

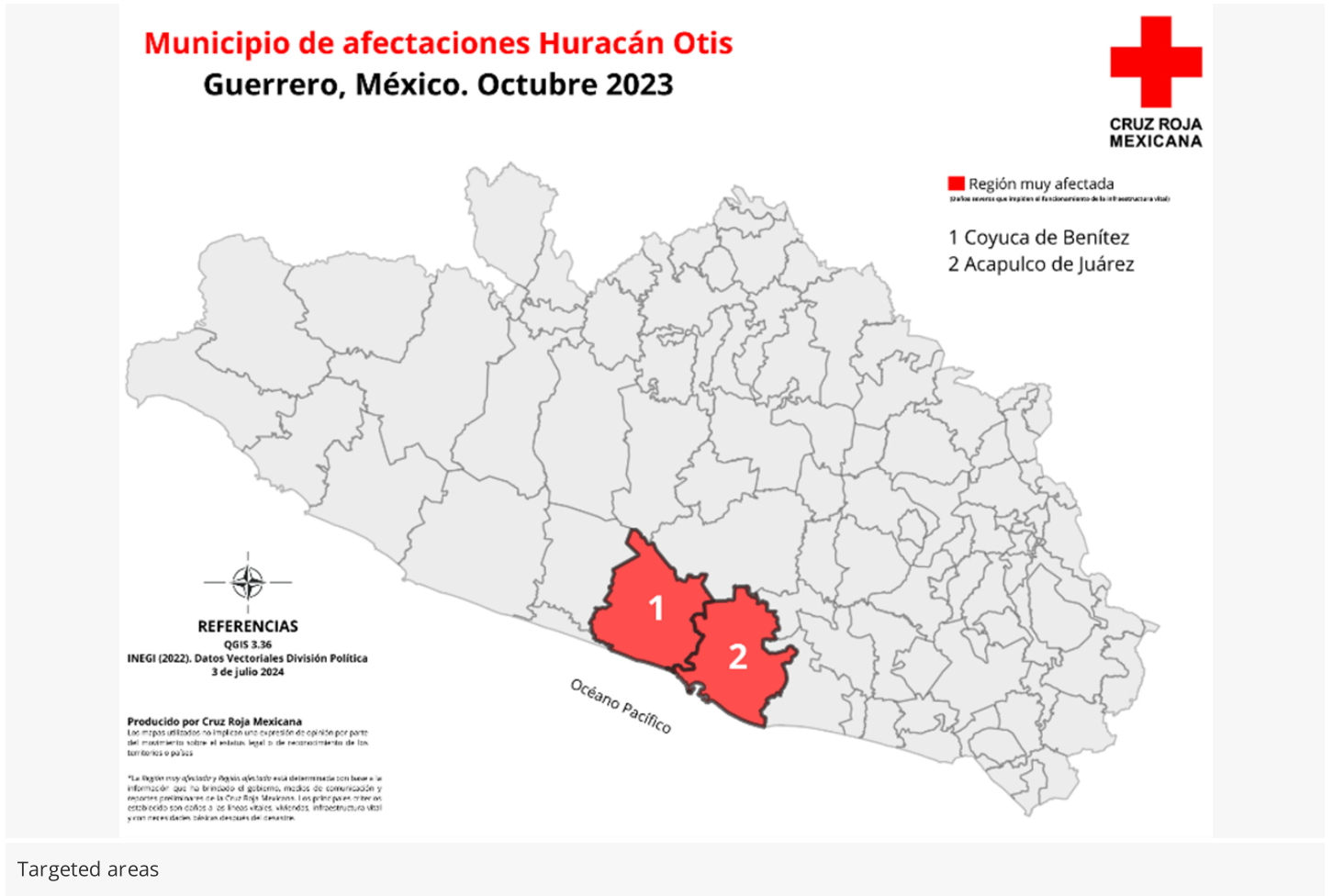


Humanitarian aid distribution - Coyuca de Benitez, Guerrero, Mexico

Appeal: MDRMX005	Total DREF Allocation: CHF 951,574	Hazard: Cyclone	Crisis Category: Orange
Glide Number: 2023-000209	People at Risk: 988,000 people	People Targeted: 24,000 people	People Assisted: 24,000 people
Event Onset: Sudden	Operation Start Date: 09-11-2023	Operational End Date: 31-08-2024	Total Operating Timeframe: 9 months
Targeted Regions: Guerrero			

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

Description of the Event



Date of event

25-10-2023

What happened, where and when?

Hurricane Otis began as an active tropical cyclone that rapidly intensified in the eastern Pacific Ocean and primarily affected the Mexican state of Guerrero. It originated from a disturbance several hundred miles south of the Gulf of Tehuantepec on 22 October 2023. By 23 October, it had developed into a tropical storm, and within just 24 hours, it had strengthened to a Category 1 hurricane by 24 October.

Rapidly intensifying as it moved over exceptionally warm ocean waters near the coast, Otis escalated from a tropical storm to a Category 5 hurricane, the highest level on the Saffir-Simpson scale, within a mere 12-hour span. In the early hours of 25 October, Hurricane Otis struck the port of Acapulco located on the southern Pacific coast of Mexico bringing wind speeds of estimated to be 165 mph (270 km/h).

According to the U.S. National Hurricane Center, Otis "was the strongest hurricane in the Eastern Pacific to make landfall in the satellite era (...) and there are no hurricanes on record even close to this intensity for this part of Mexico." After landfall, the storm weakened to a Category 2 hurricane with maximum sustained winds of approximately 110 mph with stronger gusts.





Emergency needs assessments

Scope and Scale

Hurricane Otis brought about significant challenges to the area, including heavy rainfall, strong winds, and the resulting consequences such as flooding and landslides. In the immediate aftermath access and communication to the affected areas was completely cut off. "The Federal Government estimates damage to 98.2% of homes and 80% of hotels in Acapulco. According to satellite information, 4,685.20 hectares of the coastal area were affected (65%), while within the municipality, there are reported damages to 865 kilometers of roads and 2,487.30 hectares of construction. Initial estimates calculate damages at 15 billion dollars" (1). Data from Mexico's National Institute of Statistics and Geography (INEGI) puts the total population of Acapulco and the most affected surrounding municipalities at approximately 3 million people. Government reports indicate, there have been 52 confirmed deaths and at least 32 individuals remain unaccounted for. According to the Ministry of Welfare approximately 274,00 homes were damaged or destroyed. This figure only accounts for Acapulco and already represents more than 30% of the total population in the affected municipalities.

Guerrero ranks among the top 5 states with the highest poverty index in Mexico with a 66.5% poverty index. The impact of Hurricane Otis left an already vulnerable population in a bigger state of vulnerability. The affected region primarily relied on tourism, service, and agricultural industries as key components of its economy, which were severely disrupted. Three of the hardest-hit municipalities included the most populous capital cities: Acapulco de Juárez, Atoyac de Álvarez, and Benito Juárez. (Acapulco de Juarez, Atoyac de Alvarez, and Benito Juarez). Beyond these municipality capital cities, the populations in the five most affected municipalities (Acapulco de Juarez, Atoya de Alvarez, Benito Juarez, Coyuca de Benitez, and Tecpan de Galeana) were mostly rural.

Source:

(1) Special report: Social and political implications of hurricane otis - preliminary analysis, integralia consultores, 30 october 2023. <https://integralia.com.mx/web/reporte-especial-huracan-otis/>

National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?

Yes

Please provide a brief description of those additional activities

With support from private companies (Walmart, Sam's Club, Coppel, Bachoco, Herdez, Jumex, Bimbo, Procter & Gamble, Kimberly Clark, Colgate, TV Azteca, Amazon, Volaris), as well as USAID, ECHO, the American Red Cross, the Spanish Red Cross, Canadian Red Cross and ICRC, the Mexican Red Cross responded to the immediate needs of the affected population. This included the distribution of relief items (food kits, hygiene kits, cleaning kits, menstrual hygiene kits, baby kits, psychosocial support kits, kitchen kits, and roofing sheets) and educational sessions on hygiene, menstrual hygiene, nutrition, and disaster risk reduction, as well as psychosocial support for the affected population and restoration of family links.

IFRC Network Actions Related To The Current Event

Secretariat

The IFRC Americas Regional team worked closely with the Mexican Red Cross (MxRC) to provide technical and operational support as requested. The IFRC Americas Regional Head of Health, Disasters, Climate and Crisis and the Manager for Operations, Evolving Crises and Disasters, traveled to the Mexican Red Cross headquarters to assist in the formulation of this IFRC-DREF. Additionally, the IFRC provided resource mobilization support to help channel assistance from interested donors. This effort was also supported by technical staff in Finance, WASH, Protection, Gender and Inclusion (PGI), Community Engagement and Accountability (CEA) and Procurement whose support continued throughout the operation

Participating National Societies

The American Red Cross was in contact with the Mexican Red Cross (MxRC) to coordinate support for the response.
The Canadian Red Cross contributed with funds through its emergency response mechanism.
The Turkish Red Crescent (Türk Kızılay Derneği) provided financial support for the response efforts.
The Red Cross Society of China contributed funds and humanitarian aid, channeled through the Chinese Embassy.

ICRC Actions Related To The Current Event

At the beginning of the response operation, ICRC deployed a support team with human resources, materials, and financial assistance to support MxRC's RFL central and field offices.

Other Actors Actions Related To The Current Event

Government has requested international assistance

No

National authorities

With the establishment of the command center in Acapulco de Juárez, the Mexican government focused its efforts on response initiatives, placing primary emphasis on the distribution of food and water, as well as the restoration of essential infrastructure, including electricity, telecommunications, and basic medical services. Government personnel conducted a comprehensive survey of residences and businesses to assess needs and deliver essential supplies and government assistance. Additionally, the deployment of machinery facilitated debris removal, while specialized units were made available for aeromedical transportation in specific cases.

The Federal Government also launched a Support and Reconstruction Plan, which introduced various fiscal incentives for the affected municipalities. These included tax exemptions, mortgage payment suspensions, and increased scholarships for individuals enrolled in social programs. The provision of fuel for land and air transport also enabled the safe evacuation of tourists via air bridges from Acapulco to Mexico City.



	In addition, the federal government, through the Ministry of National Defense and the National Guard, distributed 50,000 food parcels and 100,000 liters of water to people affected by the hurricane in the state of Guerrero, and also distributed household goods. It continued operating 13 community kitchens and carrying out cleaning and rehabilitation of roads in several localities.
UN or other actors	UN organizations maintained active communication with federal and state governments, providing support upon formal request. They closely monitored the situation, with a specific focus on Child Protection and Gender-Based Violence, and engaged in discussions with the Sub-Secretariat of Human Rights. A rapid response team, comprised of personnel from various UN agencies, was deployed to carry out an initial assessment, identifying needs and evaluating risk factors affecting the impacted population. Collaborative efforts were undertaken with the Guerrero government to assess and document the impact on educational infrastructure. Several humanitarian organizations also contributed to the response: Oxfam indicated plans to focus on water, sanitation, hygiene, and livelihood recovery. Save the Children carried out monitoring activities, needs assessments, and provided support through cash transfers, distribution of shelter and hygiene kits, as well as food assistance. World Vision deployed a team on the ground, prioritizing the protection needs of children. Direct Relief committed funds to support immediate medical needs. Télécoms Sans Frontières (TSF) was deployed and supported the Mexican Red Cross with emergency telecommunications. World Central Kitchen distributed more than 60,000 hot food rations in the region.
Are there major coordination mechanism in place? A local coordination platform, led by Civil Protection, was established in Guerrero. The Mexican Red Cross participated in its auxiliary role to public authorities.	

Needs (Gaps) Identified



Livelihoods And Basic Needs

In the immediate aftermath of the hurricane, the need for food became a critical priority. Sources of income had been lost, stores had been looted, access to cash was limited due to widespread bank closures, and food supply chains were disrupted as major access roads were damaged.

Although the government had launched food distribution efforts, the demand for food remained constant throughout the first months following the emergency, as the local economy did not recover immediately.



Health

The storm's death toll rose to 52 people. The magnitude of the disaster left nearly the entire population without access to basic services, including health care. In the first weeks of the emergency, hospitals, doctors' offices, and clinics were damaged and ceased providing services; pharmacies and other stores were looted, and the prolonged power outage caused the spoilage of medicines. Additionally, the disruption of the water supply led to widespread hygiene issues, increasing the risk of intestinal and skin diseases.



The health situation hindered and slowed down the recovery of daily life for many families. A significant number of people were left without access to medical care or essential medicines, and were unable to receive treatment for illnesses or injuries as they emerged.

From the onset of the response, the Mexican Red Cross supported the provision of health services to the affected population. As of 2 November, it had delivered 1,516 medical consultations and carried out five patient transfers. Nonetheless, the need for first aid and pre-hospital care in the area remained significant during the early weeks of the response.

Diarrheal diseases, acute respiratory infections, and arboviruses were identified as key health risks in the aftermath of Hurricane Otis. In early October 2023, health authorities in Guerrero, Mexico, reported 1,108 cases of dengue fever and six related deaths. Two of the deaths occurred in the Tierra Caliente region, one in Costa Chica, one in Acapulco, and two in the Central zone. Acapulco was recorded as the most affected municipality, with 290 confirmed cases.

In addition, in the immediate aftermath of the hurricane, local Mexican Red Cross staff and volunteers who had been delivering life-saving support to affected communities were themselves exposed to extreme emotional and physical stress. Many of them were also personally impacted by the devastation they witnessed and responded to.



Water, Sanitation And Hygiene

The provision of water services was severely disrupted, leaving the population with limited access to potable and uncontaminated drinking water. Furthermore, the diminishing reserves of bottled water exacerbated the situation, increasing the risk of potential outbreaks of gastrointestinal and waterborne diseases. While the drainage infrastructure generally remained functional, its efficacy was compromised in coastal areas, where the accumulation of mud resulted in localized flooding.

The government, for its part, distributed potable water via tankers to various hospitals and shelters. A government-operated water treatment plant was functional in the community of Bajos del Ejido, in the municipality of Coyuca de Benítez.

Although there was no detailed information on households' capacity to store the water distributed by the government, it was assumed that families whose homes had been destroyed lacked safe storage containers. In addition, the destruction of businesses, widespread looting, and loss of livelihoods meant that these families had no access to personal hygiene items or cleaning supplies.

This need was confirmed at the time through conversations with community leaders and direct observation by members of the Mexican Red Cross, who identified the presence of significant debris remaining in several affected communities, requiring urgent removal.



Protection, Gender And Inclusion

In the first weeks following Hurricane Otis, the need for basic assistance—particularly food and communication—became critical. Sources of income had been lost, stores were looted, access to cash was limited due to bank closures, and food supply chains were disrupted as key roads sustained severe damage. Although the government launched food distribution efforts, demand remained constant in the early months, as the local economy did not recover immediately.

At the same time, search requests for missing persons began arriving at the Mexican Red Cross central office from within the country and abroad, including from other parts of the Americas and Europe. The Mexican Red Cross provided Restoring Family Links (RFL) services to affected individuals, including phone calls, battery charging, internet access, Red Cross Messages, Salamat in emergencies, and direct support for locating missing persons. There was an ongoing need to extend these services to additional affected areas and to support food distribution teams, particularly in efforts to identify and trace people who had lost contact with their families—many of whom had lost their phones or were without electricity during the first weeks of the emergency.



Community Engagement And Accountability

Although the post-hurricane security situation was a serious concern, the Mexican Red Cross (MxRC) was widely recognized as a trusted and respected organization at both community and national levels. Despite the challenges related to limited connectivity and difficult access, the MxRC relied on local volunteers operating in the field to gather and relay the needs and preferences of the affected population to its headquarters. This approach ensured that the assistance provided was relevant and timely, and that communities were adequately informed about the response efforts. This direct connection with the community was particularly important during the early response phase, given the volatile security environment at the time.

Operational Strategy

Overall objective of the operation

Through this IFRC-DREF operation, the Mexican Red Cross aimed at supporting 24,000 people in the state of Guerrero, specifically in the municipalities of Acapulco de Juárez and Coyuca de Benítez. The operation targeted individuals affected by Hurricane Otis, providing assistance in Livelihoods and Basic Needs, Health, WASH, Restoring Family Links (RFL), CEA and PGI over a period of nine months.

By the end of the operation, a total of 24,000 people were reached through the implementation of the proposed activities

Operation strategy rationale

Overall Operational Strategy

This operation contributed to the Mexican Red Cross's overall response efforts in the aftermath of Hurricane Otis. It was implemented as part of a broader response strategy developed by the organization, with a specific focus on providing immediate humanitarian assistance.

The operation focused on reaching hard-to-access communities in the two most affected municipalities of the State of Guerrero: Acapulco de Juárez and Coyuca de Benítez. Prioritization was based on identifying those who had not received assistance, had received minimal support, and were considered among the most vulnerable.

The strategy and approach were regularly monitored and adjusted according to the evolving situation to maintain relevance and ensure the safety and well-being of affected individuals, as well as of Mexican Red Cross volunteers and staff deployed on the ground.

Sector-Specific Strategy

Livelihoods and Basic Needs:

To ensure adequate food and nutrition for the affected population, the Mexican Red Cross distributed standard food kits, combining carbohydrates and proteins based on average family consumption. During distributions, teams also conducted Needs and Damage Assessments to inform ongoing assistance and future strategies. Pre-positioned food kits were delivered during the first two months of 2024, and their replenishment was financed through the DREF.

Health:

The stagnant water left by the hurricane increased the risk of vector-borne diseases. The Mexican Red Cross targeted communities most at risk and implemented actions to prevent the transmission of dengue fever. These included the delivery of educational sessions covering signs and symptoms of the disease, physical control measures and guidance on when to seek care. Volunteers trained community leaders and families to detect and refer infectious and vector-borne disease cases in a timely manner.

Volunteer Mental Health and Psychosocial Support (MHPSS):

From the onset of the emergency, Mexican Red Cross volunteers provided support to affected populations, while also being personally impacted by the disaster. To safeguard their mental and emotional well-being, the operation implemented MHPSS activities for volunteers and staff, including group sessions on stress management, case referrals, recreational activities, and the distribution of kits containing self-care materials and contact information for professional psychological support.

Water, Sanitation and Hygiene (WASH):

While the government led efforts to ensure access to safe drinking water, the Mexican Red Cross focused on safe water storage and hygiene promotion. Community hygiene kits were distributed to prevent infectious disease outbreaks, and cleaning kits were provided to organized community groups to carry out cleaning campaigns. To ensure the quality of the WASH intervention, volunteers participated in a WASH in Emergencies training during the response.

Community Engagement and Accountability (CEA):

To ensure the relevance and safety of interventions in a constantly evolving context, the Mexican Red Cross integrated CEA strategies across all sectors. The National Society leveraged its trusted relationship with communities to gather feedback and incorporate it into both immediate and longer-term response activities. Mechanisms were put in place to understand community needs and inform



decision-making throughout the operation.

Protection, Gender and Inclusion (PGI) and RFL:

The Mexican Red Cross scaled up Restoring Family Links (RFL) services to reach rural and previously disconnected communities, as initial efforts had been focused in urban and metropolitan areas of the affected municipalities.

Complementarity with Other Funding

This DREF operation complemented the Mexican Red Cross's broader response efforts, which began from the first day of the emergency and were made possible thanks to coordinated support from the Mexican public, the private sector, and international partners.

This joint effort enabled the Mexican Red Cross to deliver a comprehensive response, which included the distribution of 194,000 humanitarian aid kits, reaching a total of 1,124,166 people. These actions also supported the transition toward infrastructure rehabilitation and community preparedness activities in the affected areas.

On 25 October, the Mexican Red Cross opened a collection center in Mexico City. This was followed by the establishment of 26 additional centers across the country, reflecting widespread support from the public and civil society in the form of monetary and in-kind donations, including food and basic household items.

The private sector played a key role in the response, with companies such as Walmart, Sam's Club, Coppel, Bachoco, Herdez, Jumex, Bimbo, Procter & Gamble, Kimberly Clark, Colgate, TV Azteca, Amazon, and Volaris contributing in-kind donations that helped address priority needs in the affected areas.

International partners, including USAID, ECHO, and the IFRC (through the Disaster Response Emergency Fund), also provided essential support in key sectors such as shelter, food security, health, and WASH.

Targeting Strategy

Who was targeted by this operation?

This operation targeted 6,000 families (24,000 people), focusing assistance on the two most affected municipalities in the state of Guerrero: 1) Acapulco de Juárez and 2) Coyuca de Benítez. Prioritization was given to hard-to-reach communities and those who had not received assistance from the government or other organizations operating in the area. In the case of health-related actions, prioritization was carried out in coordination with the local health system and educational institutions.

Explain the selection criteria for the targeted population

For the delivery of food kits, priority was given to families that met the following criteria:

- Resided in areas affected by the hurricane
- Had lost their livelihoods
- Single-parent households
- Families that had: pregnant woman, children under 5 years of age, elderly, disabled, or chronically ill person.

During distribution, families received one of the following combinations of kits: a) all three kits (food, hygiene, and cleaning), b) food and hygiene kits, or c) food and cleaning kits. The selection was based on the needs of the communities and real-time analysis of distributions carried out by the government, the Mexican Red Cross, and other aid organizations operating on the ground.

In conjunction with the distribution of jerry cans and community cleaning kits, WASH and Health Promotion activities were carried out to reinforce safe water storage and hygiene practices aimed at preventing disease transmission. These activities were implemented in close coordination with government efforts to ensure access to safe and potable water. Health and WASH interventions were delivered in the same communities to enhance coherence, maximize impact, and strengthen key public health message



Total Assisted Population

Assisted Women	11,520	Rural	40%
Assisted Girls (under 18)	-	Urban	60%
Assisted Men	12,480	People with disabilities (estimated)	3.2%
Assisted Boys (under 18)	-		
Total Population Assisted	24,000		
Total Targeted Population	24,000		

Risk and Security Considerations (including "management")

Does your National Society have anti-fraud and corruption policy?	Yes
Does your National Society have prevention of sexual exploitation and abuse policy?	Yes
Does your National Society have child protection/child safeguarding policy?	Yes
Does your National Society have whistleblower protection policy?	Yes
Does your National Society have anti-sexual harassment policy?	Yes
Please analyse and indicate potential risks for this operation, its root causes and mitigation actions.	
Risk	Mitigation action
Delays in procurement process.	Maintain a close dialogue with Logistics Unit personnel to prevent purchasing errors and identify mechanisms to streamline process.
Communication difficulties due to interruption of electric power, internet connection and other communication services.	Incorporate radio communication, use satellite telephones and coordinate with stakeholders who have active communication service.
Negative impact on social networks, which may hinder the coordination of community activities.	Incorporate awareness sessions at the community level, disseminating the Fundamental Principles of the Movement as the basis of the response.
Difficulties in coordinating with other actors in the field who are implementing response actions, which may lead to inadequate selection of the population to be assisted.	Ensure close communication with the national civil protection system, cooperation agencies, NGOs and other actors to define intervention zones and sectors.
Dehydration due to high temperatures.	Resting periods, continuous hydration, location of protection zones, use of sunscreen.
Insecurity due to looting, mainly at night when there is no electricity.	The equipment is secured and does not leave after 8 pm. The Secretariat of Security and the Navy will continue to accompany the team, not to move away from the drop-off points.



Significant social institution, among the population regarding the management of the emergency response which hinders distributions and activities in communities.	Ensure staff and volunteers always have RC visibility. Provide instructions to volunteers so that they know to always have the RC emblem in sight
Safety and security of volunteers and personnel carrying out activities.	Activities will be carried out during the day time and where there has already been coordination with local community leaders in advance of any activities. Prioritization of deployment of staff volunteers will be based on those who are more familiar with the region and context. Operational Security training for Staff and Volunteers. Field activities will not be authorized unless there is a safety and security analysis and it has been authorized by MxRC security team.
Political actors that may take advantage of the activities carried out by the National Society to promote electoral issues, affecting the perception and acceptance of the institution.	Socialization with community leaders and the community in general about the impartiality, neutrality and independence of the institution for all its activities. Monitor the activity of political campaigns to avoid carrying out activities on dates and places close to where campaign events may take place. Strengthening institutional visibility.
Limited access to affected communities due to road damage and the increase of people congregating on the main routes due to their urgent need for food.	Identify strategic meeting points with the communities to carry out distributions. Intensify the dissemination of Fundamental Principles to raise awareness of the importance of letting humanitarian aid get to the affected population.
Lack of functioning warehouses for distribution planning.	Secure a location to serve as hub for consolidating humanitarian aid and facilitating gradual distribution.
Burnt out syndrome among NS members.	Regulate the workload and work schedules, ensure rotation of staff and volunteers, facilitate communication with loved ones, implement psychosocial support sessions.

Please indicate any security and safety concerns for this operation:

Prior to Hurricane Otis making landfall, the security situation in Guerrero was considered very serious. At the time, local news sources reported that the state of Guerrero ranked among the top ten states with the highest homicide rates in the country. The presence of actors associated with violence had been a significant social issue that escalated over the past decade. Guerrero had experienced violent incidents due to the presence of criminal organizations, leading to gang confrontations and crimes related to the illicit drug trade and extortion.

During the disaster response, the Mexican Red Cross prioritized the social context when deploying its volunteers. It applied the regulations of the Safer Access Framework, which guided the institution's operations in various activities. Context analysis and scene assessment were prioritized to determine the safety of operations in specific areas. Any incidents were promptly reported to inform real-time decision-making. Humanitarian assistance operations were only carried out when accurate context information was available.

In response to a wave of looting by the public, the Mexican Red Cross implemented protective measures for its personnel. The proper use of uniforms and emblems was emphasized as the first step in ensuring a safe environment. The organization's teams were generally respected by the population, and all volunteers were required to maintain clear institutional visibility at all times. Roles within teams were clearly assigned to ensure protection and facilitate coordination with on-site security agencies, such as the Secretariat of Public Safety and the Navy. Working hours were limited, and a single designated meeting and overnight location was established. In the event of an adverse situation, support from public security agencies was to be requested—though this ultimately proved unnecessary.

The Safer Access Framework guided safe behaviors for volunteers in the face of risks such as armed confrontations, social violence, malicious questioning, and other hostile acts or situations.

Given the insecure conditions and the volatile context, collecting personal data from people receiving assistance was not possible at the beginning of the response operation. This challenge was further compounded by the large number of people congregating to receive aid and the need to ensure swift distributions. High temperatures also complicated data collection efforts, as hurricane winds

had destroyed trees and shaded areas. This issue was resolved after the third month.

As a mitigation measure to prevent duplication of humanitarian assistance, the Mexican Red Cross kept a detailed written record. This included essential information such as the distribution date, types and quantities of kits delivered, the locations where distributions took place, and the number of families assisted. Photographic evidence was also included to complement these records. To maintain efficiency and avoid duplication, the organization coordinated closely with other actors involved in aid distribution. Real-time monitoring was conducted before each distribution to confirm that the families had not already received assistance. Additionally, volunteers supported the organization of recipient groups, and communities were notified one day in advance to ensure orderly and efficient distribution.

Has the child safeguarding risk analysis assessment been completed?

Yes

Implementation



Livelihoods And Basic Needs

Budget: CHF 175,725

Targeted Persons: 24,000

Assisted Persons: 24,000

Targeted Male: 11,520

Targeted Female: 12,480

Indicators

Title	Target	Actual
# of people who received food kits	24,000	24,000

Narrative description of achievements

A total of 6,000 families in 24 communities—21 in Coyuca de Benítez and 3 in Acapulco—received food kits as part of the humanitarian response. These communities, heavily impacted by Hurricane Otis, face high levels of marginalization, with livelihoods and housing severely affected.

The distributions were carried out in close coordination with community leaders, who played a key role in organizing the process, including managing distribution spaces, mobilizing community members, registering recipients, and overseeing the signing of aid delivery records. In some communities, barcode-based cards were issued per family to enhance organization and maintain order during the distributions. The total number of beneficiaries was estimated based on an average household size of four members, determined through surveys conducted during the activities.

Each distribution followed the Safer Access Framework, ensuring continuous monitoring of security conditions and the well-being of personnel. The deployed teams were strategically organized to establish activity perimeters, manage distribution circuits, coordinate beneficiaries, unload supplies, and communicate details about the assistance provided. Special support was designated for vulnerable groups, including children, pregnant women, the elderly, and people with disabilities, ensuring equitable and dignified access to aid.

The humanitarian distributions took place from January to March, using CRM stock to help meet the basic food needs of families in the following communities:

Coyuca de Benítez: 827 in San Martín Tixtlancingo, 495 in Laguna del Quemado, 471 in Yetla, 465 in Ejido Viejo, 423 in El Embarcadero, 420 in El Cochero, 317 in Barra de Coyuca, 280 in San Nicolás, 265 in Playa El Carrizal, 235 in Cerrito de Oro, 190 in El Bordonal, 162 in Km 17, 155 in Barrio Nuevo, 139 in Aurelio V. Guinto, 138 in Colonia Los Reyes, 113 in El Papayito, 108 in Brasília, 100 in Playa Azul, 65 in Rancho El Santo, 46 in El Aguacate, and 29 in Colonia 6 de Marzo.

Acapulco: 309 in Km 22, 125 in La Estación, and 123 in Sabanillas.



These distributions complemented the broader food assistance efforts led by the Mexican Red Cross (CRM) in the affected region, reinforcing its commitment to supporting communities in their recovery.

Lessons Learnt

To enhance food distribution efficiency in future emergencies, several key lessons have been identified.

Ensuring timely procurement and stock availability is critical to avoid delays in food distribution. Establishing pre-arranged agreements with suppliers, maintaining emergency stockpiles, and streamlining procurement processes can help minimize disruptions. Including the replenishment of food kits in the first DREF operations update was key to accelerating distributions in this response and highlights the importance of integrating replenishment mechanisms from the initial DREF formulation in future operations to ensure swift resource mobilization.

In high-risk security contexts, adapting data collection methods is essential to protect volunteers and beneficiaries. Future responses should consider alternative approaches to beneficiary registration that balance security concerns with accountability requirements, ensuring that assistance can be provided safely without exposing humanitarian teams to unnecessary risks.

Strengthening coordination and information-sharing mechanisms among humanitarian actors from the onset of an operation is crucial to avoid duplication of efforts and ensure equitable coverage. Establishing real-time communication platforms, mapping of assistance efforts, and joint assessments can improve planning and maximize impact.

Extreme weather conditions, such as the intense heat in Acapulco, significantly affect both humanitarian teams and affected populations. Future responses should incorporate climate-adaptive measures, such as scheduling distributions during cooler hours, providing adequate hydration and shaded areas, and ensuring that volunteers have appropriate rest periods to prevent exhaustion and heat-related illnesses.

Challenges

The food distribution process encountered several significant challenges that required adaptive strategies to ensure effective delivery.

One of the main obstacles was delays in the food procurement process; however, the National Society had sufficient pre-positioned food supplies, managed through various collection centers, allowing for the immediate initiation of food distributions despite these delays. Security conditions in the affected areas also posed challenges, particularly in collecting detailed data on families receiving assistance. In some cases, safety concerns limited the ability to document beneficiary information. Additionally, at the start of the operation, limited information on communities being assisted by other actors complicated planning and coordination. The lack of real-time data made it difficult to avoid duplication of efforts and ensure resources were allocated efficiently to those most in need.

The extreme heat in Acapulco further intensified the challenges of distribution efforts. High temperatures placed significant physical strain on both volunteers and affected individuals, making long hours of distribution activities exhausting and increasing the risk of dehydration and heat-related illnesses.



Budget: CHF 140,003
Targeted Persons: 1,500
Assisted Persons: 2,356
Targeted Male: 1,048
Targeted Female: 1,308

Indicators

Title	Target	Actual
# of people who participate in health promotion sessions disaggregated by gender and age group	1,500	2,356



# of people who received mosquito repellents disaggregated by gender and age group	1,500	0
# of volunteers receiving MHPSS counselling	50	72

Narrative description of achievements

As part of the Damage and Needs Assessments conducted by the National Society, the target areas, priority groups, and key health topics for intervention were identified. To date, a total of 2,413 people, including adolescents and senior citizens, have been reached through educational sessions and the distribution of printed materials covering the following topics:

1. Dengue Control – Sessions covered signs and symptoms of dengue, warning signs of severe cases, seeking medical care, personal prevention measures, and eliminating mosquito breeding sites.
2. Menstrual Hygiene – Primarily aimed at adolescents and young women, these sessions focused on hygiene practices, the menstrual cycle, and self-care. The distribution of menstrual hygiene kits, funded by other donors, was used as an opportunity to reinforce key educational messages.

The health promotion sessions on dengue prevention were conducted through school and community workshops, in collaboration with community leaders, health and school administrators who provided time and space for activities with students and the general population.

During health days, interactive learning modules were set up where information was shared, and engaging activities were conducted to enhance understanding of key health topics. Rotating groups of students, teachers, and parents participated, fostering broader community engagement.

To extend the reach of these efforts, an informational booklet titled "Health Passport" was developed, containing infographics on various health topics, including dengue prevention and first aid for wounds and hemorrhages. These materials were distributed to participants to reinforce key messages and facilitate knowledge-sharing within families.

Between February and March, a total of 10 health promotion activities were carried out in the following schools and communities:

- Schools: Technical High School No. 29 Ethel Diego, CETIS 117, Agustín Yáñez High School, High School No. 16 in Coyuca de Benítez, Elementary School 20 de Noviembre, Fishing Technical High School No. 15 José Vasconcelos in El Embarcadero, and High School No. 27 in Bajos de Ejido.
- Communities: Cerrito de Oro, Aurelio V. Guinto, and Yetla.

A total of 2,413 individuals benefited from health promotion activities, disaggregated as follows:

- 6 to 12 years old – Men: 203, Women: 98
- 13 to 17 years old – Men: 710, Women: 823
- 18 to 29 years old – Men: 89, Women: 240
- 30 to 39 years old – Men: 5, Women: 42
- 40 to 49 years old – Men: 9, Women: 38
- 50 to 59 years old – Men: 13, Women: 36
- 60 to 69 years old – Men: 13, Women: 16
- 70 to 79 years old – Men: 4, Women: 12
- 80+ years old – Men: 2, Women: 3

A total of 72 volunteers (35 men and 37 women) received Mental Health and Psychosocial Support (MHPSS) sessions as part of the intervention. The sessions focused on psychosocial care, basic psychological support, and emotional accompaniment, aiming to promote mental health and well-being among volunteers from both local and foreign Red Cross Branches deployed in the field. The methodology included group sessions for debriefing and emotional ventilation, as well as individual support when needed, ensuring a holistic approach to stress management and burnout prevention. These activities were conducted between December and April under the guidance of the Mexican Red Cross National Psychosocial Support Program team.

Regarding the mosquito repellent distribution, the indicator was not met due to complications in the purchasing process, mainly the difficulty in obtaining sanitary certifications for the product. To address this gap, Mexican Red Cross stock was used to provide repellents to the population, ensuring that dengue prevention efforts continued despite the procurement challenges.



Lessons Learnt

Ensuring the mental health and well-being of volunteers and staff, whether working on-site or remotely, is crucial for maintaining both personal resilience and operational efficiency. Emergency response teams are often exposed to high levels of stress, emotional exhaustion, and demanding work conditions. Incorporating structured psychosocial support mechanisms, such as mental health sessions, emotional debriefings, and access to psychological support, enhances the well-being of personnel, preventing burnout and ensuring sustained engagement in humanitarian operations.

Engaging educational institutions and health services as key partners for health promotion activities proved to be an effective strategy. Children and adolescents act as multipliers of knowledge, sharing prevention measures and healthy habits within their families and communities. Establishing stronger relationships with schools, providing engaging educational materials, and integrating health promotion topics into school curricula can amplify the impact of future interventions.

Having trained health volunteers integrated as a dedicated team within emergency operations significantly strengthens the response capacity. Well-prepared volunteers ensure better delivery of health promotion activities, faster mobilization, and improved outreach to affected communities. Investing in continuous training and preparedness exercises allows for a more structured, coordinated, and efficient response when disasters strike.

Pre-positioning educational materials and public awareness tools is essential for rapid deployment in health emergencies. Having printed materials ready for distribution, along with pre-recorded informational messages for radio and social media, enhances the reach and impact of key health messages. These materials facilitate community engagement, reinforce prevention efforts, and ensure that crucial health information is disseminated effectively, even in areas with limited physical access.

Understanding and anticipating administrative requirements for the purchase of medical products is essential for streamlining procurement processes in future DREF requests. Challenges in obtaining sanitary certifications and compliance documentation delayed the acquisition of mosquito repellents, highlighting the need to ensure that supply chain regulations, vendor certifications, and procurement timelines are accounted for in the planning and budgeting phases of emergency response operations.

Challenges

The inability to meet the mosquito repellent distribution target was due to challenges in the procurement process, particularly difficulties in obtaining the necessary sanitary certifications for the product



Water, Sanitation And Hygiene

Budget: CHF 361,157

Targeted Persons: 6,000

Assisted Persons: 11,254

Targeted Male: 5,402

Targeted Female: 5,852

Indicators

Title	Target	Actual
# of families who received 20 lt jerrycans	1,500	2,000
# of people who participated in hygiene promotion sessions, disaggregated by gender and age group	3,000	3,382
# of volunteers who participated in the WASH in emergencies training	25	26
# of families who received Hygiene kits	3,000	0
# of families who received cleaning kits	3,000	2,813

Narrative description of achievements

Through its network of volunteers and in coordination with community leaders, the Mexican Red Cross has reached a total of 2,813 families with water, sanitation, and hygiene (WASH) interventions. The actions carried out included:

Distribution of Household Cleaning Kits – Cleaning kits were provided alongside awareness-raising sessions to reinforce basic hygiene practices aimed at reducing the prevalence of waterborne diseases. During these sessions, the importance of handwashing was emphasized. With DREF funding, 2,813 household cleaning and disinfection kits were distributed in nine communities in Coyoacán de Benítez. Given that each family consists of an average of four people, it is estimated that the distribution of these cleaning kits reached a total of 11,254 people. While the total number of families originally planned was 3,000, the remaining households were reached using ECHO funds, ensuring full coverage. The distributions took place in the following communities: Laguna del Quemado: 495 families, Yetla: 471 families, El Embarcadero: 423 families, El Cochoero: 420 families, Km 22: 309 families, Ejido Viejo: 279 families, Playa El Carrizal: 265 families, Cerrito de Oro: 121 families, El Aguacate: 30 families

Distribution of Family Hygiene Kits – Family hygiene kits were not purchased using DREF funds; however, thanks to ECHO funding, the total of 3,000 families originally targeted received hygiene kits as planned.

Provision of Safe Water Storage Containers – To facilitate access to safe water, 20-liter water containers (carafes with dispensers) were distributed. These distributions were complemented by awareness-raising activities focusing on safe water consumption, emphasizing filtration, chlorination, and boiling as key treatment methods. The distribution of 20-liter water containers took place in seven communities: Ejido Viejo: 417 families, Yetla: 409 families. El Cochoero: 380 families, El Embarcadero: 376 families, Km 17: 162 families, Aurelio V. Guinto: 139 families, Playa Azul: 117 families

Hygiene Promotion and Health Awareness – Hygiene promotion was integrated into health education activities, focusing on handwashing, menstrual hygiene, and safe water consumption. These activities were conducted through rotating modules, engaging students, teachers, and parents in interactive learning sessions. To enhance knowledge retention and community outreach, an informational booklet titled "Health Passport" was developed, containing infographics on hygiene topics, including safe water consumption and first aid for wounds and hemorrhages. These materials were distributed to participants, enabling them to reinforce key health messages and share information with their families. Between March and May, a total of 13 health promotion activities were conducted in the following schools and communities:

- Schools: Technical High School No. 29 Ethel Diego, CETIS 117, Agustín Yáñez High School, High School No. 16 in Coyoacán de Benítez, Elementary School 20 de Noviembre, Fishing Technical High School No. 15 José Vasconcelos in El Embarcadero, and High School No. 27 in Bajos de Ejido.
- Communities: Ejido Viejo, Km 17, Playa Azul, Cerrito de Oro, and El Embarcadero.

The hygiene promotion sessions reached 3,382 people, disaggregated as follows:

- 6 to 12 years old – Men: 201, Women: 97
- 13 to 17 years old – Men: 710, Women: 820
- 18 to 29 years old – Men: 112, Women: 331
- 30 to 39 years old – Men: 45, Women: 200
- 40 to 49 years old – Men: 60, Women: 173
- 50 to 59 years old – Men: 86, Women: 198
- 60 to 69 years old – Men: 76, Women: 114
- 70 to 79 years old – Men: 36, Women: 80
- 80+ years old – Men: 15, Women: 28

WASH Training for Volunteers and Field Staff – A specialized WASH workshop was conducted from April 1 to 4, 2024, facilitated by IFRC Regional Office for the Americas staff. This training was designed for volunteers and field staff actively engaged in emergency operations in Coyoacán de Benítez and Acapulco. Participants included volunteers from the Guerrero, Morelos, Oaxaca, Puebla, and State of Mexico delegations, as well as National Headquarters staff. The objective of the workshop was to equip volunteers with essential tools and technical knowledge to implement effective WASH programs during emergency response and recovery phases. Additionally, the training provided guidance on developing hygiene and sanitation promotion activities in affected communities.

Community Cleanup and Debris Removal – One of the major consequences of Hurricane Otis was the accumulation of debris and waste in affected communities. The limited capacity of municipal solid waste collection services exacerbated the situation, leading to increased health risks and mosquito breeding sites. In response, 60 community cleanup kits were distributed to various community groups, including schools, health centers, municipal committees, ejidal commissaries, and other local organizations. These kits supported efforts to clear garbage dumps, rehabilitate public spaces, and clean water channels, helping to restore sanitary conditions in the aftermath of the disaster. Community representatives provided evidence of the cleanup activities, documenting their efforts in waste removal and public space rehabilitation over the months following the material distribution. It is estimated that 30% of the total population in the affected communities benefited directly from these community-led cleanup efforts.



Lessons Learnt

The Water and Sanitation in Emergencies workshop provided valuable insight into advanced WASH interventions, highlighting opportunities for the Mexican Red Cross (MRC) to expand its response capacity in emergencies and disasters. Strengthening technical expertise in this area could enhance future interventions and improve overall emergency preparedness.

The distribution of community clean-up kits, offered important lessons learned and reinforced MRC's ability to implement innovative activities that go beyond traditional distribution of relief items. These kits were provided to community leaders rather than individual families or persons, with the goal not only of delivering supplies and organizing clean-up activities but also of promoting community participation. By actively involving affected individuals in the recovery process, this approach transformed them into key agents in their own rehabilitation, fostering a sense of ownership and collective responsibility for rebuilding their communities.

The combination of community awareness and training with humanitarian aid distributions proved to be a best practice, fostering greater community engagement and interest in strengthening local knowledge and capacities for recovery and preparedness. This approach not only reinforces the correct and effective use of distributed items but also serves as a differentiating factor for MRC, positioning it as one of the few organizations that delivers aid while simultaneously training communities.

The distribution of water containers, despite being cost-effective, culturally appropriate, and readily available in the market, posed logistical challenges due to their large volume compared to other relief items. This experience underscores the importance of considering transportability and storage requirements when selecting emergency supplies, ensuring efficient distribution strategies that minimize logistical bottlenecks.

Finally, strengthening collaboration with key health sector actors, such as the Ministry of Health and local health committees, remains essential. Maintaining and promoting these partnerships enhances emergency health interventions and ensures that WASH-related efforts extend beyond the immediate response phase, contributing to sustained public health improvements in affected communities.

Challenges

The challenges in distributing water and sanitation items were similar to those mentioned in the livelihoods sector. However, an additional challenge was the distribution of water containers. While these containers align with local customs, are cost-effective, and were the fastest to procure or secure compared to any other option, their larger volume compared to other items posed logistical challenges in transportation and distribution



Protection, Gender And Inclusion

Budget: CHF 36,388

Targeted Persons: 3,000

Assisted Persons: 3,063

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
# of RFL Services Provided	3,000	3,063
# of volunteers participating in PGI Training	25	24

Narrative description of achievements

• RFL

The Restoring Family Links (RFL) service was established from the beginning of the emergency and continued to be provided until April, according to the needs of each moment of the emergency. Initially, this service was provided thanks to the support of the International Committee of the Red Cross (ICRC) who, together with Mexican Red Cross, established connectivity points for the response team and the population in general, providing calls and messages, internet access and device charging modules, as well as the follow-up of search requests for missing persons, among other services.

With DREF funds, in the month of November, 5 volunteers from the Acapulco Local Delegation were trained with the objective of having more volunteers with the skills to install RFL connectivity service points. In this activity the topics of RFL connectivity services were taught, including phone calls, Wi-Fi and device battery charging, Red Cross Messages, Salamats, Search Requests and Services for the U.S. Armed Forces (SEFAS). The course included practical exercises on the correct installation of the RFL connectivity services point and safe and dignified provision of the above-mentioned services.

During the following months, the services focused on the installation of connectivity and charging points in strategic locations where people remained in the streets for long periods of time and even days spending the night outdoors, and the services were complemented with informative sessions on the prevention of loss of contact between family members during disasters.

As of the date of this report, RFL services have been provided to 3,326 people, including, internet access, electric power to charge cell phones and family tracing.

• PGI
A workshop on the Protection, Gender and Inclusion (PGI) approach was held at the Mexican Red Cross National Training Center (CENCAD) in Toluca, State of Mexico. This workshop was given by facilitators from the IFRC Regional Office for the Americas from April 22 to 25, 2024. The sessions were held with the participation of 24 volunteers from the states of Puebla, Morelos, Oaxaca, State of Mexico and National Headquarters.

Thanks to this workshop it was possible to identify possible actions to be developed within the participants' areas of expertise with the objective of establishing goals that can be developed within their work areas to promote the strengthening of PGI practices.

Lessons Learnt

The Restoring Family Links (RFL) service of the Mexican Red Cross is adaptable to various contexts, and in the case of disasters, it is immediately activated to support affected populations. As communities transition into the recovery phase, RFL needs tend to decrease due to improvements in communication, mobility, and the restoration of electricity and telecommunications. However, efforts during the early recovery phase must take a community-based and preventive approach, ensuring that key messages on family separation prevention are disseminated. Additionally, it is essential to continue providing services to those who still require them, reinforcing the long-term impact of the intervention.

A key lesson learned is the importance of having ready-to-deploy equipment with connectivity available for immediate installation, ensuring uninterrupted service from the outset. Equally crucial is the availability of well-trained personnel who can operate the equipment effectively while delivering the service with quality, empathy, and humanity, ensuring that affected individuals receive the support they need in a dignified and compassionate manner.

Challenges

As a service activated at the onset of the emergency, access to affected communities was one of the main challenges for following up on searches and reestablishing contact between family members. This situation gradually improved as roads were cleared and a network of local leaders was strengthened to support the process. Another challenge was maintaining awareness and demand for the Restoring Family Links (RFL) service beyond the immediate emergency phase. To address this, connectivity services were complemented with community information sessions on preventing family separation during disasters, ensuring a more proactive and preventive approach.

Community Engagement And Accountability

Budget: CHF 4,992
Targeted Persons: 320
Assisted Persons: 0
Targeted Male: -
Targeted Female: -

Indicators

Title	Target	Actual
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# of Emergency Needs and Damages Assessment that included CEA questions	15	16
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Narrative description of achievements

The Mexican Red Cross (MRC) conducted field visits to affected communities in the municipality of Coyuca de Benítez to establish contact with community leaders, introduce the ongoing activities implemented by the National Society, assess the impact of the hurricane, listen to the needs of the communities, and establish collaboration agreements for future interventions. This engagement aims to ensure that the community, through its leaders, actively participates in the planning and implementation of activities, fostering a more inclusive and effective response.

To better understand the scope of the impact, damage assessments and complementary needs analyses were conducted in 15 communities across Acapulco and Coyuca de Benítez, with the participation of volunteers from various delegations across the country and the use of the KoBo Collect tool for data collection and analysis. The Emergency Damage and Needs Assessment (EDAN) revealed that, while the most affected areas were located in both municipalities, Coyuca de Benítez was particularly impacted, with a larger number of rural communities experiencing severe damage to roads, homes, businesses, and public buildings, especially schools. The primary causes of destruction included strong winds, accumulated rainfall, and river and stream flooding.

The assessment identified that at least 4,308 families (17,232 people) across these 15 communities were affected by the primary and secondary effects of Hurricane Otis and require short, medium, and long-term assistance due to the destruction and damage to homes and livelihoods. The priority needs identified include: Food assistance, hygiene items (personal, menstrual, baby, and household cleaning kits), kitchen supplies, roofing materials, dengue prevention and control measures, access to safe water and storage containers, mobility aids, psychosocial support, rehabilitation of community health structures, schools, and educational institutes. As part of the intervention, a satisfaction survey was conducted in the communities of Ejido Viejo, Yetla, El Conchero, El Bordonal, Aurelio V. Guinto, El Aguacate, Rancho El Santo, Km 17, Playa Azul, El Embarcadero, Cerrito de Oro, Barra de Coyuca, Barrio Nuevo, Bajos del Ejido, and Papayito, all located in the municipalities of Coyuca de Benítez and Acapulco, in the state of Guerrero. To date, 1,364 people have been interviewed (75% women and 25% men), yielding the following results: 99% reported having no difficulty accessing assistance provided by the Mexican Red Cross, 94% rated the organization of activities as good, 93% indicated that waiting times were adequate, 98% rated the treatment received as good, 95% reported feeling safe during the activities.

Finally, as part of the Community Engagement and Accountability (CEA) strategy, a CEA workshop was conducted in April, facilitated by the CEA Strategic Lead from IFRC's Regional Office for the Americas (ARO). A total of 22 participants were trained on key topics, including community participation, communication strategies, community feedback mechanisms, and handling sensitive comments. Participants agreed that the workshop provided the appropriate level of complexity and that the content and duration were sufficient to enable them to effectively apply the CEA approach within their respective roles.

Lessons Learnt

Integrating the CEA approach into the damage and needs assessments provided an opportunity to review the established questionnaires and incorporate key questions that allowed for a deeper understanding of population dynamics and the development of community participation strategies. This will be highly valuable for future interventions, helping to enhance response efforts and improve the quality of humanitarian assistance.

The information gathered through these assessments was critical in identifying and addressing the most pressing needs of the affected population. In this specific case, the information played a key role in allocating the additional funds the Mexican Red Cross had secured to cover activities that were not included in the DREF, leveraging bilateral cooperation, contributions from various organizations, private sector donations, and individual support. This comprehensive approach enabled the delivery of a more holistic and integrated response, ensuring that assistance reached those in need in an effective manner.

Implementing CEA in a high-risk environment required adapted security measures to ensure both staff safety and continued engagement with communities. Key adjustments included strict adherence to security protocols, continuous risk assessments, coordination with local authorities as well as community leaders, and the use of secure transportation routes. Flexibility in data collection was also essential, incorporating alternative registration methods and remote communication strategies to maintain interaction with affected populations while minimizing risk. Over time, these approaches allowed for gradual access improvements, enabling the successful implementation of CEA activities, including community feedback sessions and exit surveys.



Challenges

The operation took place in an environment of heightened insecurity, with incidents of violence and the presence of armed groups near intervention areas. These security challenges restricted immediate access to certain communities, delaying engagement with affected populations and limiting individual registration and data collection in the initial months. Additionally, safety concerns hindered the regular community participation and accountability sessions typically conducted by the Mexican Red Cross.



Secretariat Services

Budget: CHF 38,490

Targeted Persons: 8

Assisted Persons: 0

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
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Narrative description of achievements

During the month of December, a finance officer was deployed to lay the groundwork for the operation's financial management procedures. There have also been visits from the Operations Manager of IFRC ARO, who has accompanied the implementation of the activities.

Throughout the operation, the Secretariat provided support through regular visits from the Head of HDCC, Operations Manager, and Procurement Officer, as well as through remote support via regular virtual sessions with operations, finance, and procurement teams from both institutions. These efforts facilitated the swift and effective implementation of activities.

As part of the technical support, Secretariat staff also traveled to Mexico to conduct workshops on Water, Sanitation, and Hygiene (WASH), Community Engagement and Accountability (CEA), Protection, Gender, and Inclusion (PGI), and the Disaster Response Emergency Fund (DREF). These workshops were aimed at National Society members, including both staff and volunteers, who play a key role in emergency response. Furthermore, a Lessons Learned workshop was organized and led by the CREPD of El Salvador, which was also responsible for preparing the workshop report.

Lessons Learnt

Some key lessons learned from these activities include the effectiveness of combining on-site support with remote coordination, as regular virtual sessions with operations, finance, and procurement teams allowed for faster decision-making and resource management. The workshops on WASH, CEA, PGI, and DREF played a crucial role in strengthening the capacities of National Society staff and volunteers, reinforcing their ability to respond effectively to emergencies. The emphasis on community engagement (CEA) improved communication with affected populations, fostering trust and encouraging active participation in decision-making processes. The integration of protection, gender, and inclusion (PGI) ensured a more inclusive response, addressing the specific needs of vulnerable groups such as women, children, and people with disabilities. Additionally, the presence of the procurement team helped streamline purchasing processes, while virtual sessions facilitated the mobilization of resources and logistical coordination, ultimately enhancing the overall efficiency of the emergency response.

Challenges

While the IFRC Secretariat provided support, one of the main challenges was harmonizing the procurement procedures of the National Society and the IFRC. However, through close collaboration, regular coordination meetings, and the exchange of best practices, significant progress was made in aligning processes, ultimately improving efficiency and strengthening future procurement operations.





Budget: CHF 195,706
Targeted Persons: 100
Assisted Persons: 0
Targeted Male: -
Targeted Female: -

Indicators

Title	Target	Actual
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Narrative description of achievements

Safer Access Workshop

A Safer Access Framework workshop was conducted for volunteers engaged in DREF activities in Acapulco, many of whom continue to operate in areas where heightened insecurity exposes them to greater risks. The objective of the workshop was to provide operational personnel with risk identification tools and practical recommendations for navigating high-risk scenarios safely.

A total of 28 volunteers participated in the sessions, where they reinforced their understanding of institutional doctrine, risk management concepts, identification of armed conflict scenarios and other situations of violence, context analysis, the seven pillars of the AMS, safe behaviors, and measures to reduce vulnerability. Additionally, the training covered the legal foundations of humanitarian action, the process for reporting and following up on Security Incident Reports (RIS), and the classification of High-Risk Services (SAR).

This workshop was developed in response to a significant increase in insecurity in the areas where the MCA provides services, ensuring that volunteers working on recovery efforts in communities affected by Hurricane Otis are equipped with essential safety strategies.

DREF Training

A DREF training workshop was conducted with the support of facilitators from the IFRC Regional Office, providing participants with a comprehensive understanding of the funding mechanism and enhancing MCA's capacity to access funds to support communities before, during, and after disasters.

Held from August 19 to 22 at the Mexican Red Cross Training and Education Center in Toluca, State of Mexico, the training gathered 24 volunteers and staff from both administrative and operational areas involved in disaster response. Beyond serving as a learning experience, the workshop created a space for collaboration, allowing participants to exchange experiences regarding field operations, discuss challenges faced in different emergency phases, and explore opportunities for improved coordination between operational and administrative teams.

The sessions covered key topics, including the background of the DREF mechanism, its core pillars—Anticipatory Action and Response—funding modalities, application processes, budget planning, roles of key actors, monitoring, and reporting requirements. The workshop also included a practical simulation exercise, where participants worked on three different disaster scenarios—earthquakes, floods, and hurricanes—applying the various DREF funding modalities to develop response plans.

Lessons Learned Workshop

Facilitated by the Reference Center for Disaster Preparedness (CREPD), the Lessons Learned Workshop took place on August 22–24, providing a structured space to analyze the response operation for Hurricane Otis and identify key takeaways for future interventions.

The workshop began with a Preparedness for Effective Response (PER) session, where participants reviewed the five PER phases—orientation, assessment, prioritization and analysis, work plan, and action and accountability—as well as its five areas and 37 components. This session established the analytical foundation for evaluating the Otis Response Operation.

On August 23 and 24, 31 volunteers and staff who participated in the response engaged in a detailed assessment of the operation, discussing the achievements, challenges, decision-making processes, and areas for improvement. Participants were divided into working groups, integrating both administrative and operational teams, to analyze the response through five key areas: policy and strategy, operational capacity, analysis and planning, coordination, and support functions.



Each group reviewed the actions taken within their assigned area, identifying best practices to maintain and recommendations for improving effectiveness in future operations. As part of this process, analysis matrices were developed to document findings and proposed improvements, ensuring that insights gained from the operation contribute to strengthening response mechanisms for future emergencies

Lessons Learnt

Creating dedicated spaces for learning, experience-sharing, reflection, and evaluation strengthens communication between different areas and facilitates the identification of areas for improvement in disaster response operations. These spaces also allow for the recognition of best practices and highlight the positive impact of the Mexican Red Cross in disaster response.

It is important to schedule the Lessons Learned Workshop closer to the operation's closure, ensuring that participants can reflect on their experiences while they are still fresh, leading to more insightful discussions and more effective recommendations.

Challenges

Ensuring the participation of all stakeholders and key personnel in the workshops was challenging due to their ongoing responsibilities and heavy workloads during the response. To maximize attendance, dates were carefully selected to align with the availability of as many key participants as possible.



Financial Report

DREF Operation

FINAL FINANCIAL REPORT

MDRMX005 - Mexico - Hurricane

Operating Timeframe: 09 Nov 2023 to 31 Aug 2024

Selected Parameters			
Reporting Timeframe	2023/01-2025/06	Operation	MDRMX005
Budget Timeframe	2023-2024	Budget	APPROVED

Prepared on 19/Aug/2025

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	951,574
DREF Response Pillar	951,574
Expenditure	-592,958
Closing Balance	358,616

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items			0
PO02 - Livelihoods	170,400	139,642	30,758
PO03 - Multi-purpose Cash			0
PO04 - Health	360,209	104,123	256,086
PO05 - Water, Sanitation & Hygiene	220,681	280,012	-59,332
PO06 - Protection, Gender and Inclusion	24,304	14,385	9,919
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery		4,794	-4,794
PO10 - Community Engagement and Accountability	1,843	3,967	-2,124
PO11 - Environmental Sustainability			0
Planned Operations Total	777,437	546,924	230,513
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	53,022	44,356	8,666
EA03 - National Society Strengthening	121,115	1,678	119,437
Enabling Approaches Total	174,137	46,034	128,103
Grand Total	951,574	592,958	358,616

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

Please explain variances (if any)

A total of CHF 951,574 was allocated from the Disaster Response Emergency Fund (DREF) for the implementation of this operation. By the end of the operation, total expenditures amounted to CHF 592,958. The unspent balance of CHF 358,616 will be returned to the DREF.

The most notable variances between the budgeted and actual expenditures include:

As part of the budget execution process, some planned expenditures were not carried out due to external factors beyond operational control. The allocated budget for mosquito repellents was not spent due to challenges in obtaining sanitary permits, while the



procurement of first aid kits experienced delays that prevented their purchase within the planned timeframe. Additionally, the family hygiene kits and 187 cleaning kits were covered through another project, allowing for optimized resource use while still achieving the intended objectives.

Furthermore, cost savings were achieved in the procurement of community cleaning kits, enabling a more efficient use of resources while maintaining the planned impact of the intervention. Additional minor savings were also made in expenses related to mobile airtime, fuel purchases, and vehicle maintenance for the National Society, contributing to overall budget efficiency.



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[Click here for reference](#)

