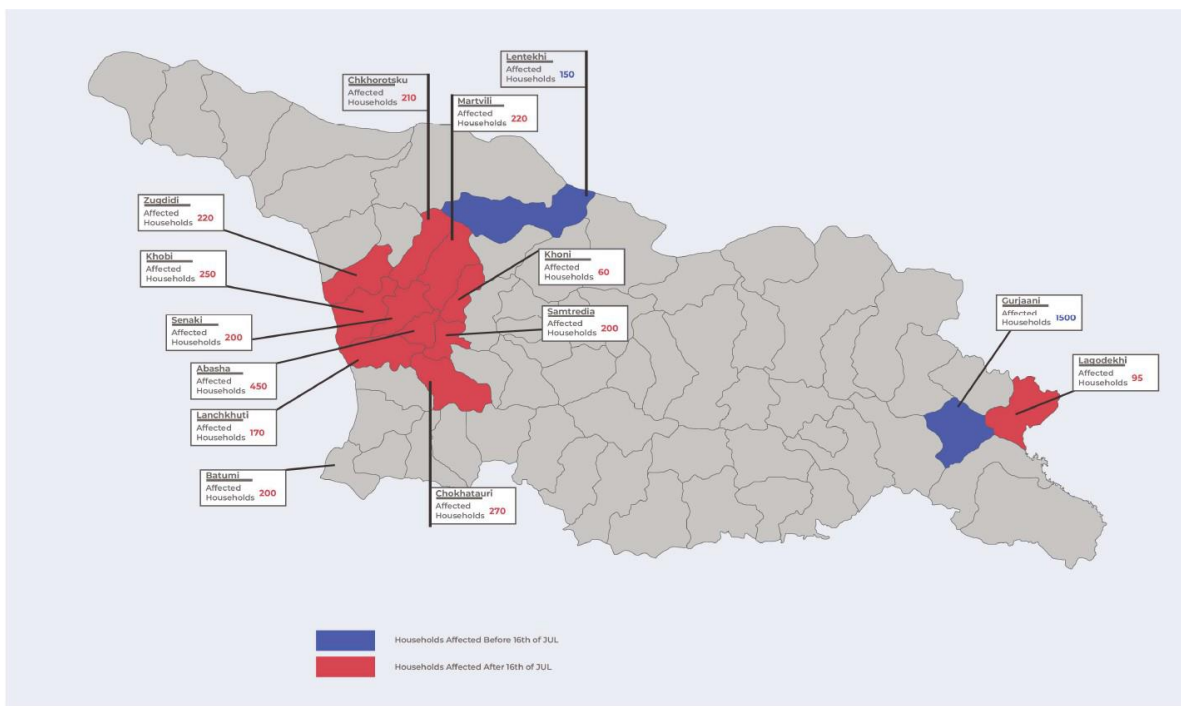
<sup>2</sup> Refer **Annex 7** for a detailed listing of key events related to this disaster and RC response

<sup>3</sup> Gurjaani Municipality Floods Report [trans], National Environment Agency, Tbilisi, 2023



Gurjaani, June 2023. Photo credit: National Environment Agency

The disaster impacted both urban and rural settlements and primarily affected western and eastern regions of the country:



Map credit: IFRC

Region	Municipalities
1. Adjara Autonomous Republic (A/R)	1. Batumi city
2. Guria Region	2. Chokhatauri 3. Lanchkhuti
3. Racha-Lechkhumi and Kvemo Svaneti Region	4. Lentekhi
4. Kakheti Region	5. Gurjaani 6. Lagodekhi
5. Imereti Region	7. Kutaisi 8. Samtredia 9. Khoni
6. Samegrelo-Zemo Svaneti Region	10. Abasha 11. Zugdidi 12. Martvili

	13. Senaki 14. Chkhorotsku 15. Khobi
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Although floods are a regular hazard in Georgia, the floods in 2023 were unprecedented due to their magnitude and severity. The floods affected more of the population and geographical regions than earlier disasters (the most severe floods in the past 30 years had affected about 2,000 people at a time and was limited to one or two regions).

In rural and semi-rural settlements, most residential houses are built close to the ground, with the first floors serving as the main residential and storage areas. As a result, many households and local businesses, lost furniture, appliances, food and hygiene supplies (particularly in the Samegrelo-Zemo Svaneti region). This put a serious strain on household budgets and especially those of socially vulnerable families.

Rural areas, especially for subsistence farmers (20% of Georgia’s rural population live below the poverty line), were particularly affected where the floods destroyed crops, valuable vineyards and killed livestock. A subsequent GRCS needs assessment confirmed that the impact on houses and agriculture was substantial, with over three quarters of those surveyed reporting damage to their home and 82 percent reporting agricultural damage (often their only source of income).<sup>4</sup>



Photo credit: GRCS

Urban areas experienced flooding that damaged houses and contents, roadways, bridges and power transmission towers.

## Response

*I have been working for decades in humanitarian aid including NFIs and food assistance, and never saw a better approach than the card distribution. No complaints, only thanks.*

KII – Senaki Branch

In the first days of the disaster, the Government of Georgia established a special commission to assess the damage and coordinate recovery efforts across the affected regions. The Ministry of Regional Development and Infrastructure, along with regional and local municipalities, took over the responsibility of cleaning the affected areas and restoring damaged areas and infrastructure.

Recognizing the significant impact on livelihoods and the focus of public authorities on infrastructural recovery, after assisting with the initial clean up, GRCS decided to focus on the provision of Cash and Voucher Assistance (CVA) to 2,800 households (9,800 persons) in damaged regions, ensuring that the

<sup>4</sup> Needs Assessment, October 2023, GRCS

most vulnerable people were able to purchase essential items. GRCS' local branches and local authorities jointly reviewed the beneficiary lists using local authorities' welfare databases and conducting door-to-door visits (according to GRCS Logistics, only 2-3% of those on the lists needed to be replaced). A formal market assessment was not undertaken due to the many locations where flooding occurred, but GRCS was able to ascertain via meetings with the major supermarket chains that the local stores were functioning after the initial flooding had ended.

The focus on CVA was further validated by a more comprehensive needs assessment survey undertaken in October 2023<sup>5</sup>. The assessment was undertaken by 16 volunteers trained by IFRC and GRCS. A total of 371 respondents were surveyed in a representative sample across the affected municipalities. Of those surveyed:

- 80% identified financial assistance;
- 49% food aid and;
- 27% physical/medical care.

The assessment highlighted that the most vulnerable individuals were those primarily reliant on agriculture for their survival. This group mainly comprised elderly individuals, with almost half of those surveyed aged 60 or older and having an average monthly household budget of GEL 650 (CHF 219). 97 percent claimed not to have received financial aid from any organization. GRCS also confirmed with the major supermarket chains in Georgia that all were functioning in the disaster-affected areas with no reported product supply issues.

Following the assessment, GRCS decided to use the following criteria to select the beneficiaries for the CVA program:

1. Households below the poverty line already registered in the local authority database. These people also met other vulnerability criteria such as large household size, disability, older people group, and others; *and*
2. households that had suffered severe damage to their property (50 percent or more) due to the flooding.



Photo credit: IFRC

The amount of cash assistance per household (GEL 350) was calculated using the Government of Georgia's monthly minimum substance allowance per capita and intent to assist as many households as possible with the available funds. The GEL 350 allocation represented approximately 40% of a monthly food and hygiene basket. It was noted in the FGD that GEL 350 was enough for food but not to replace flood-damaged kitchen appliances, bedding and furniture.

The provision of CVA required the identification of a financial service provider (FSP). As GRCS did not have an active FSP agreement at the start of the operation, the

<sup>5</sup> Source: DREF Operation Final Report (MDRGE017) – Georgia – Flash Floods 2023 (draft only)

Society reviewed possible providers before entering into a partnership with Georgia’s largest private financial institution, TSB Bank. In terms of payment modality, after discussions with TSB, it was agreed that the best way to assist affected household would be via a pre-paid gift card process. As this was a new process, TSB required official approval from the National Bank of Georgia to ensure that the planned modality was in accordance with established banking legislation. Once approved, the gift card distribution to 2,800 households occurred October to December 2023.



Photo credit: IFRC

In addition to CVA, the DREF also included (somewhat limited) provisions for Psychosocial Support (PSS), Health, and Hygiene Promotion.

As a key CEA component, a Hotline (originally set up for the COVID operation) with four operators, was activated for this operation. As part of the initial response, GRCS distributed educational materials on waterborne disease prevention to affected communities. Additionally, a total of thirty volunteers were trained in the provision of

mental health psychosocial support during the operation. This allowed for in-person consultations and targeted health messaging.

Of the fifteen municipalities affected, five municipalities provided direct assistance (and some temporary shelter facilities) to the affected households. The final DREF operation therefore assisted ten municipalities in the following regions of Georgia: Guria; Racha-Lechkhumi and Kvemo Svaneti; Kakheti; Imereti and Samegrelo-Zemo Svaneti.

### DREF Operation Revision

In response to the storms on June 15-16, 2023, an initial DREF Appeal ([MDRGE017do](#)) was launched June 29, 2023, for CHF 285,685 targeting 5,775 persons affected by flooding in two municipalities: Gurjaani, Kakheti and Lentekhi, Racha-Lechkhumi and Kvemo Svaneti:

Region	Municipalities
1. Racha-Lechkhumi and Kvemo Svaneti Region	1. Lentekhi
2. Kakheti Region	2. Gurjaani

Following the additional heavy storms and flooding on July 16, 2023, which affected an additional 13 municipalities in four regions, GRCS requested extra funds to expand the DREF coverage.

An updated DREF (refer [MDRGE017du](#)) was subsequently posted August 2, 2023, for CHF 500,000 targeting 9,800 persons affected by flooding in the following six regions and 15 municipalities:

Region	Municipalities
1. Adjara Autonomous Republic (A/R)	1. Batumi city
2. Guria Region	2. Chokhatauri 3. Lanchkhuti

3. Racha-Lechkhumi and Kvemo Svaneti Region	4. Lentekhi
4. Kakheti Region	5. Gurjaani 6. Lagodekhi
5. Imereti Region	7. Kutaisi 8. Samtredia 9. Khoni
6. Samegrelo-Zemo Svaneti Region	10. Abasha 11. Zugdidi 12. Martvili 13. Senaki 14. Chkhorotsku 15. Khobi

As per the IFRC Operation Update ([MDRGE017du](#)), in addition to the change in the geographic scope, the operation was revised as follows:

- **Targeting Strategy Shift:** Instead of a blanket coverage approach, GRCS opted to concentrate its efforts on the most vulnerable households. To ensure equitable distribution and efficient support, vulnerability criteria were developed to identify the households in dire need of assistance.
- **Assistance Modality Change:** The method of delivering aid was altered. Initially, a voucher system was envisaged, however, GRCS adopted the use of gift cards (e-vouchers) for assistance delivery. Regardless of the regions affected, people assisted received support through this new modality.

The IFRC Operation Update ([MDRGE017du](#)) also increased the number of persons to be assisted, the budget was adjusted, and the number of municipalities was reduced to 10 to avoid duplication with distributions from local authorities.

### Calendar of Key Events

Date	Event
15-16 June 2023	Heavy rainfall, flooding and hailstorms in Gurjaani and Lentekhi municipalities
June-August 2023	Initial needs and damage assessment undertaken by local authorities and GRCS
June 2023	10 target branches received online training on WASH and waterborne diseases and prevention First MHPSS training conducted for selected GRCS staff and volunteers
<b>29 June 2023</b>	<b>Georgia Flash Floods 2023 DREF (MDRGE017) launched for CHF 285,685 for 4 months to assist 5,775 people in 2 municipalities</b>
16 July 2023	Further storms and flash floods affected 13 additional municipalities – additional assistance requested from GRCS
July-December 2023	Trained volunteers provided MHPSS to affected population.
<b>2 August 2023</b>	<b>Updated Georgia Flash Floods 2023 DREF (MDRGE017) launched for CHF 500,000 for 6 months to assist 9,800 people in 15 municipalities</b>

August-September 2023	Identification of FSP for CVA undertaken. New SOPs developed for gift card modality. Authorization received from National Bank of Georgia to implement new modality.
August 2023	Second MHPSS training conducted for selected GRCS staff and volunteers
October 2023	Follow up Needs Assessment conducted by GRCS
October-December 2023	Distribution of gift cards, EIC hygiene materials.
28 November-1 December 2023	Workshop for Simplified Early Action Protocol (sEAP) held in Tbilisi and organized by Austrian RC, IFRC and GRCS
December 2023 – January 2024	Post distribution monitoring survey developed and undertaken
23-25 January 2024	Three FGD organized by GRCS with support from IFRC
29-31 January 2024	Lessons Learned Workshop held in Tbilisi

**KEY FINDINGS, CONCLUSIONS AND RECOMMENDATIONS**

<b>Effectiveness</b>				
<b>Guiding Question: Did the operation meet, or is it on track to meet, the needs of targeted population?</b>				
<b>Issue</b>	<b>Finding</b>	<b>Evidence</b>	<b>Conclusion</b>	<b>Recommendations (clarify to whom the recommendation is for)</b>
<b>Meeting the needs of targeted population</b>	The new gift card modality achieved multiple benefits over previous cash operations in Georgia.	<p>The new modality: 1/ it ensured that the distribution of cash could not be used by banks to pay off existing loans; 2/ it would not negatively affect a HH’s access to welfare support; 3/ it could be directly tracked and supported by GRCS and; 4/ the funds were non-transferrable but unrestricted for use in all four of Georgia’s main supermarket chains for one year.</p> <p>The new modality is also independent of the need to have a bank account in Georgia and a person’s status (refugee, permanent resident, etc...).</p> <p>Successful distribution of CVA assistance to 2,800 families</p> <p>Positive feedback from both PDM reports as well as FGD meetings</p> <p>The modality has since been successfully used to support 200 Ukraine refugee families with access to medical supplies.</p>	GRCS has developed a robust CVA modality for future operations.	<b>1. For GRCS</b> – recommend that the FSP agreement and agreements with supermarket and pharmacy chains remain current so that new CVA programs can be launched without undue delay
<b>Timeliness of assistance</b>	The CVA was timely in that it arrived just before winter.	Although the CVA program successfully provided 2,800 households with cash assistance, the delivery of the DREF assistance was delayed for several months (the flooding occurred June/July 2023, the CVA program ran Oct-Dec 2023).	Identifying the agreed cash modality, finding an FSP and receiving authorization to proceed prior to the disaster would have	<b>1. For GRCS</b> – recommend that staff and volunteers have refresher training on roles and responsibilities for future large CVA operations especially prior to peak flood season (May-July)


		<p>Three-day joint IFRC-GRCS Lessons Learned Workshop on the DREF operation held in January 2024</p> <p>Feedback from KII, FGDs held in Gurjaani and Senaki.</p>	<p>resulted in a quicker response.</p>	
<b>Amount provided</b>	<p>Insufficient amount provided.</p>	<p>The amount provided, representing approximately 40% of a standardized monthly food and hygiene basket, was appreciated but was insufficient for families who had lost kitchen appliances, bedding and furniture damaged by the floods. In addition, some rural families lost livestock and valuable crops such as grapevines.</p>	<p>If funding allowed, additional resources would have assisted with replacement of key household and rural items.</p>	<p><b>2. For GRCS</b> – recommend that the needs assessment process at the start of a major response clearly identifies key losses by the affected population to ensure that the response is proportionate to the extent of the disaster, number of affected households and expected budget.</p>

Coherence				
Guiding Question: How well was response coordination within the Red Cross/Red Crescent Movement partners managed?				
Issues	Finding	Evidence	Conclusion	Recommendations (clarify to whom the recommendation is for)
<p><b>Coordination of DREF operation activities between Movement and external partners</b></p>	<p>Movement support between IFRC and GRCS was largely well coordinated throughout the operation. A final IFRC narrative and financial report has still to be issued for this operation.</p>	<p>The DREF Appeal for CHF 500K was fully covered.</p> <p>IFRC, which has a South Caucasus Country Cluster Delegation based in Tbilisi, provided technical and coordination support during the operation. In addition to coordinating the development and issuance of the DREF, operational support and technical expertise in the areas of community engagement and accountability (CEA), cash voucher assistance (CVA), National Society Development (NSD), and disaster management (DM) was provided as needed.</p> <p>Austrian RC also supported the operation with a Simplified Early Actions Protocol (sEAP) Visibility Study and a workshop.</p> <p>GRCS conducted a comprehensive survey in Oct 2023 to validate the initial rapid assessment findings and proposed modality.</p> <p>Absence of a final narrative or financial report posted on the IFRC Go Platform despite the operation ending over half a year earlier. It was reported that issuance of the final narrative and financial reports for this DREF have been delayed due to a review of eligible expenditure by IFRC Finance.</p>	<p>Strong support by IFRC for GRCS led to a well-received and overall successful operation</p>	<p>1. <b>For IFRC and GRCS</b> – continue to clarify financial guidelines and eligible expenditure for DREF operations to avoid unnecessary delays in reconciling DREF expenditure and issuing the final report</p>

**Cost Effectiveness and Value for Money**

**Guiding Question: To what extent did the operation effectively utilize allocated funds?**

Issues	Finding	Evidence	Conclusion	Recommendations (clarify to whom the recommendation is for)
<p><b>IFRC / NS collaborations effectively used to revise the DREF Operation based on evolving operational context/needs</b></p>	<p>Overall, IFRC and the NS worked closely together to ensure that the DREF appeal reflected the reality of the situation and needs, with varying results.</p> <p>In the revised appeal, the number of persons to be assisted (9,800) was relatively small against the size of the affected population (350,000) – especially as there were few options for additional assistance outside of that provided by GRCS and local authorities.</p> <p>Despite GRCS volunteers noting the need for psycho-social support services (later reconfirmed by 27 percent of the surveyed within the needs assessment) as well as the potential for water borne disease, the DREF allocation for Health was minor (CHF 5K against a budget of 500K) and likely reduced options to provide more than token assistance.</p>	<p>The DREF (MDRGE017) was issued June 30, 2023, and updated on August 2, 2023, by IFRC and GRCS as the extent and severity of the flooding became clear.</p> <p>Despite the number of people affected increasing sixfold from the initial DREF to the updated version, the number of persons to be assisted only doubled from the original plan. The proportion of persons targeted out of the affected population went from approximately 10% to 3%.</p> <p>The CHF4.8K amount allocated for health in the updated DREF remained unchanged despite the increased number of families affected by the disaster.</p>	<p>The DREF process allowed for a flexible response, but the extent of the disaster possibly warranted a larger response – especially for the health sector.</p>	<ol style="list-style-type: none"> <li><b>GRCS</b> – continue to work with the local authorities and GoG to develop standardized criteria and database of HH likely to require humanitarian assistance for future emergencies. This will assist with quickly determining how many HH can and should be assisted.</li> <li><b>GRCS</b> – continue to develop WASH and Health capacity and allocate sufficient resources in future DREF appeals (especially those that are weather-related events) to allow for a more robust intervention in this sector.</li> </ol>
<p><b>Using existing expertise and application of lessons learned</b></p>	<p>GRCS built on its previous experience in implementing CVA programs, including a previous operation in response to the Tbilisi flood in 2015.</p>	<p>Findings from DREF Lessons Learned Workshop in 2019</p> <p>CVA SOPs developed and updated Following a DREF Lessons Learned Workshop in 2019 where NFI procurement</p>	<p>GRCS’s previous experience in CVA was a useful starting point to adapt the modality for the current DREF operation. Based on</p>	<ol style="list-style-type: none"> <li><b>IFRC and GRCS</b> – continue to undertake lessons learned workshops after each major DREF operation to ensure that future responses build on these experiences and tools.</li> </ol>

Issues	Finding	Evidence	Conclusion	Recommendations (clarify to whom the recommendation is for)
		<p>delayed assistance, GRCS decided to focus on CVA. An SOP for CVA distributions was subsequently developed. This was adapted for the DREF CVA operation although the modality changed which led to delays in implementing the current DREF operation.</p> <p>Disaster response posters (including flooding) already prepared and distributed at the branches funded by Austrian RC:</p> 	<p>feedback from the current operation, it may be beneficial to expand coverage to allow for purchase of medical items as well as food.</p>	<p>2. <b>GRCS</b> – consider allowing future CVA card beneficiaries access to pharmaceutical as well as supermarket stores.</p>
<p><b>Preparing for future disasters</b></p>	<p>Gaps in the EAP for major disaster (e.g., flood or heat wave) need to be addressed</p>	<p>Austrian RC with GRCS undertook a Simplified Early Actions Protocol (sEAP) Visibility Study and a workshop was held in late 2023 to explore this mechanism. As a result of the workshop, GRCS believed that</p>	<p>GRCS should reconsider this Protocol as part of its future disaster preparedness and response strategy</p>	<p>1. <b>GRCS</b> – hold another workshop in 2025 to review the sEAP mechanism for both future flood and heat events.</p>

Issues	Finding	Evidence	Conclusion	Recommendations (clarify to whom the recommendation is for)
		<p>the sEAP could be very useful to enhance flood resilience, but its development would take a lot of GRCS resources. In addition, the relevant infrastructure to develop a precise trigger was not yet in place<sup>6</sup>. For these reasons, it was decided that it was too early for GRCS to develop a sEAP mechanism. With the National Environment Agency (NEA) increasing its early warning capacity for potential flooding and hence providing a trigger for an sEAP program, it may be beneficial to have GRCS review this protocol in the future – if not for floods, then possibly extreme heat events.</p>		

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<sup>6</sup> *Anticipatory Action(s) in Georgia, First Workshop for a Simplified Early Action Protocol in Georgia, 28 November-1 December 2023 in Tbilisi, Georgia, Main Findings, page 1*

Integration of cross-cutting themes				
Guiding Question: Were Community Engagement and Accountability/CEA as well as Protection, Gender, and Inclusiveness/PGI and Environmental sustainability cross-cutting themes integrated in a meaningful way into all phases of the operation completed to date?				
Issues	Finding	Evidence	Conclusion	Recommendations (clarify to whom the recommendation is for)
<b>Application of Protection, Gender, and Inclusion lens in the DREF Operation</b>	While aspects of PGIE were incorporated into the operation, it was not fully integrated into the planning and implementation processes.	<p>Assessment forms included gender and disability (2.7% - largely very elderly). GRCS organized face to face visits for people with disabilities.</p> <p>During the CVA distribution, there were no child-friendly spaces but there was access to seating, water and toilets. Generally, due to good organization, there were no long line ups of people to receive the cash assistance. Vulnerable beneficiaries were prioritised for assistance so they could return home early. For house-bound beneficiaries, if there was no alternative, cards were delivered directly to their house.</p> <p>Hotline operators were trained on how to manage complaints.</p> <p>Volunteers visiting beneficiaries (especially children) followed protocol that included always two or more volunteers as part of the team.</p> <p>For next major operation, aim is to integrate PGI at the very start – training volunteers and using the latest versions of the assessment forms.</p>	More can be done to better integrate PGI into DREF operations	1. <b>GRCS</b> – follow up with IFRC and Movement partners (e.g. CRC) to review SOPs, reporting formats and training for integrated PGI components for future DREF operations.

Issues	Finding	Evidence	Conclusion	Recommendations (clarify to whom the recommendation is for)
<p><b>Recognition of environmental footprint during the response and actions to reduce environmental impact.</b></p>	<p>There were some environmental interventions, but the operation would have benefited from a more integrated environmental focus especially as the extent and severity of the floods can be linked to climate change.</p>	<p>After the initial clean-up of mud and debris from affected houses, the operation was largely CVA-based with limited environmental impact (mainly related to transportation to and from Tbilisi to the affected regions). Possible environmental impacts from this operation may include inappropriate dumping or burning of flood debris and waste packaging from food items purchased with the gift card and unnecessary car travel.</p>	<p>More training at the Branch level on climate change would increase awareness of tips to reduce energy consumption and unnecessary car travel during operations</p>	<ol style="list-style-type: none"> <li>1. <b>GRCS</b> – when arranging monitoring visits from HQ to affected areas, ensure that the visit has multiple purposes (e.g. finance, operational, logistics, etc..) to ensure reduction of unnecessary trips</li> <li>2. <b>GRCS</b> – consider training volunteers and staff with environment courses on the IFRC Learning Platform or similar</li> </ol>

**EDAF Monitoring Matrix**

Criteria	Scoring	Justification
<b>1. CRITERIA: EFFECTIVENESS and VALUE FOR MONEY</b>		
<b>Guiding Question: Did the operation meet, or is it on track to meet, the needs of targeted beneficiaries?</b>		
<b>Sub-Criteria: Effective operational design and management</b>	<b>Overall Score: 4/5</b>	
<b>Question 1:</b> What is the overall status of the operation vis a vis its targets?	<b>Score 4/5</b> 5: Operation likely to exceed all targets. 4: Operation likely to meet all targets. 3: Operation likely to meet some targets. 2: Operation not likely to meet most targets. 1: Operation not likely to meet any targets	<b>Justification</b> Key targets were met except for some health targets.
<b>QUESTION</b>	<b>KEY POINTS/OBSERVATIONS, INCLUDING DATA SOURCES</b>	
<b>MANDATORY 1:</b> Based on the most recent DREF target, does the number of disaster-affected people reached meet the most recent target at the time of monitoring?	The target of 9,800 persons (2,800 families) was reached. The only difference was that it was in 10 not 15 municipalities as originally planned (the other five municipalities had provided direct assistance to the affected population). <i>(Sources: document review, KII with GRCS).</i>	
If the operation has ended, what were the estimated actual achievement versus the most recent targets? What were the gaps, if any?	The key deliverable for this operation was the issuance of multipurpose cash gift cards to 2,800 households. This was 100% achieved - only one card out of 2,800 was found to be defective and had to be replaced. 5% of HH reported problems with using the cards – mostly because of forgotten passwords or lost cards. These were assisted by GRCS. Post distribution monitoring recorded that the percentage of households receiving CVA support reporting being able to sufficiently meet their basic needs as 98% vs. 85% target. The operation also met all NSD targets: number of GRCS staff involved in the response (15), number of GRCS volunteers involved in the response (100) and number of lessons learned workshop conducted (1). Some targets in the health sector were also met with 30 GRCS volunteers successfully trained in primary first aid and hygiene promotion. No data was collected to verify if the following two health indicators had been met: <i>people reporting that the assistance improved the psychosocial conditions and consequences of the disaster</i> (85% target) and <i>people reporting that the assistance supported them in mitigating health and hygiene risk</i> (85%). In addition, only 1,935 persons out of a targeted 3,000 were covered by Risk Communication and Community Engagement (RCCE) interventions. <i>(Sources: document review, KII with GRCS).</i>	

<p><b>MANDATORY 2:</b> Were there big changes to the needs/context to this date? Did the plan adapt to them accordingly? (e.g., an adjustment in the numbers of beneficiaries targeted in the course of the operation)</p>	<p>The initial DREF operation launched June 29, 2023 targeted 5,775 people. This was increased to 9,800 people in the DREF update posted August 2, 2023. The rationale was that the initial response plan covered only two municipalities in Kakheti and Racha-Lechkhumi and Kvemo Svaneti Regions, however, due to the widespread impact of the floods, the geographical scope was expanded to encompass 15 municipalities in six regions in total. Final assistance was provided to 10 municipal districts as five municipalities were already supported by the local authorities and GRCS wanted to avoid duplication of assistance. <i>(Sources: document review, KII with GRCS).</i></p>	
<p><b>Question 2:</b> Was the communication strategy utilized by the NS to convey information to beneficiaries adequate?</p>	<p><b>Score 4/5</b>                      5: Communication strategy was exceptionally strong.                      4: Communication strategy was strong.                      3: Communication strategy was adequate.                      2: Communication strategy was partially adequate.                      1: Communication strategy was completely inadequate</p>	<p>A well-developed communications plan was in place for this operation.</p>
<p><b>QUESTION</b></p>	<p><b>KEY POINTS/OBSERVATIONS, INCLUDING DATA SOURCES</b></p>	
<p><b>MANDATORY 3:</b> What methods were used to communicate with end-beneficiaries (e.g., radio, household visit, pamphlets)?</p> 	<p><b>Health:</b></p> <ul style="list-style-type: none"> <li>At the beginning of the response, GRCS distributed educational materials on waterborne disease prevention to affected communities. 500 brochures on MHPSS services were also distributed</li> </ul> <p><b>CVA:</b></p> <ul style="list-style-type: none"> <li>GRCS ensured the communities were informed about the distribution details and debit card usage details through a combination of direct communication through helplines, distribution of information materials, and personal interactions by volunteers.</li> <li>GRCS distributed information materials on how to contact the GRCS, including information on contact details of the branches and the helpline service.</li> <li>The cash cards distributed to beneficiaries were printed with the Hotline number as part of the design (refer photo). The cards were also distributed with a brochure outlining how to use the cards.</li> <li>The GRCS distribution team addressed feedback and inquiries at the distribution sites</li> <li>The GRCS Hotline was operational and handled calls from the affected population, primarily focusing on requesting support and information on available assistance.</li> </ul>	

	<ul style="list-style-type: none"> <li>A post-distribution monitoring survey and Focus Group discussions helped further record the community feedback on the operation.</li> </ul> <p><i>(Sources: document review, KII).</i></p>	
<b>MANDATORY 4:</b> Why was this methodology chosen and how well did it work?	<p>A post distribution monitoring survey indicated that, the percentage of people reporting that the assistance was delivered in a safe, accessible, accountable, and participatory manner was 96% vs. 85% target. Focus group discussions (totalling 21 females and 17 males from young to elderly) in both Gurjaani and Senaki confirmed that beneficiaries were aware of how to contact GRCS in case of issues with using the card.</p> <p><i>(Sources: document review, FGD).</i></p>	
<b>Sub-Criteria: Timeliness of response</b>	<b>Overall Score: 3.5/5</b>	
<b>Question 1: Was the response timely or delayed?</b>	<p><b>Score 3.5/5</b></p> <p>5: All activities were completed ahead of schedule.</p> <p>4: All activities were completed on time.</p> <p>3: Most activities were completed on time.</p> <p>2: Few activities were completed on time.</p> <p>1: No activities were completed on time</p>	<p><b>Justification</b></p> <p>The timeframe for the revised operation was six months – June 29, 2023, to December 31, 2023. Although, delayed, all health and CVA activities were completed within this timeframe. Some CEA and administrative issues: final PDM; FGD; Lessons Learned Workshop and draft final financial and narrative reporting occurred in early 2024.</p>
<b>QUESTION</b>	<b>KEY POINTS/OBSERVATIONS AND DATA SOURCES</b>	
<b>MANDATORY 5:</b> Did the operational funds arrive in a timely manner to the Host National Society (HNS)? Why or why not?	<p>Although GRCS Finance noted (and confirmed by IFRC Tbilisi office) that the transfer of DREF operational funds from IFRC Geneva took longer than expected (likely due to delays in obtaining the required sign offs on a new IFRC contract process), this did not negatively impact the project implementation which was delayed due to the aforesaid FSP and CVA modality issues <i>(Sources: KII)</i></p>	
<b>MANDATORY 6 – VALUE FOR MONEY:</b> Were there any Early Actions (e.g., prepositioning of relief items; framework agreement in place with financial institution for cash transfers, mobilization of personnel for needs assessment, pre-trained volunteers, etc. Note: all these early actions show VALUE FOR MONEY) taken by the HNS for this particular response?	<p>Cash SOPs had previously been developed but the new gift card process required updated versions of the SOP. A Hotline for people to contact GRCS had been originally set up for the COVID operation but was re-activated for the Floods Operation. There was also a need to find a financial service provider, agreement on the design and issuance of the cards and authorization to proceed from the National Bank of Georgia. Volunteers had been previously trained in First Aid and PMER, but an additional thirty volunteers required training in PSFA and hygiene promotion. Training sessions were also needed to ensure that the volunteers were able to distribute the cards against the municipal lists and provide updates on the distribution process. Once these additional steps were taken, GRCS was well placed to effectively implement the project.</p> <p>In addition, it should be emphasized that the new gift card modality achieved multiple benefits over previous cash operations in Georgia: 1. it ensured that the distribution of cash could not be used by banks to pay off</p>	

	<p>existing loans; 2/ it would not negatively affect a HH’s access to welfare support; 3. it could be directly tracked and supported by GRCS and; 4. the funds were non-transferrable but unrestricted for use in all four of Georgias main supermarket chains for one year.</p> <p>As the new modality is also independent of the need to have a bank account in Georgia and a person’s status (refugee, permanent resident, etc....) it has since been successfully used to support 200 Ukraine refugee families with access to medical supplies.</p> <p>In this sense, and as the new distributions are much faster, the delay in setting up the CVA program during the 2023 Floods Operation can be seen as time invested in developing a robust CVA modality for future operations. <i>(Sources: document review, KII)</i></p>		
<p><b>MANDATORY 7:</b> Were there any delays in the delivery of planned services to beneficiaries? Why?</p>	<p>Although the floods hit the affected areas June-July 2023, due to the above factors, the distribution of gift cards to the 2,800 families occurred October to December 2023. <i>(Sources: KII, FGD)</i></p>		
<p><b>2. CRITERIA: COHERENCE</b></p>			
<p><b>Guiding Question: How well was response coordination within the Red Cross/Red Crescent Movement partners managed?</b></p>			
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<p>How did the HNS work with responding partners to ensure a coordinated response?</p>	<p>Coordination between GRCS, Austrian RC and IFRC was reported as very good. There were no other significant humanitarian organizations (e.g. ICRC) involved in this operation. IFRC and GRCS worked closely together on implementing the DREF response mechanisms. The DREF appeal resulted in two key documents – the initial DREF operation launched June 29, 2023, and the DREF update posted August 2, 2023. Working closely with IFRC, GRCS developed a monitoring and evaluation process as well as a Plan of Action to provide a framework for data collection and operation updates. IFRC and GRCS HQ representatives undertook three joint field visits to the relevant GRCS branches to monitor preparation, implementation of best practices, distribution protocols, etc.... GRCS also undertook a post distribution monitoring survey to measure levels of satisfaction, quality of support and lessons learned for future operations. The results of the PDM survey were validated by</p>		

	<p>three joint IFRC and GRCS-led FGD. A joint IFRC-GRCS Lessons Learned Workshop was held in January 2024 to review the overall effectiveness and efficiency of the DREF operation. Finally, Austrian RC led a workshop with IFRC and GRCS on simplified early action protocols as a means to proactively assist flood-prone communities.</p> <p>In addition, outside of the Movement, it should be noted that GRCS is the only non-state institution within the country to have been assigned the specific functions by the National Civil Safety Plan (in accordance with the resolution of the Prime Minister #508, December 2015). The functions are as follows: 1. Participation in search and rescue activities in times of emergencies, 2. Coordination of the activities of non-governmental organizations involved in emergencies... GRCS is part of the Emergency Committee (it is part of the Civil Protection Mechanism, managed by Emergency Management Service, Lead: Prime Minister of Georgia, it is a service under the Ministry of Internal Affairs. This close relationship with the authorities ensured a well coordinated national and local response. As GoG did not request international assistance to respond to this disaster, UN and Cluster operations were not involved. <i>(Sources: GRCS, KIIs)</i></p>	
<p><b>MANDATORY 8:</b> Were there any challenges related to overall regional and/or international support and IFRC response mechanisms (i.e., Surge, sit reps, bilateral assistance)?</p>	<p>The only significant challenge has been the delay in releasing the final narrative and financial report for this operation. This has been held up to ensure that operational expenditure meets DREF financial reporting guidelines. <i>(Sources: IFRC, document review).</i></p>	
<p><b>3. CRITERIA: COST-EFFECTIVENESS and VALUE FOR MONEY</b></p>		
<p><b>Guiding Question: To what extent did the operation effectively utilize allocated funds?</b></p>		
<p><b>Sub-Criteria: Budget adequacy</b></p>	<p><b>Overall Score: 4/5</b></p>	
<p><b>Question 1:</b> Was the budget adequate (or will it likely be adequate) to achieve the operation’s goals?</p>	<p><b>Score 4/5</b></p> <p>5: All activities will be completed for less than budgeted.          4: All activities will be completed for the amount budgeted.          3: Most activities will be completed within the amount budgeted.          2: The budget will be inadequate to complete many activities.          1: The budget will be inadequate to complete most activities</p>	<p><b>Justification</b></p> <p>IFRC reports that the final financial report for this operation will show full expenditure against budgeted line items.</p>

QUESTION	KEY POINTS/OBSERVATIONS AND DATA SOURCES																						
Was the budget sufficient to complete the activities set out in the operation? If not, why not?	GRCS adjusted the number of beneficiaries with the amount per beneficiary to target the most beneficiaries with the available funds. A few beneficiaries (especially those that had lost kitchen appliances and furniture to the floods) indicated that they would have preferred more than GEL 350 per household. Due to the delay in disbursing the funds, more funds had to be allocated to cover salaries and fixed costs than originally budgeted. <i>(Sources: FGD, KII).</i>																						
<b>MANDATORY 9:</b> Was there a sector or activity that required reallocation of funds? If so, why?	<p>As the updated DREF increased the number of beneficiaries from 5,775 to 9,800 persons, the budget was increased from CHF 285,685 to CHF 500,000. The updated DREF incorporated increases in the Multipurpose Cash line as well as Secretariat Services and NS Strengthening. As the final expenditure report has still to be released, it is not clear if any final reallocations occurred.</p> <table border="1" data-bbox="716 532 1635 771"> <thead> <tr> <th>Sector</th> <th>Original DREF</th> <th>Updated DREF</th> </tr> </thead> <tbody> <tr> <td>Health</td> <td>CHF 4,846</td> <td>CHF 4,846</td> </tr> <tr> <td>Community Engagement &amp; Accountability</td> <td>CHF 10,064</td> <td>CHF 10,064</td> </tr> <tr> <td>Secretariat Services</td> <td>CHF 9,505</td> <td>CHF 17,706</td> </tr> <tr> <td>National Society Strengthening</td> <td>CHF 35,076</td> <td>CHF 78,979</td> </tr> <tr> <td>Multipurpose Cash</td> <td>CHF 226,194</td> <td>CHF 388,406</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>CHF 285,685</b></td> <td><b>CHF 500,000</b></td> </tr> </tbody> </table> <p><i>(Source: Document Review)</i></p>		Sector	Original DREF	Updated DREF	Health	CHF 4,846	CHF 4,846	Community Engagement & Accountability	CHF 10,064	CHF 10,064	Secretariat Services	CHF 9,505	CHF 17,706	National Society Strengthening	CHF 35,076	CHF 78,979	Multipurpose Cash	CHF 226,194	CHF 388,406	<b>TOTAL</b>	<b>CHF 285,685</b>	<b>CHF 500,000</b>
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<b>Sub-Criteria: Sufficiency of NS resources with operational needs/VALUE FOR MONEY</b>	<b>Overall Score: 4/5</b>																						
<b>Question 1:</b> Were NS resources (HR, finance, logistics) sufficient to cover operational needs and requirements?	<p><b>Score 4/5</b></p> <p>5: Resources exceeded operational requirements.</p> <p>4: Operational requirements were all met by NS resources.</p> <p>3: Most operational requirements were met by NS resources.</p> <p>2: Some operational requirements were met by NS resources.</p> <p>1: Very few operational requirements were met by NS resources.</p>	<p><b>Justification</b></p> <p>GRCS had sufficient resources with financial and technical support from IFRC to cover the DREF operation needs.</p>																					
<b>MANDATORY 10:</b> Were procedures for transferring funds to NS branches/field colleagues in place, and was funds transfer done in a timely manner?	The gift card transactions were managed directly by NHQ with the branches receiving support for the distribution and monitoring of the distribution. For consistent monitoring and processing, the NHQ Finance team verified and authorized the distribution of the cards at each location. Once the process was in place, the bulk of cards were distributed within two months. <i>(Sources: KII with GRCS Finance/Legal).</i>																						

<p><b>MANDATORY 11:</b> Did the NS use an Emergency Response Management tool (Emergency Operations Centre, Incident Command System, or others?)</p>	<p>As the focus was on early recovery rather than emergency, GRCS decided that the EOC was not needed for this operation (<i>Sources: Document review; KII with GRCS</i>).</p>	
<p><b>Please select the following support functions (HR, Logistics, ICT, PMER) to show evidence of good capacity or big gap in capacity that warrants special attention</b></p>		
<p>Was the operation adequately staffed?</p>	<p>The operation was adequately staffed with HQ, branch and volunteers although GRCS had diminished capacity to undertake other activities during some of this period. (<i>Sources: Document review; KII with GRCS</i>).</p>	
<p><b>MANDATORY 12:</b> Were the HNS HR procedures in place adequate to facilitate expedited mobilization of resources for this operation? (<b>Note:</b> deployment of trained NS staff and volunteers compared with IFRC international delegates shows VALUE FOR MONEY)</p>	<p>With IFRC in country support, GRCS was able to adequately expedite mobilization of resources for this operation. (<i>Sources: Document review, KIIs with GRCS and IFRC</i>).</p>	
<p><b>MANDATORY 13:</b> Did the HNS’s logistics systems and fleet of vehicles enable the timely delivery of supplies and equipment to beneficiaries? (<b>Note:</b> ability of HNS to mobilize supplies, equipment, and vehicles from various sources such as Movement partners, National Society’s own resources, local partners, etc, shows VALUE FOR MONEY)</p>	<p>There were no identified issues with GRCS’s logistics systems related to this operation. (<i>Sources: Document review, KIIs with GRCS</i>).</p>	
<p><b>MANDATORY 14:</b> In what ways were learnings and recommendations from previous operations used in the planning/design and implementation of this operation? (<b>Note:</b> applied lessons can show VALUE FOR MONEY)</p>	<p>GRCS had two earlier experiences in cash distribution and had developed an SOP based on these operations which required updating based on the new gift card modality. Many of the volunteers and branch staff had previous experience with working with the local authorities to identify vulnerable families and types of assistance. (<i>Sources: Document review, KIIs</i>).</p>	
<p><b>Sub-criteria: Value for money</b></p>		
<p><b>Overall Score: 4/5</b></p>		
<p><b>Question 1: Were there factors which decreased the operation’s value for money?</b></p>	<p><b>Score 4/5</b> 5: Operation demonstrated excellent value for money. 4: Operation demonstrated good value for money.</p>	<p><b>Justification</b> The modality used allowed for a well appreciated cash program with more than three quarters of the CHF 500K funds directly assisting beneficiaries.</p>

	<p>3: Operation demonstrated adequate value for money.</p> <p>2: Operation demonstrated poor value for money.</p> <p>1: Operation demonstrated extremely poor value for money.</p>	
<b>QUESTION</b>	<b>KEY POINTS/OBSERVATIONS AND DATA SOURCES</b>	
What are the reasons for NS to distribute relief items only, cash only, or a mix of relief items and cash?	The needs assessment undertaken at the start of the operation indicated that, due to the variety of needs and a well functioning market, cash assistance would be the most cost effective and beneficial modality of assistance. A formal market assessment was not undertaken due to the many locations where flooding occurred, but GRCS was able to ascertain via meetings with the major supermarket chains that the local stores were functioning after the initial flooding had ended. The cost of the cards was minimal (GEL 10/card) so most of the DREF funds were transferred to the beneficiaries. <i>(Sources: FGD with communities; document review; KIIs with GRCS Logs)</i>	
Were there inefficiencies in the operation which inhibited the ability to complete activities in a timely manner?	Updating the CVA SOPs prior to the Flash Floods operation and pre-identification of a FSP would likely have reduced the amount of time needed to complete the CVA operation. <i>(Sources: document review; KIIs with GRCS)</i>	
<b>4. INTEGRATION OF CROSS-CUTTING THEMES</b>		
<b>Guiding Question: Were cross-cutting themes integrated in a meaningful way into all phases of the operation completed to date?</b>		
<b>Sub-criteria: Consideration of vulnerability</b>	<b>Overall Score: 3/5</b>	
<b>Question 1: Did the operation consider in its design the differing vulnerabilities of people within the affected communities?</b>	<p><b>Score 3/5</b></p> <p>5: Vulnerability extremely well integrated into operation design.</p> <p>4: Vulnerability well integrated into operation design.</p> <p>3: Vulnerability integrated into operation design.</p> <p>2: Vulnerability partially integrated into operation design.</p> <p>1: Vulnerability not integrated into operation design.</p>	<p><b>Justification</b></p> <p>The operation included consideration of vulnerabilities of people within the affected communities using existing beneficiary welfare lists and flood damage assessments.</p>
<b>QUESTION</b>	<b>KEY POINTS/OBSERVATIONS AND DATA SOURCES</b>	
<b>MANDATORY 15:</b> Was vulnerability-related information (sex, age, disability, and others)	Assessment forms included gender and disability. The assessment found that 2.7% had a disability - largely the very elderly). GRCS organized face to face visits for people with disabilities. The criteria used to select beneficiaries consisted of a combination of municipal welfare lists (including the disabled and elderly) and	

collected and used to inform beneficiary selection criteria?	flood damage assessments. <i>(Sources: Document review; KIIs; FGDs with GRC volunteers and community members; direct observation).</i>	
<b>MANDATORY 16:</b> Was beneficiary selection of the NS validated with other agencies?	GRCS and local authorities were largely the only agencies providing post-disaster assistance in the targeted regions. The validation process consisted of: <ol style="list-style-type: none"> <li>1. Families affected by the floods submitting a damage report to the Mayor’s Office;</li> <li>2. The damage/losses were verified by an in-person visit from GRCS and/or local authorities;</li> <li>3. Families who were on the municipal welfare lists and had confirmed damage were eligible for CVA</li> </ol> <i>(Sources: Document review; KII with GRCS and government representatives).</i>	
<b>Sub-Criteria: Integration of CEA activities</b>	<b>Overall Score: 4/5</b>	
<b>Question 1: Did the NS actively solicit engagement with communities and accountability with all stakeholders?</b>	<b>Score 4/5</b> 5: CEA was extremely well integrated into the operation. 4: CEA was well integrated into the operation. 3: CEA was somewhat integrated into the operation. 2: CEA was not well integrated into the operation. 1: CEA was not reflected in the operation at all	<b>Justification</b> Although CEA was incorporated into the operation, more training for volunteers and branch staff on beneficiary assessment and engagement would likely have been beneficial.
<b>QUESTION</b>	<b>KEY POINTS/OBSERVATIONS AND DATA SOURCES</b>	
Did the NS conduct CEA training for responding personnel and integrate CEA mechanisms within its operation? If so, which ones?	Volunteers were trained to use MS Forms for the Oct 2023 assessment survey. Re: CEA mechanisms: the operation widely promoted the GRCS Hotline, and the gift cards included information on how to use the cards and who to contact in case of issues. A frequently asked questions document was also disseminated.  Beneficiary data was protected: the list was cross checked several times to ensure that the beneficiaries were correctly linked to the cards. Each beneficiary was personally handed their card and information brochure. Data was only stored on USB sticks and was password and ransomware protected. All information was collected at the end of each day and downloaded onto the server – no internet connection. <i>(Sources: KIIs with ...; FGDs with volunteers and community members; document review)</i>	
<b>MANDATORY 17:</b> Did the NS actively promote beneficiaries’ rights and provide access to information about selection criteria, beneficiaries’ entitlements?	The selection criteria were based on the level of vulnerability and amount of flood damage. The list of beneficiaries was not public – people were only told if they were on the list or not. If they were not, they were advised to call the local authorities to be added to the list. People had to apply for assistance by declaring damage incurred from the floods. The list was also cross-checked against those that were disabled. Volunteers checked 10-15% of people on the list by going door to door. Overall, only 2-3% of people on the lists were found to be ineligible and replaced with HH who met the criteria for assistance.	

	<i>(Sources: KIIs with GRCS; FGDs with volunteers and community members; document review).</i>	
<b>Sub-Criteria: Integration of Protection, Gender, and Inclusion (PGIE) considerations</b>	<b>Overall rating: 3.5/5</b>	
<b>Question 1: To what extent are PGIE considerations mainstreamed in the operation?</b>	<b>Score: 3.5/5</b> 5: PGIE was extremely well integrated into the operation. 4: PGIE was well integrated into the operation. 3: PGIE was somewhat integrated into the operation. 2: PGIE was not well integrated into the operation. 1: PGIE was not reflected in the operation at all.	<b>Justification</b> Although some PGIE aspects were incorporated into the DREF operation, a deeper integration of key principles into operational SOPs would be beneficial
<b>QUESTION</b>	<b>KEY POINTS/OBSERVATIONS AND DATA SOURCES</b>	
Has the NS conducted PGIE training, including PSEA training, for its staff and volunteers?	Although some PGIE aspects are incorporated into volunteer training (e.g. protocol for visiting beneficiaries, assessment processes and managing distribution points), a deeper integration of PGIE into operational SOPs would be beneficial. <i>(Sources: Document review; KII; FGD with branch volunteers).</i>	
Has the National Society proactively sought gender and diversity balance in (e.g., equal #s of M/F) staff and volunteers of diverse backgrounds mobilized for this operation?	The Strategic Plan of GRCS 2021-25 includes “GRCS will: expand programmes and services that directly aim at facilitating the integration of groups that are marginalised or discriminated against” and includes commitments for gender parity in hiring staff and volunteers. GRCS has approximately 10,400 volunteers (47% male, 53% female) of whom around 1,000 are active and 194 paid positions (both at HQ in Tbilisi and at the branch level). Staff are mainly women (81%) <sup>7</sup> . <i>(Sources: document review, KII; direct observation).</i>	
<b>MANDATORY 18:</b> What Protection (SGBV), Code of Conduct/PSEA and child protection mechanisms were employed by the HNS to ensure protection of vulnerable populations?	Assessment forms included gender and disability (2.7% - largely very elderly). GRCS organized face to face visits for people with disabilities. During the CVA distribution, there were no child-friendly spaces but there was access to water, seating and toilets. Generally, due to good organization, there were no long line ups of people to receive the cash assistance. Vulnerable beneficiaries were prioritised for assistance so they could return home early. For house-bound beneficiaries, if there was no alternative, cards were delivered directly to their house.  Hotline operators were trained on how to manage complaints. Volunteers visiting beneficiaries (especially children) followed protocol that included always two or more volunteers as part of the team. <i>(Sources: KIIs; FGDs with volunteers and community members; document review).</i>	
Has the HNS mapped referral pathways for SGBV, Child Protection cases and PSS to appropriately refer survivors? (it is not mandatory for DREF, but it is for Appeal)	Two MHPSS training sessions were conducted to enhance the PSS capacity of GRCS volunteers, with 30 volunteers trained. In-person consultations and targeted messages were subsequently offered to provide emotional support and strengthen coping mechanisms. Community engagement activities aimed to mitigate health and hygiene risks post-flooding. <i>(Sources: KIIs with GRCS; document review).</i>	

<sup>7</sup> <https://go.ifrc.org/countries/71/ns-overview/context-and-structure>

<p><b>MANDATORY 19:</b> Does the operation have interventions target specific needs such as dignity kits, sexual and reproductive health services (health services), child-friendly spaces, etc.</p>	<p>Refer Q18. <i>(Sources: KII with ...; FGDs with community members).</i></p>	
<p><b>Sub-Criteria: Environmental protection and preservation</b></p>	<p><b>Overall rating: 2.5/5</b></p>	
<p><b>Question 1: How effectively are environmental issues integrated into this operation?</b></p>	<p><b>Score: 2.5/5</b>                      5: Environmental considerations were extremely well integrated into the operation.                      4: Environmental considerations were well integrated into the operation.                      3: Environmental considerations were somewhat integrated into the operation.                      2: Environmental considerations were not well integrated into the operation.                      1: Environmental considerations were not reflected in the operation at all.</p>	<p><b>Justification</b>                      As the key operational activity was cash and not NFIs, the environmental impact was moderate to low. Volunteers would nevertheless benefit from more training on environmental waste management after a disaster and practical advice on reducing energy consumption and unnecessary travel.</p>
<p><b>QUESTIONS</b></p>	<p><b>KEY POINTS/OBSERVATIONS AND DATA SOURCES</b></p>	
<p><b>MANDATORY 20:</b> Are there any negative environmental impacts anticipated by this operation? If so, how are they being mitigated?</p>	<p>After the initial clean up of mud and debris from affected houses, the operation was largely CVA-based with limited environmental impact (largely transportation). Possible environmental impact may include inappropriate dumping or burning of flood debris and waste packaging from food items purchased with the gift card. <i>(Sources: KII; FGDs with community members).</i></p>	

## ANNEX 1 - METHODOLOGY

The monitoring representative used a mixed methods approach that included the collection of quantitative and qualitative data through desk reviews, key informant interviews (KII), focus group discussions (FGDs), and direct observations, accompanied by meetings with relevant stakeholders.

### Secondary Data Collection

The monitoring representative conducted a desk review of secondary data that was comprised of the qualitative and quantitative analysis of key documents published as part of the DREF Operation, including:

- DREF Operation documents
- DREF Operation Update
- Operational Terms of Reference (ToR)
- CEA progress reports and CVA and CEA tools developed
- workshop concept note, workshop report and printed distribution materials
- Social Media posts

For a full list of documents reviewed and links to document available online, please see [Annex 3](#).

### Primary Data Collection

#### Interviews, Surveys and Focus Group Discussions

The monitoring representative carried out primary data collection through:

- 20 key informant interviews (KIIs) and;
- 3 focus group discussions (FGD) with 26 participants (15F/11M) with;
- 17 National Society staff (8F/9M) from relevant technical areas involved in the implementation of the DREF
- 6 separate interviews with members of RCRC Movement including:
  - IFRC HDCC unit, Budapest Regional Office (1F);
  - IFRC South Caucasus Country Cluster Delegation (Tbilisi) (2M) and;
  - Austrian Red Cross (2F)
- 2 KIIs with local authorities (2M)
- 2 KIIs with external organizations:
  - National Environmental Agency (2M);
  - TBC Bank (2F)

#### Community Focus Group Discussions

During the field visits to two of the affected regions (Gurjaani and Senaki), the monitoring representative participated in community focus group discussions designed as a post-distribution monitoring and follow up. The group discussions participants were representative of the affected community groups targeted through the DREF operation. The FGDs (see [Annex 2c](#)) included open-ended questions focusing on the successes, challenges, lessons learnt, and efficiency of the support functions throughout the DREF operation. Similar group discussions were conducted with branch volunteers.

The group discussions with the affected communities, community leaders, and branch volunteers mobilized for this operation were developed by the CRC monitoring representative with input from GRCS and CRC support staff.

There were three community group discussions each lasting approximately one hour. A total of 26 individuals (17 community members and 9 volunteers) participated as follows:

- Gurjaani:
  - o One focus group with 5 community members (100% female):
    - recipients of cash (100%)
- Senaki:
  - o One focus group with 12 community members (66% female, 33% male):
    - recipients of cash (100%)
  - o One focus group with 9 branch volunteers (22% female, 78% male)

### **Direct Observation**

The CRC representative's participation in field visits, jointly with the NS staff, was an invaluable experience that strongly contributed to the overall understanding of the response context.

### **Limitations**

Despite the overall well-structured monitoring visit itinerary, there were some limitations, as the monitoring representative was dependent on KII and FGD set up by GRCS. Due to time constraints, with only five working days to compile data, it was not possible to visit all the regions targeted by the operation and the time available for FGD was limited. The decision to visit Gurjaani and Senaki was made by the GRCS team. Additionally, due to delays with financial reporting, the final DREF financial and narrative report of the operation by IFRC (as of August 2024) had still to be posted.

### **Reporting**

Reporting was conducted by Martin de Vries (the monitoring representative), with reviews by Trilce Gervaz, (Officer, International Emergency Response), Maria Alsalem (Manager, International Emergency Response– Financial Assistance to Movement Partners), and Wartini Pramana (PMER Advisor). The reviewer completed the EDAF Monitoring Matrix, having reviewed findings from primary and secondary data, and scoring from interviews, including recommendations for future monitoring missions based on the collected data and observations.

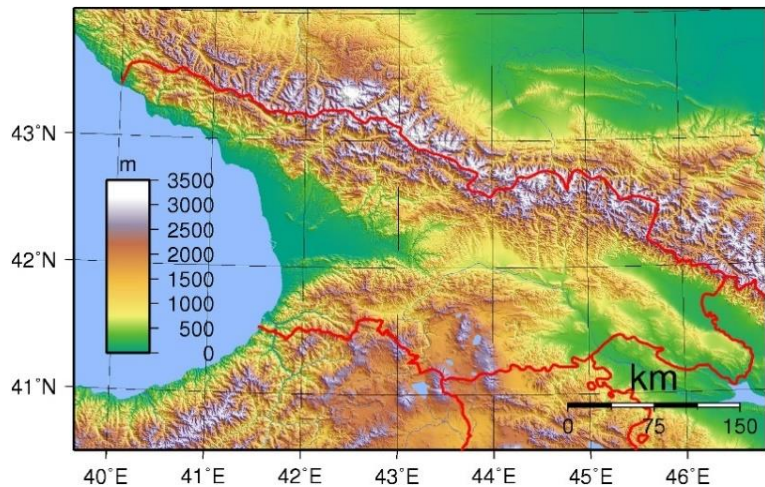
## ANNEX 2 – GEORGIA – TOPOGRAPHY AND CLIMATE

### Situation

*The South Caucasus region and especially Georgia, belongs to the regions distinguished among the world mountainous areas by natural hazards... frequency recurrence, and negative impact on population [making it] ... one of the most vulnerable regions.<sup>8</sup>*

### Topography

Despite its small area, Georgia has one of the most varied topographies of the former Soviet republics. It is among the most mountainous countries in Europe, lying mostly in the Caucasus Mountains, with its northern boundary partly defined by the Greater Caucasus range. The Lesser Caucasus range, which runs parallel to the Turkish and Armenian borders, and the Surami Range, which connects the Greater Caucasus and the Lesser Caucasus, create natural barriers that have contributed to distinct cultural differences within the country.



### Climate

*Over the last 6-7 years, the scale and number of disasters is becoming more common – last year alone there were four major disasters – floods, strong winds, etc... Until last year, tornados had never been seen in Georgia – the first one in 2023 destroyed buildings.*

Mayor of Gurjaani

Due to glacial melting and rainfall patterns, there is an elevated risk of flooding in May/June each year. Due to climate change, average temperatures in Georgia have increased steadily since the 1960s and are projected to rise by more than the global average by the end of the 21st century (between 1.4°C to 4.9°C). This will likely increase the number and severity of heatwaves (especially in Tbilisi), reduce the glacial cover with a corresponding increase in periodic flooding and drought leading to a decrease in agricultural output in poorer rural areas.<sup>9</sup>

<sup>8</sup> [Risk of Natural Hazards in Georgia](#), Tsereteli, et al, 2021. Page 1

<sup>9</sup> [Climate Risk Country Profile](#), Georgia, Asian Development Bank, 2021. Page 2

### ANNEX 3 – PROFILE OF GRCS AND THE FLOOD RESPONSE



**Mission** – To help vulnerable people to overcome the consequences of emergencies and socio-economic crisis in order to protect lives and dignity.

**Vision** – The Red Cross Society in Georgia cares and focuses on alleviating human suffering and promoting an environment free of poverty, violence and misconceptions.<sup>10</sup>

GRCS was founded in 1918. After the Soviet period, the Society resumed its independence in 1995, becoming a formal member of IFRC in 1997. The Society currently has 39 branches across the country, many of whom are financially supported by the local municipality. GRCS can call on approximately 10,400 volunteers (47% male, 53% female) and currently has 194 paid positions (both at HQ in Tbilisi and at the branch level). Staff are mainly women (81%)<sup>11</sup>.

In terms of income, in 2023 the Society increased its current income from Movement and non-Movement donors to GEL 17.2M (approx. CAD 8.7M) from GEL 8.7M (CAD 4.4M) the previous year. Expenditure for both years remains approximately GEL 7.6M (CAD 3.8M).<sup>12</sup>

GRCS has a strong focus on capacity building having completed the IFRC’s Organizational Capacity Assessment and Certification (OCAC) process in 2015 and is currently encouraging branches to complete Branch Organizational Capacity Assessments (BOCA). To date, 26 of 39 branches have undertaken this self-assessment process.<sup>13</sup> PER was completed in 2017<sup>14</sup>.

Since 2008, the GRCS is the only non-state organization to have been assigned specific functions in the Government of Georgia *National Civil Security Plan* (in accordance with the resolution of the Prime Minister #508, December 2015). These functions include:

1. The GRCS participates in search and rescue activities in the zones of emergencies under the coordination of the Emergency Management Agency of the Ministry of Internal Affairs of Georgia.
2. The Society coordinates the activities of non-governmental organisations involved in emergencies.
3. The GRCS is auxiliary body to the Ministry of Labour, Health and Social Affairs of Georgia in provision of primary medical care for injured and preparation of a field hospital.
4. As well, the GRCS is auxiliary to the Ministry of Agriculture of Georgia in provision of food and water during emergencies.<sup>15</sup>

The GRCS Strategic Plan 2021-25 focuses on five global challenges:

1. *Climate and Environmental crisis.*

<sup>10</sup> Georgia Red Cross Society 2023 Report, GRCS, 2023. Page 2

<sup>11</sup> <https://go.ifrc.org/countries/71/ns-overview/context-and-structure>

<sup>12</sup> Financial Reports of the Georgia Red Cross Society, 2022 & 2023: <https://data.ifrc.org/fdrs/national-society/dge001>

<sup>13</sup> GRCS 2023 Report. op cit. Page 16

<sup>14</sup> <https://go.ifrc.org/countries/71/ns-overview/capacity>

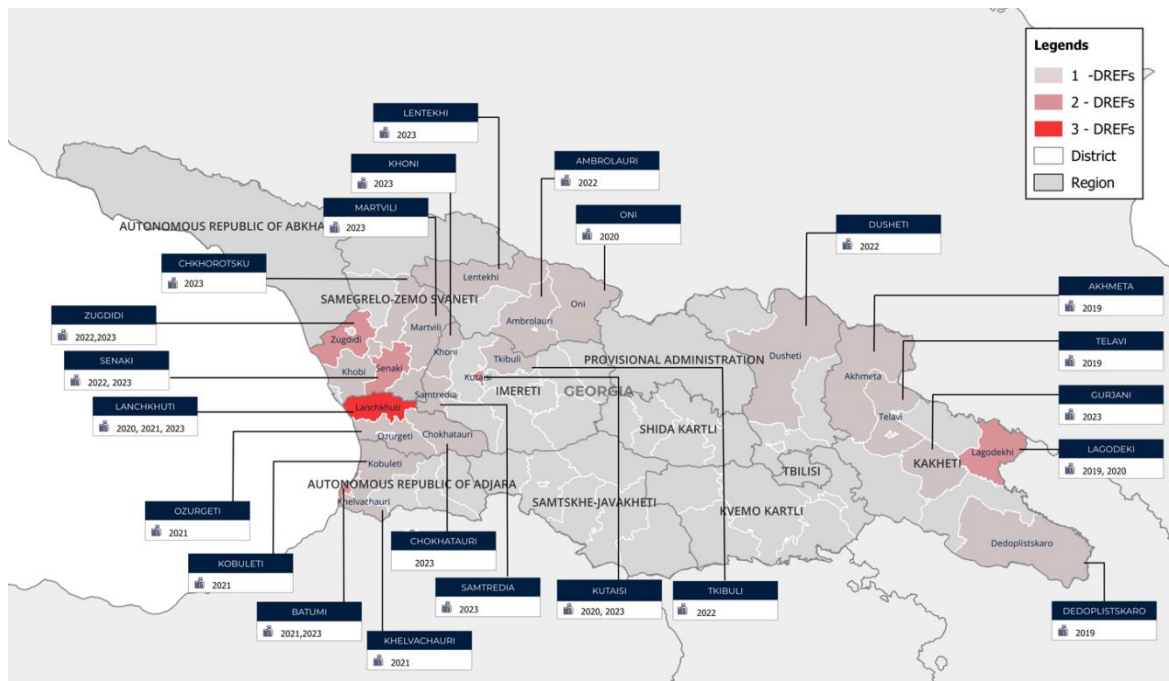
<sup>15</sup> *Strategic Plan Georgia 2021-2025*, GRCS 2021. <https://data.ifrc.org/fdrs/national-society/dge001>

2. Evolving crises and disasters.
3. Growing gaps in health and well-being.
4. Migration and Identity.
5. Values, power and inclusion

For the second challenge which includes disaster response, GRCS pledges: *Our focus over the coming decade will be on responding to and mitigating the vulnerabilities and disadvantages resulting from all types of crises and disasters for all people, especially the most vulnerable, so that they are able to thrive.*<sup>16</sup>

### Previous DREF Operations

GRCS, with the support of the IFRC South Caucasus Country Cluster Delegation (based in Tbilisi), has strong experience responding to disasters in the country (mostly in the rural mountainous parts of the country):



Map credit: IFRC

The most recent four DREFs have been in response to floods:

<sup>16</sup> Ibid. pages 2-3

Start Date	Appeal Type	Appeal Code	Active Operation	Disaster Type	Funding Requirements
2023-06-28	DREF	MDRGE017	<a href="#">Georgia - Flash Floods</a>	Pluvial/Flash Flood	500,000 CHF
2022-07-07	DREF	MDRGE016	<a href="#">Georgia - Floods</a>	Flood	357,773 CHF
2021-10-06	DREF	MDRGE015	<a href="#">Georgia - Floods</a>	Flood	176,860 CHF
2020-08-10	DREF	MDRGE014	<a href="#">Georgia : Floods</a>	Flood	366,800 CHF
2019-07-02	DREF	MDRGE013	<a href="#">Georgia - Demonstration</a>	Civil Unrest	38,138 CHF

## Summary of Operational Changes and Justification

On 26 June, the Georgia Red Cross (GRCS) launched this DREF Operation with the aim of addressing the humanitarian consequences arising from the floods in the provinces of Kakheti, Racha-Lechkhumi and Kvemo (lower) Svaneti. The initial response plan covered only two municipalities in Kakheti and TRacha-Lechkhumi and Kvemo Svaneti Regions, however, due to the widespread impact of the floods, the geographical scope was expanded to encompass 15 municipalities in six regions in total. Accordingly, the regions included are Samegrelo-Zemo Svaneti, Imereti, Guria, and the Adjara Autonomous Republic. Considering that the Georgia Red Cross was already responding in these provinces, the National Society coordinated with the National Government to scale up its response in these areas and address the additional needs generated by the floods, while the Government could focus on the other provinces affected. Consequently, it is important to highlight that although the budget has been increased, the target population has increased compared to the original DREF Plan of Action.

Therefore, through the Operations Update No. 1, the Georgia Red Cross (GRCS) aimed to inform about:

- A budget increase that includes a second allocation of CHF **214,315 for a total DREF budget of CHF 500,000.**
- A timeframe extension of two additional months, for a total of six months (**new end date: 31 December 2023**).

### Main changes of this Operation included:

#### Multipurpose Cash

The overall objective of the operation is to provide livelihoods and basic needs emergency assistance to the people affected by the flash floods, through a Cash and Voucher Assistance modality. The operation aims to cover 9,800 people (2,800 households) in total in 15 municipalities in six regions of the country. All targeted households will receive the assistance. The GRCS has determined the amount of the assistance based on the initial figures provided by the local branches of the GRCS retrieved through coordination with the local authorities.

## **Livelihoods**

The information collected through the multi-sectoral assessments sufficed to opt for multipurpose cash instead of a livelihood's intervention. Therefore, the specialized livelihoods assessment was removed from the budget. Nevertheless, the significance of livelihood programming is not dismissed. Integrating this focus is seen as vital within the context of the CVA approach and the National Society's endeavours in the target regions, forming an integral part of the broader relief and recovery initiatives, where feasible.

## NS Strengthening

GRCS will provide covering GRCS volunteers by insurance, incentives, and reimbursement of cost for communication and transportation and food. 5 GRCS recruited staff will be involved in the operation.

The summary of budgetary changes is listed below.

	Initial (2023-06-30)	Update (2023-08-02)
<b>Livelihoods and multi-purpose cash</b>	Initial: CHF 226,194	Final: CHF 388,406
<b>Health</b>	Initial: CHF 4,846	Final: CHF 4,846
<b>CEA</b>	Initial: CHF 10,064	Final: CHF 10,064
<b>Secretariat Services</b>	Initial: CHF 9,505	Final: CHF 17,706
<b>NSD</b>	Initial: CHF 35,076	Final: CHF 78,979

## DREF Operation Targeting Strategy

### Total Targeted Population

Women	5,096	Rural	-
Girls (under 18)	-	Urban	-
Men	4,704	People with disabilities (estimated)	2.7%
Boys (under 18)	-		
Total targeted population	<b>9,800</b>		

Source: [DREF Operation Update \(MDRGE017\) - Georgia - Flash Floods 2023](#)

## ANNEX 4 – MONITORING MISSION TERMS OF REFERENCE

### TERMS OF REFERENCE

#### Monitoring Mission: Emergency Disaster Assistance Fund (EDAF), Canadian Red Cross

<b>NAME OF OPERATION</b>	Georgia – Flash Floods 2023
<b>APPEAL NUMBER</b>	<a href="#">MDRGE017</a>
<b>DATES</b>	July 7-13, 2024
<b>LOCATION(S)</b>	Georgia (Tbilisi, Senaki and Gurjaani Municipalities)
<b>PARTICIPANT(S)</b>	Martin de Vries – Senior Manager, International Emergencies (Canadian Red Cross)

#### BACKGROUND:

Since June 15th, 2023, 15 municipalities across six regions of Georgia have faced severe impacts from unexpected storms, heavy rainfall, and flash floods, affecting both urban and rural areas. In rural regions, the disaster devastated the agricultural sector, damaging fields, destroying crops, and causing livestock losses. Urban areas experienced flooding in central streets and ground floors of buildings, disrupting transportation and infrastructure. Additionally, roads were destroyed, and vital infrastructure like bridges and power transmission towers suffered damage. The series of storms and floods left approximately 350,000 people in need of basic livelihood support. The socio-economic context of Georgia amplifies the impact of the disaster, particularly in rural areas where poverty rates are high and access to basic infrastructure is limited.

On June 30th, 2023, the International Federation of Red Cross and Red Crescent Societies (IFRC) allocated CHF 285,685 from the Disaster Relief Emergency Fund (DREF) to the Georgia Red Cross Society (GRCS) for flood response in Kakheti, Racha-Lechkhumi, and Kvemo Svaneti over four months ([MDRGE017](#)). This allocation aimed to provide timely cash and voucher assistance to address immediate needs and offer psychosocial support and cleaning services to affected populations. On August 2nd, 2023, an additional CHF 214,315 was allocated, totalling CHF 500,000. This additional funding, as outlined in the [DREF Update](#), aimed to extend support to Adjara Autonomous Republic, Guria, Imereti, Kakheti, Racha-Lechkhumi, Kvemo Svaneti, Samegrelo, and Zemo Svaneti, all impacted by the flooding.

With the mobilization of 100 volunteers across GRCS branches in the affected region, efforts were concentrated on assessing household situations and providing vital support such as evacuations, psychosocial assistance, and sanitation measures. These endeavours were closely coordinated with local authorities, ensuring effective collaboration in addressing urgent needs identified through initial assessments, including access to essential food, hygiene items, and livelihood support. The GRCS emphasizes adherence to IFRC's minimum standards of Protection, Gender, and Inclusion (PGI) and principles centred around dignity, access, participation, and safety (DAPS) in its interventions. Information dissemination was prioritized through the GRCS helpline and community engagement initiatives, addressing the crucial aspect of accessibility amid a general lack of government support awareness. Moreover, GRCS volunteers were particularly focused on

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assisting vulnerable groups like the elderly and individuals with disabilities, ensuring that response efforts are inclusive and responsive to diverse needs. The establishment of crisis management protocols and contingency plans underscored GRCS's commitment to preparedness and effective emergency response, bolstered by support from the IFRC Country Cluster Delegation.

The operational objective of this DREF was to provide rapid emergency assistance to the flood-affected people to address their urgent needs, mainly livelihoods and basic needs, with a timely cash and voucher assistance modality.

The operation aimed to cover 5,775 people (1,650 households) in total, i.e. 5,250 people (1,500 households) in Gurjaani municipality, and 525 People (150 households) in Lentekhi municipality. All targeted households were to receive assistance. The GRCS determined the amount to be assisted based on the initial figures provided by the local branches of the GRCS in coordination with the local authorities.

Furthermore, the response strategy to the flooding disaster in Georgia underwent adaptations to address the evolving needs of the affected communities. Initially limited to two municipalities, the geographical scope expanded to cover a broader area, spanning across six regions. This expansion reflected the widespread impact of floods, reaching a total of 15 municipalities. To ensure targeted assistance, the focus shifted towards prioritizing the most vulnerable households, as identified through established vulnerability criteria. Additionally, a shift in assistance modality occurred, with the adaptation of debit cards for aid delivery replacing the previous voucher system. The adjustment aimed to streamline assistance distribution and ensure equitable support for affected individuals across all impacted regions. These strategic changes were deemed essential to effectively reach those most in need (See Annex A for more details on the DREF updates).

#### CRC Contributions to the Response:

Funds from the Global Affairs Canada (GAC) funded Emergency Disaster Assistance Fund (EDAF) in the amount of CAD 40,000 were contributed as a replenishment of the DREF on the occasion of the [DREF Operation](#) and [Update](#).

As part of its role to provide oversight of Canadian contributions to emergency response operations and CRC's efforts to ensure the quality of operations and level of accountability to all its stakeholders, a mission to Georgia is proposed to monitor the implementation of the [DREF](#) Operation (as per the DREF Application and Budget) and the contributions of the EDAF project. CRC has an internal selection process of GAC-supported IFRC operations, and this DREF Operation ([MDRGE017](#)), was selected for the monitoring mission. The selection was approved by IFRC, and CRC proposes that the mission be conducted in June 2024, in coordination with the plans and priorities of the Georgia Red Cross.

#### **OBJECTIVES:**

- Review the progress to date against the planned objectives/outputs/activities in the agreed DREF Operation Application and Budget.

- Establish key achievements, challenges, and lessons learned within the DREF Operation, with the goal of identifying priority areas where CRC and GAC could consider further investments/advocacy, including at the DREF Advisory Group.

**OUTPUT(S):**

- CRC EDAF Monitoring Report (including relevant annexes) using EDAF Monitoring template. The report is to integrate key cross-cutting themes (PGI, localisation, environment).

**SCOPE:**

- The EDAF monitoring mission will be carried out at national headquarters level in Tbilisi as well as in area(s) targeted by the DREF Operation activities (to be confirmed with GRCS) for a period of approximately one week.

**ACTIVITIES PLANNED:**

The EDAF monitoring mission will be carried out **July 7-13, 2024**. Activity/schedule to be confirmed in line with the GRCS recommendations but tentatively:

Sun 7 July	<b>Arrive Tbilisi</b> <i>Pick up from the airport.</i>
Mon 8 July	<b>Tbilisi.</b> Visit to GRCS HQ <ul style="list-style-type: none"> <li>• Introductions</li> <li>• Security briefing</li> <li>• Meeting with HQ staff: DM, Finance, Volunteer Management, Reporting, PGIE focal point/Hotline, MHPSS/Health, etc...</li> <li>• Meeting with IFRC Tbilisi staff supporting the DREF operation</li> </ul> <i>Hotel in Tbilisi to be booked by GRCS Logistics – relatively close to HQ</i>
Tue 9 July	<b>Day trip to Gurjaani Municipality.</b> <ul style="list-style-type: none"> <li>• Key informant interviews with local authorities, branch staff and volunteers involved in the DREF operation.</li> <li>• Focus group discussions with communities receiving DREF assistance</li> </ul> <i>Overnight in Tbilisi</i>
Wed 10 July	<b>Visit to Senaki Municipality.</b> <ul style="list-style-type: none"> <li>• Key informant interviews with local authorities, branch staff and volunteers involved in the DREF operation.</li> <li>• Focus group discussions with communities receiving DREF assistance</li> </ul> <i>Overnight in Senaki</i>
Thu 11 July	<b>Visit to Senaki Municipality.</b> <ul style="list-style-type: none"> <li>• Key informant interviews with, local authorities, branch staff and volunteers involved in the DREF operation.</li> <li>• Focus group discussions with communities receiving DREF assistance</li> </ul> <i>Overnight in Tbilisi</i>
Fri 12 July	<b>Tbilisi.</b> <ul style="list-style-type: none"> <li>• Meetings with National Government authorities (if possible): <ul style="list-style-type: none"> <li>○ National Environmental Agency – weather</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Emergency Management Service, Min of Internal Affairs</li> <li>● TBC Bank (if possible)</li> <li>● ICRC (if time)</li> <li>● IFRC</li> <li>● NS (Swiss, Italian, Austrian RC) (if time)</li> </ul> <p>Presentation of initial findings to GRCS senior management <i>Overnight in Tbilisi</i></p>
<b>Sat 13 July</b>	<b>Depart Tbilisi</b>

**METHODOLOGY:**

- Desk review of secondary data
- Direct observation (structured and unstructured)
- Focus Group Discussions (in-person as per the visit agenda):
  - Populations targeted through the DREF operation (and those not targeted if time available), ensuring the sample is representative of all groups (and separated as required to ensure open discussion, e.g., men/women, children, elderly, people living with disabilities, etc.)
  - GRCS volunteers
- Key informant interviews (virtual and in-person, as per the visit agenda)
  - GRCS staff from relevant technical areas, and respective areas targeted by the DREF operation at HQ and branch level
  - Members of the RCRC Movement including IFRC CCD Team, PNSs (as relevant)
  - External partners including in-country INGOs, Government, and United Nations (as relevant)

**RESOURCES:**

CRC will be responsible for the international costs, from the allocation that has been retained. The GRCS will be responsible for preparing the budget for the in-country costs utilizing the allocation that has been made.

<b>Expense Line</b>	<b>Estimated Cost</b>	<b>Team</b>
Flights	<i>To be added by CRC</i>	CRC
Per diem for CRC Monitoring staff	<i>To be added by CRC</i>	CRC
Accommodation for CRC staff (Tbilisi)	<i>To be added by CRC</i>	CRC
Hotel expense for GRCS staff during the field mission (if applic.)	For discussion with GRCS team	CRC
Fuel for field mission	For discussion with GRCS team	CRC
Access to vehicle for field mission		GRCS
Access to GRCS staff, including for field mission		GRCS
Per diem for GRCS staff during field mission (if applicable)	For discussion with GRCS team	GRCS

**TEAM COMPOSITION:**

Martin de Vries – Senior Manager, International Emergencies

**KEY CONTACTS:**

Maria Alsalem – Manager, International Emergency Response

Celine McGarvey – Interim Director, International Emergency Response

Wartini Pramana – Senior Advisor, Planning, Monitoring, Reporting and Evaluation

## **ANNEX 5 – FOCUS GROUP DISCUSSION & KEY INFORMANT INTERVIEW GUIDES**

Questionnaires for focus groups and interviews with key informants DREF Floods 2023

Presentation

- This is a compilation of brief questionnaires aimed at identifying lessons learned and good practices derived from the DREF Floods 2023.
- These questionnaires investigate the causes that would explain the findings detected in the surveys applied.
- To facilitate analysis (cross-sectional), the questionnaires have the same thematic scheme.
- This analysis will allow the NS to adjust its response to future emergencies, and consolidate the good practices detected.

Below you will find the list of questionnaires included in this document:

Internal KII questions

- Senior Management GRCS/IFRC
- Operations
- Finance
- PMER

Internal focus groups:

- Volunteer staff
- Branch leaders

External:

- Local government representatives
- CVA recipient community

### **GRCS/IFRC Senior Management**

#### **Lessons Learned**

- What were the reasons to focus on cash voucher assistance for the 2023 operation?
- What were the challenges in implementing the CVA program? What was learned for future operations to improve a similar program?
- Georgia RC has responded to flood and other disasters in the past. What other lessons learned from these earlier operations were applied to the 2023 operation?
- How many staff and volunteers were mobilized for this operation? Were there enough volunteers to undertake all the work? If not, what would be the ideal number of volunteers in case there is a similar disaster in the future?
- I understand that due to government regulations, there were delays in setting up the pre-paid bank card program. Does GRCS now have an active Financial Service Provider agreement? Has there been any progress in requesting more flexibility from the NBG regarding the use of these cards during emergencies?
- I understand that following the emergency, it was decided to support municipal-level contingency planning for Senaki and Gurjaani. Has this been completed? If so, would it be

possible to share these plans? Is it planned to expand the number of contingency plans beyond the two municipalities currently identified?

- With the improvements to the forecasting system by the National Emergency Agency, is GRCS planning to reconsider applying for DREF anticipatory action financing for future flood operations? If not for floods, is it being planned for heat waves?
- Was a Plan of Action developed for this operation? If so, is it possible to share a copy?
- Does GRC have an Emergency Operations Centre?
- Was it activated for this operation? If not, what were the reasons?

#### **Achieve Targets**

- How was the number of 2,800 households / 9,800 beneficiaries decided?

#### **Coordination**

- How did GRC coordinate the response with other agencies (IFRC, other NS, NGOs, government departments, etc.)? Were there any challenges in coordination? If so, how were they managed?
- Apart from IFRC DREF assistance, did GRC receive any other assistance from other agencies (e.g., other NS, NGOs, government departments, etc.)? If so, how was this other assistance tracked and reported?
- **PGIE**
- Have the staff and/or volunteers received any protection, gender, inclusion and engagement training? Is this being planned?
- Do you have any data on male/female percentages at GRCS? Does GRCS have a target to equalize the number of M/F members?

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### **Operations Team**

#### **Processes**

- Did the operation use any pre-positioned relief stocks?
- Were there any challenges accessing enough transportation to implement the program?
- Were there any issues with the speed of purchasing needed equipment and supplies?
- Did IFRC provide support? If so, in what way?

#### **Beneficiary Criteria and Data**

- How was the number of 2,800 households / 9,800 beneficiaries decided?
- For the selection criteria, I understand that the DREF team decided to use a combination of two criteria: 1. Households living below the poverty line already registered by the local government and 2. Households that suffered severe damage to their property. Out of the 2,800 HH assisted, how many were in category 1 and how many were in category 2? How many were in both categories?
- Is there beneficiary data for sex, age, disability, etc.?
- How many of the 9,800 beneficiaries were older than 65?
- In the operation reports, the percentage of people with disabilities was calculated as 2.7%. Are there details on how this was calculated?

### **Beneficiary Selection/Communication**

- How was the local government list of HH living below the poverty line validated?
- Was the list displayed publicly for feedback and validation?
- Were there other organizations assisting the same population? Was the GRC list of beneficiaries checked with these other organizations?
- For the 2023 Flash Floods Operation, GRCS covered 10 municipalities out of the 15 affected as the other 5 were assisted by non-RC programs. What were these other programs – were they providing the same level of assistance as the CVA program?

### **CVA Issues**

- I understand that the GRCS Standard Operating Protocols for CVA distributions has been updated. Is it possible to share this?
- Had volunteers and/or staff received needs assessment training? Is there a need for additional training to better prepare for future disasters?
- How was the CVA amount of GEL 350 per HH calculated?
- How many of the 2,800 pre-paid bank cards had problems (blocked, damaged, stolen, etc.)? How were these issues resolved?
- Do you have any post distribution monitoring reports that can be shared for this review?
- I understand there were delays in setting up the pre-paid bank card program. Does GRCS now have an active FSP agreement? Has there been any progress in requesting more flexibility from the NBG regarding the use of these cards during emergencies?

### **Assessments/PMER**

- Following the flooding in June-July 2023, I understand that the local authorities undertook an initial needs assessment. Does GRCS have a copy that can be shared for this review?
- I understand that GRCS undertook a detailed Assessment Survey in Oct 2023. Is it possible to share a copy?
- What were the challenges in undertaking a comprehensive market assessment during the operation?
- Do you have copies of the three joint IFRC/GRCS monitoring visits reports during the period of the operation?
- Was a monitoring and evaluation plan developed for this operation? If so, is there a copy that can be shared?
- I understand that there were focus group discussions on the operation during 23-25 January 2024. Is there a report that can be shared?
- I believe a Lessons Learned workshop for this operation was also held in early 2024 after the distributions had been successfully completed. Do you have copies of the presentations and/or workshop report that can be shared?

### **Community Engagement and Accountability**

- I understand that GRCS developed a Communications Plan for this operation. Is it possible to share a copy?
- What community engagement and accountability measures were set up for this operation (e.g. Hotline, radio announcements, social media, community meetings, pamphlets, etc.)?
- Why were these chosen? Were they effective? What could be improved for future operations?

- Do you have a copy of the Frequently Asked Questions doc and cash card information leaflet that were distributed to beneficiaries?
- Did the branch staff and volunteers receive training on CEA measures? If so, what sort of training?
- Did GRCS collect any data on the hotline calls that can be shared e.g. types of calls – problems with cards, problems with transport, questions about beneficiary criteria, etc.?

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### Health Team

- I understand that during the rapid needs assessment in the affected districts, GRCS volunteers identified a very high likelihood of water borne disease risk – did this occur or was it mitigated by quick infrastructure repairs?
- I understand there were two MHPSS training sessions for volunteers. How many volunteers were trained in these two sessions? Have there been any community assessments on the results of the health program (distribution of educational and informational materials and MHPSS-trained volunteers)?

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### Finance Team

#### Funding

- Were there any delays in receiving DREF funds from IFRC? If so, did this affect the operation and what could be done differently for future operations?
- Were there enough funds to complete all the activities? If not, why not?
- Was there a need to reallocate funds within the project during implementation? If so, for which sector and why?
- Has the financial report for the 2023 Flash Floods DREF operation been finalized? If not, what is holding up this process?

#### Transfers

- Were there any challenges (e.g. lengthy procedures, timeliness) in transferring funding to GRC branches for the operation? If so, what would be done differently for future operations?

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### Cross-Cutting Issues

#### PGIE

- What sort of protection, gender, inclusion and engagement training have the staff and volunteers received?
- How many GRC are male/female? Does GRC have a target to ensure the same number of M/F members?
- What protection, gender, inclusion and engagement measures were taken for this operation (e.g. dignity kits, health services, child friendly spaces, etc.)? Were they effective? What could be improved for future operations?
- Were the staff and volunteers aware of which agencies could assist with enquiries regarding gender-based violence, child protection and psychosocial support?

**Environment**

- Were you aware of any potential negative environmental impacts from this operation (e.g. waste package materials, etc.). Were any measures taken to minimize this impact?
- 

**Focus group (Internal) – Volunteer staff**

Number of people attending the FGD:

Men	7
Women	5
<b>Total</b>	<b>12</b>

Introduction: *Please allow me to introduce myself, my name is Martin de Vries and I work for Canadian RC as a Senior Manager for Shelter Construction Engineering and WASH. Canadian RC was one of the funders for the Flash Floods response operation in June/July last year. As volunteers, you constitute the heart of the RC Movement. I am here with Georgian RC to hear from you what went well and what can be done to further improve future responses. For this reason, I would be most grateful if you could share your thoughts about the relief, health and cash distributions. Please be assured your responses will remain anonymous.*

**1. Initial response.**

*Please think back to the early days of the response.*

- What were the immediate needs of the community? Were they met? How could RC have done better?
- Please tell us how you are involved; and what your role and responsibilities are in the response
- Please tell us what training you received to assist with supporting the response operation Was the training useful? If yes, why? If not, why not? Is there any other training that would have been useful to help you carry out the activities? Was there anything missing in these trainings?
- Did you receive any equipment or materials for this operation? If yes, was it useful? If it was not useful – what were the reasons? Was there any additional equipment or materials that would have been useful?
- Were there any other organizations or government departments also assisting? How were you working together?
- How could the communities be better prepared for future emergencies?
- How could RC help these communities be better prepared? Training? Pre-positioning of emergency items e.g. buckets, kitchen sets, etc...?
- Do you have any suggestions on how RC can be more environmentally friendly? E.g. reducing unnecessary waste, sharing cars, turning off lights, etc...

**2. Good practices: (Ask staff and ask follow-up questions if required)**

- What went well during the overall response operation?
- What was the best thing that RC did during the operation?

**3. Lessons learned: (Ask staff and ask follow-up questions if required)**

- If there was a similar operation next year, what could be further improved about the recent response operation?
- In particular, what could be done to improve the cash card distribution for future operations?
- Is there anything we have not covered that you would like to share?
- Please....what questions do you have for us?

#### **4. Closing of assignment and next steps:**

*Thank you for your participation, the data collected will be used to prepare an internal report that will be used to improve RC operations not just in Georgia but globally. If you have any additional thoughts, please feel free to send me an email via [mdevries@redcross.ca](mailto:mdevries@redcross.ca). I would like to thank you again for your participation – it was a privilege speaking with you on this important operation.*

#### **Focus group (Internal) – Branch staff:**

Number of people attending the FGD:

Men	2
Women	3
<b>Total</b>	<b>5</b>

*Introduction: Please allow me to introduce myself, my name is Martin de Vries and I work for Canadian RC as a Senior Manager for Shelter Construction Engineering and WASH. Canadian RC was one of the funders for the Flash Floods response operation in June/July last year. As branch members, you constitute the heart of the RC Movement. I am here to hear from you what went well and what can be done to further improve future responses. For this reason, I would be most grateful if you could share your thoughts about the relief, health and cash distributions. Please be assured your responses will remain anonymous.*

#### **1. Initial response.**

*Please think back to the early days of the response.*

- What were the immediate needs of the community? How were the needs assessed? Did the assessment include the most vulnerable members of the community? Was the assessment coordinated with national authorities (local or central)? Did the affected community participate in defining the needs? Were women consulted on the needs?
- Were these needs met? What was the role of RC? How could RC have done better?
- Were there any other organizations or government departments also assisting?
- What was your role during these first few days?
- How were the beneficiaries (especially those that were vulnerable) identified? What was the role of GRC to validate the list? Were the lists publicly posted to allow feedback from the community?
- How could the communities be better prepared for future emergencies?
- How could RC help these communities be better prepared? Training? Pre-positioning of emergency items e.g. buckets, kitchen sets, etc...?
- Do you have any suggestions on how RC can be more environmentally friendly? E.g. reducing unnecessary waste, sharing cars, turning off lights, etc...

#### **2. Good practices: (Ask staff and ask follow-up questions if required)**

- What went well during the recent response operation?
- What were the two best things that RC did during the operation?

**3. Lessons learned: (Ask staff and ask follow-up questions if required)**

- How was communication, reporting and coordination with GRCS HQ during this operation? Could anything have been improved?
- Would the volunteers have benefited from more training? If so, what type of training?
- If there was a similar operation next year, what could be further improved about the recent response operation?
- In particular, what could be done to improve the cash card distribution for future operations?
- Is there anything we have not covered that you would like to share?
- Please....what questions do you have for us?

**4. Closing of assignment and next steps:**

*Thank you for your participation, the data collected will be used to prepare an internal report that will be used to improve RC operations not just in Georgia but globally. If you have any additional thoughts, please feel free to send me an email via [mdevries@redcross.ca](mailto:mdevries@redcross.ca). I would like to thank you again for your participation – it was a privilege speaking with you on this important operation.*

**KII (internal) – Branch Manager**

- How was communication, reporting and coordination with GRCS HQ during this operation? Could anything have been improved?
- How were the beneficiaries (especially those that were vulnerable) identified? What was the role of GRC to validate the list? Were the lists publicly posted to allow feedback from the community?
- What were the immediate needs of the community? How were the needs assessed? Did the assessment include the most vulnerable members of the community? Was the assessment coordinated with national authorities (local or central)? Did the affected community participate in defining the needs? Were women consulted on the needs?
- What went well during the recent response operation?
- How could the communities be better prepared for future emergencies?
- How could RC help these communities be better prepared? Training? Pre-positioning of emergency items e.g. buckets, kitchen sets, etc.?
- How many volunteers did you have during the emergency? What would be the ideal number?
- What training have volunteers received?
- Would the volunteers have benefited from more training? If so, what type of training?
- If there was a similar operation next year, what could be further improved about the recent response operation?
- Re: cash card distribution – how did beneficiaries receive their cards?
- Were there cases where some could not come to the GRCS branch office to collect their cards? How were they assisted? How many HH had mobility issues?
- At the distribution points, what were the PGI elements e.g. access to water, latrines, sitting areas, etc.
- Have any of the volunteers undergone PGI training?
- What could be done to improve the cash card distribution for future operations?

- Do you have any suggestions on how RC can be more environmentally friendly? E.g. reducing unnecessary waste, sharing cars, turning off lights, etc.
- Is there anything we have not covered that you would like to share?
- Please....what questions do you have for us?

**KII (External) - Representatives of City Hall**

- a. What was the extent of the flooding in June and July 2023 in Gurjaani? Why was this flooding exceptional?
- b. What was the role of the municipality in responding to the flooding?
- c. Did you receive support from other agencies or organizations?
- d. How was the response to the flooding coordinated? Who led the coordination?
- e. What was the role of GRCS in supporting the affected population?
- f. Would you have liked additional support from GRCS? If so, type e.g. training, materials, information, etc.?
- g. Was there any municipal assistance given to individual households affected by the flooding? If so, what type of assistance was provided and to whom?
- h. GRCS provided a pre-paid cash card to vulnerable members of the community. My understanding is that the list was based on families living below the poverty line as well as those whose houses were most damaged by the floods. How often does the municipality update the list of families living below the poverty line? Does the data include gender, age, disability, etc.? GRCS cross checked the list before starting the distribution of pre-paid cash cards – a few changes were made as a result. Were these changes used to update the list?
- i. Re: GRCS cash card distribution – did community members know how to contact GRCS in case of questions or concerns?
- j. Overall, what went well in the response to the flooding? Have the repairs to infrastructure been completed?
- k. If there was a similar flood next year, what could be further improved about the recent response operation?
- l. How could the communities be better prepared for future emergencies?
- m. What do you think the role of GRCS could be to help these communities be better prepared? Training? Pre-positioning of emergency items e.g. buckets, kitchen sets, etc.?
- n. I understand that GRCS is assisting with the development of contingency planning in Gurjaani. What steps have been taken to date? Has this been completed?
- o. Do you have any questions for us?

**Focus groups (External) CVA recipient community:**

Number of people attending the FGD:

Men	8
Women	13
<b>Total</b>	<b>21</b>

- Were vulnerable groups present (elderly, disabled etc.)?
- Was everyone able to participate in the discussion equally? Y/N
- Were any community leaders present during the discussion? Y/N
- Type of FGD:

- Beneficiaries
- Non-Beneficiaries
- Community representatives/ leaders

**1. Initial response.**

*Please think back to the early days of the floods.*

- Were you or your family affected by the flooding? And if yes, how were you affected?
- What were your immediate needs? Were you consulted on your needs? Were they met? What assistance did you receive and from whom?
- Which organizations (government or non-government) were working with the affected communities from the early days?
- How did RC help? Were you able to reach RC if/when needed? Were the RC teams equally M/W? if not, was it mainly M or W?
- Please can you tell us if you think that the most vulnerable people have been supported (including by the Red Cross) following the flooding. If YES, why, and what makes them the most vulnerable in the affected population? If NO, why not, and who are the most vulnerable people in the affected population?
- How do you think your community could be better prepared for future emergencies?
- How could RC help your community to be better prepared? Training? Pre-positioning of emergency items e.g. buckets, kitchen sets, etc.?

**2. Good practices: (Ask staff and ask follow-up questions if required)**

- Can you recall the date when you received the cash assistance from RC?
- What information did you get about the RC cash assistance program? How did you get the information (via social media, pamphlet, community meeting, etc.)?
- When you received the cash, what were your primary needs at that point? Was the cash useful?
- Were there any difficulties in using the card?
- Did you have to pay any fees to use the card?
- Did you know who to contact in case of difficulties?
- What were the two best things that RC did during the operation?

**3. Lessons learned: (Ask staff and ask follow-up questions if required)**

- What were two things that RC could improve for future assistance?
- How could a similar cash assistance program be improved?
- In your view, what should be the best way for RC to share and keep communities updated on the assistance program?

**4. Closing of assignment and next steps:**

- Is there anything we have not covered that you would like to share?
- Please....what questions do you have for us?

*Thank you for your participation, the data collected will be used to prepare an internal report that will be used to improve RC operations not just in Georgia but globally. If you have any additional thoughts,*

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*please feel free to send me an email via [mdevries@redcross.ca](mailto:mdevries@redcross.ca). I would like to thank you again for your participation – it was a privilege speaking with you on this important operation.*

## ANNEX 6 – LIST OF DOCUMENTS REVIEWED

1. [DREF Operation \(MDRGE017\) - Georgia - Flash Floods 2023](#)
2. [DREF Operation Update \(MDRGE017\) - Georgia - Flash Floods 2023](#)
3. DREF Operation Final Report (MDRGE017) – Georgia – Flash Floods 2023 (draft)
4. Go Platform report: [GEO: Pluvial/Flash Flood - 2023-06 - Flash Floods in Eastern Georgia, Heavy Rainfall in Western Georgia](#)
5. Go Platform report: [GEO: Flood - 2023-07 - Heavy Rains in Western Georgia #2 \(2023-07-13\)](#)
6. Go Platform report: [GEO: Landslide - 2023-08 - Landslide and Mudslide In Shovi Resort, Georgia #3 \(2023-08-04\)](#)
7. [GRCS Website](#)
8. [GRCS Facebook Page](#)
9. *Strategic Plan Georgia 2021-2025*, GRCS 2021. <https://data.ifrc.org/fdrs/national-society/dge001>
10. Georgia Red Cross Society 2023 Annual Report, GRCS, 2023.
11. Financial Reports of the Georgia Red Cross Society, 2022 & 2023: <https://data.ifrc.org/fdrs/national-society/dge001>
12. [Climate Risk Country Profile](#), Georgia, Asian Development Bank, 2021.
13. Gurjaani Municipality Floods Report [trans], National Environment Agency, Tbilisi, 2023
14. <https://www.preventionweb.net/news/channelling-safer-future-how-georgia-engineering-climate-resilient-future-safe-floods>
15. <https://reliefweb.int/report/georgia/climate-risk-country-profile-georgia>
16. sEAP presentation Georgien workshop November 2023.PDF, Austrian RC/IFRC
17. Summary sEAP Workshop Georgia 28th Nov-1st Dec 2023.PDF, Austrian RC/IFRC

**ANNEX 7 – LIST OF INTERVIEWS & FOCUS GROUP DISCUSSIONS (FGDs)**

Name	Title	Organization	Date Interviewed
Anya Blum / Ina Girard (via MS Teams)	Program Manager, Cooperation and International Cooperation	Austrian RC	5 June 2024
Ágnes Rajacic (via MS Teams)	Sr DREF Officer, HDCC unit, Budapest Regional Office	IFRC	10 June 2024
Dzmitry Rusakov (via MS Teams)	Disaster Management Delegate, South Caucasus Country Cluster Delegation (Tbilisi)	IFRC	12 June 2024
Kakha Mamuladze	Deputy Secretary General/Head of Disaster Management Department	GRCS	8 July 2024
Qristi Jiqia / Mariam Romelashvili (in person)	Head of Finance Department (Qristi) / Head of Legal Department (Mariam)	GRCS	8 July 2024
Dzmitry Rusakov (in person)	Disaster Management Delegate, South Caucasus Country Cluster Delegation (Tbilisi)	IFRC	8 July 2024
Zurab Tutarashvili, Nika Skamkochaishvili (in person)	Head of Logistics Department	GRCS	8 July 2024
Mariam Pirtakhia (in person)	Hotline/MHPSS	GRCS	8 July 2024
Mariam Nikolashvili (in person)	PGI Focal Point / Head of Youth and Volunteer Development Department	GRCS	8 July 2024
Giorgi Kobiashvili (online) / Archil Kolbaia (in person)	IT/IM	GRCS	8 July 2024
Giorgi Machavariani (in person)	Mayor	Gurjaani Municipality	9 July 2024
FGD (in person) at Gurjaani Branch Office	Gurjaani beneficiaries	-	9 July 2024
Julieta Pilishvili (in person)	Gurjaani Branch Manager	GRCS	9 July 2024
FGD at Senaki Branch Office	Senaki beneficiaries	-	10 July 2024
Shorena Khurtsilava / Roman Avaliani (in person)	Senaki Branch Manager / Head	GRCS	10 July 2024
Mr. Vakhtang Gadelia (in person)	Mayor	Senaki Municipality	11 July 2024
FGD (in person)	Senaki Branch Volunteers	GRCS	11 July 2024
Hanifi Kinaci (in person)	Cash & Voucher Assistance Delegate, South Caucasus Country Cluster Delegation (Tbilisi)	IFRC	12 July 2024
Irinka Labartkava (in person)	Fundraising	GRCS	12 July 2024
Teiko Chikviladze / Ana Lomtadidze (in person)	Health / CEA	GRCS	12 July 2024
Irakli Megrelidze (in person)	Deputy Head of Dept of Hydrometeorology	Nat. Environmental Agency	12 July 2024
Nino Osepaishvili / Kakha Mamuladze	Secretary General / Deputy SG	GRCS	12 July 2024
Nata Shengelia / Dea Kupradze	Corporate Banker	TBC	12 July 2024