

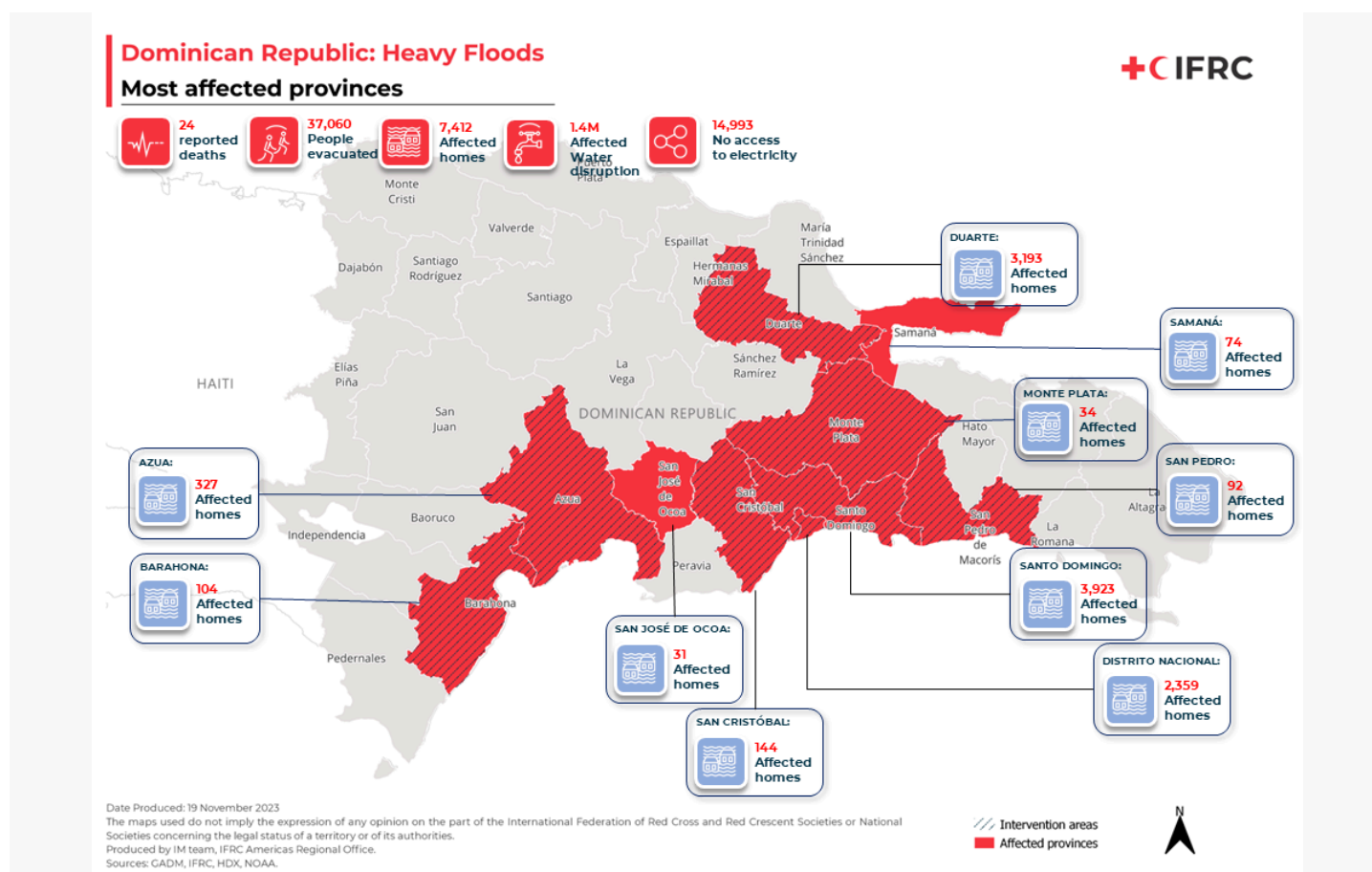


Dominican Red Cross volunteers working on epidemiological surveillance and hygiene promotion activities, February 2024.

Appeal: MDRDO016	Total DREF Allocation: CHF 465,386	Crisis Category: Yellow	Hazard: Flood
Glide Number: -	People Affected: 340,000 people	People Targeted: 7,500 people	People Assisted: 7,500 people
Event Onset: Sudden	Operation Start Date: 29-11-2023	Operational End Date: 31-05-2024	Total Operating Timeframe: 6 months
Targeted Regions: Azua, Barahona, Distrito Nacional, Duarte, Monte Plata, San Cristobal, San Pedro de Macoris, Santo Domingo			

The main donors and partners of the IFRC-DREF included the Red Cross Societies and the governments of Australia, Austria, Belgium, Britain, China, Czechia, Canada, Denmark, Germany, Ireland, Italy, Japan, Luxembourg, Liechtenstein, Malta, Norway, Spain, Sweden, Switzerland, Thailand, and the Netherlands, as well as DG ECHO, the Mondelez Foundation, and other corporate and private donors. The IFRC, on behalf of the National Society, extends its gratitude to all for their generous contributions.

Description of the Event



Map of areas affected and areas prioritized by the Dominican Red Cross for intervention

Date of event

18-11-2023

What happened, where and when?

Since November 17, the Dominican Republic experienced an increase in average rainfall levels, reaching record highs. On November 18, numerous incidents began to be reported both in rural and urban areas of the country due to flooding, overflowing of rivers, streams, and creeks, and landslides, among other related events. Unprecedented rainfall was recorded, with more than 431 mm of rain in just 24 hours (1).

On November 18, the President of the Dominican Republic issued Decrees 584 and 585, which ordered the suspension of professional work from November 18 until November 20, and declared an emergency for the purchase and contracting of goods and services necessary for humanitarian aid, rescue, construction and reconstruction work (2). These decrees were issued for the entire country.

The National Meteorological Office (ONAMET) attributed these events to heavy downpours, thunderstorms, and wind gusts, associated with tropical disturbance number 22 that moved from the eastern portion of Cuba. The area affected by the phenomenon expanded to almost the entire national territory, including the provinces of Pedernales, Independencia, Batoruco, Azua, Barahona, Elías Piña, San Juan, San José de Ocoa, Azua, Peravia, San Cristóbal, Distrito Nacional, among others.

On 19 November, the National Emergency Operations Centre (EOC, by its initials in Spanish) established alerts in the 30 provinces of the Dominican Republic. Of this, 14 provinces were put on red alert, 11 provinces on yellow alert, and five others on green alert. These actions were taken in response to potential risks in terms of flooding, overflowing rivers, streams, and creeks, as well as the possibility of landslides.





CVA - Beneficiary Data Validation. Source: DRC



Hygiene Kit Distribution - Villa Riva, Duarte. Source: DRC

Scope and Scale

According to Situation Report No. 11, issued on 22 November by the Emergency Operations Centre (COE), the rains of 18 and 19 November 2023 left approximately 7,412 houses affected, of which 29 were destroyed. In addition, 24 people were reported dead, 37,060 people were mobilised to safe areas, 55 communities were cut off and 8 roads, 5 bridges and 1 overpass were affected. As of 22 November, 4 shelters were active and 158 people remained in them. 14,993 users were affected by damage to 39 derived electrical circuits, while in the water sector 4 aqueduct systems were affected and 55 were out of service, affecting more than 1,415,195 people (1).

Other organisations present in the country carried out assessments, showing some differences in the number of houses affected, but the damage related to aqueducts and electrical systems is consistent. The World Food Programme (WFP) also conducted a survey in the affected areas using Advanced Disaster Analysis and Mapping (ADAM). The results of ADAM were:

- Estimated number of people in flooded localities: 349,525
- Estimated area of flooded cropland: 29,498 (hectares)
- Satellite-detected flooded area: 47,475 (hectares).

The Dominican Red Cross deployed damage assessment teams from branches close to the affected areas to conduct rapid assessments and corroborate data from situation reports. The assessments identified approximately 10,281 houses affected by the floods, as follows:

- Santo Domingo: 3,923
- Duarte: 3,193
- National District: 2,359
- Azua: 327
- San Cristóbal: 144
- Barahona: 104
- San Pedro: 92
- Samana: 74
- Monte Plata: 34
- San José de ocoa: 31

In addition, the breakdown of the damage by region included:

NATIONAL DISTRICT: In the sector of La Puya due to a landslide, three houses collapsed, resulting in displaced families. In addition, in the sector of Gualey 18 houses were flooded, in Callejón Canquiñeros there were no displaced persons. In the Peralejos sector, 12 houses were flooded and people were displaced. In the sector of Cristo Rey, a house was affected by a landslide of rock and earth.

SANTO DOMINGO: Due to heavy rains, 9 people were trapped in their homes, they were rescued and taken to the homes of family and friends.

AZUA: Due to the flooding of the Yaque del Sur river, Padre Las Casas and Las Yayas were cut off.

SAMANA: Due to the overflowing of the Yuna river, the communities of Jurungo and Palmar Nuevo were cut off, the inhabitants of these communities refused to be displaced and opted to remain in their homes.

SAN CRISTOBAL: Due to the heavy rains, 360 houses were flooded and 850 people were displaced to the homes of friends and relatives. In addition, there was a sinkhole in the Lavapiés sector, and 2 houses collapsed and people were displaced to the homes of friends and family. Due to the heavy rains a tree fell on a vehicle with three occupants, one was injured, the driver and the others were unharmed. The injured was transported by the 911 system.

MONTE PLATA: Due to the overflowing of the Cañada Yuna, the communities of Yabacao and Los Mameyes were completely cut off.

BARAHONA: A landslide occurred in the community of San Rafael at Kilometre 45 of the Enriquillo road, the road section was temporarily closed to avoid accidents. Due to the heavy rains, 63 houses were flooded and one collapsed completely, so 187 people were displaced to the homes of friends and relatives.

BAHORUCO: Due to the overflowing of the irrigation canal of the Consorcio Azucarero, some 70 houses were flooded. In addition, due to the overflowing of the Yaque del Sur river, 140 houses were flooded and people were displaced.

SAN PEDRO DE MACORIS: Due to the heavy rains, there was urban flooding where 2 houses were affected and people were displaced to the homes of friends and relatives. In addition, in the sector of Toconal some 40 houses were flooded, there were no displaced persons. Two people who had been trapped in their homes due to flooding were also rescued. They were later moved to the homes of friends and family.

Source Information

Source Name	Source Link
1. Inundaciones en República Dominicana: Informe de Situación No. 2 - 6 de diciembre de 2023	https://reliefweb.int/report/dominican-republic/inundaciones-en-republica-dominicana-informe-de-situacion-no-2-6-de-diciembre-de-2023
2. COE: Rains during December 2023: Situation Reports	https://www.coe.gob.do/index.php/alertas/emision-de-alertas/category/116-diciembre

National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?	No
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IFRC Network Actions Related To The Current Event

Secretariat	The IFRC Country Cluster Delegation (CCD) in the Dominican Republic provided support and advice to the Dominican Red Cross for coordinating the response. The Disaster Risk Management Coordinator held weekly and monthly meetings with counterparts at the National Society at managerial and technical levels. At the same time, the CCD remained in contact with the Americas Regional Officer to coordinate all response efforts.
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Participating National Societies	The Italian Red Cross (IRC) delegation was in constant contact with the Dominican Red Cross and participated in response coordination meetings.
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Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	<p>The Office of the Presidency maintained constant communication with the Emergency Operations Center to keep the high command informed regarding the development of the event and to support the necessary resources through the Social Plan of the Presidency and the Economic Canteens.</p> <p>The Ministry of Defense (MIDE) activated its Lightning Plan. Together with the Air Force (FARRD), the Army (ERD), the Fire Department, and the Civil Defense, aerial and aquatic operations were carried out to rescue approximately 2,500 people who were in danger (trapped) in the Duarte province, especially in the Bajo Yuna.</p> <p>The Ministry of Environment and Natural Resources activated its contingency plan and was in permanent session with the emergency authorities. Additionally, it ordered the closure of the country's protected areas to visitors and tourists, implemented evacuation protocols, and established surveillance to prohibit recreation and reduce risks the day before and during the passage of this phenomenon.</p> <p>The COMIPOL (Military and Police Commission) held coordination meetings, and the director of COMIPOL assigned special responsibilities to members of the senior staff and departmental managers. Contingency brigades were activated and formed, and close coordination was maintained with MIDE's CSI and the EOC.</p> <p>The Directorate for Out-of-Hospital Emergency Attention (DAEH) activated the Emergency and Disaster Plans and Committees.</p> <p>The Epidemiology Department issued an epidemiological alert for floods due to the risk of an increase in diseases in the populations affected by the rains. The purpose was to ensure the care of the population; strengthen the surveillance system for notifiable diseases (ENO) and establish response and control measures in case of disease outbreaks.</p> <p>Electrical companies from the South region and the East region (EDEESUR and EDEESTE) reported that approximately 3 circuits and 39 branch circuits were affected, impacting 14,993 customers. The corresponding actions were taken to reestablish the electric service as soon as possible.</p>
UN or other actors	Coordination and information exchange meetings were held with the World Food Programme (WFP) Country Office. This facilitated intervention in the field and avoided duplication of activities

Are there major coordination mechanism in place?

The Water, Sanitation and Hygiene Sectoral Group (WASH) was activated at national and local levels to facilitate the exchange of information, identification of needs and joint actions. Information is exchanged and joint actions are conducted with the Directorates of Risk Management, Health Promotion and Education, Epidemiology, and the Environmental Health Department of the Ministry of Public Health (MSP).

Needs (Gaps) Identified



Shelter Housing And Settlements

The historic increase in rainfall on November 17 and 18 in the Dominican Republic affected more than 10,000 families as a result of its associated effects, specifically flooding. Water levels in streams and creeks were so high that the water passed through homes, affecting mainly household goods and belongings. In terms of infrastructure, houses were structurally weakened. For the most part, damage to walls, floors, windows, and soil sedimentation was recorded.

In urban areas that were affected by the flooding, the effects were exacerbated by the poor condition of access roads, which are littered with debris, and the lack of adequate drainage and solid waste management.

The tragic aftermath of this event forced families to prolong their stay in temporary shelters and the homes of family and friends while they made arduous efforts to rebuild their homes. The damage was not limited to physical structures but extends to the loss of essential household goods such as cooking utensils, mattresses, furniture, and blankets.



Livelihoods And Basic Needs

The agricultural sector was heavily affected by the floods.

The most affected crops were rice, beans, onions, and musaceous crops (bananas and plantains), as well as some areas of greenhouses, causing considerable economic losses.

It's important to highlight that a significant number of affected families depend on agriculture either for income or personal sustenance.



Health

The Ministry of Public Health and Social Assistance (MISPAS), through the General Directorate of Epidemiology (DIGEPI), issued an epidemiological alert for floods on November 17, given the risk of an increase in diseases in the populations affected by the rains. The aim was to ensure the care of the population, strengthen the surveillance system for notifiable diseases (ENO), and establish response and control measures for disease outbreaks. Recommendations were made to the general population, health personnel, Provincial and Area Health Directorates (DPS/DAS), the National Health Service (SNS), Regional Health Services (SRS), and Health Zone Managers.

The rapid assessments demonstrated the need to strengthen the promotion and prevention of emerging diseases associated with floods of this nature, as well as the early identification of health situations that arose for rapid containment. Among the main concerns were those associated with gastrointestinal diseases, vector-borne diseases, acute respiratory infections, skin diseases, tetanus, and conjunctivitis. It was imperative to support the affected population with the provision of hygiene items, options for adequate household water treatment and storage, and to address special needs such as cholera and dengue prevention and control kits, as well as mental health and psychosocial support in emergency contexts.

Health assessments in Santo Domingo, the National District, Barahona, and San Cristóbal revealed needs for drinking and cooking water, personal hygiene and cleaning supplies and materials, food, mattresses, sheets and blankets, clothes and shoes, mosquito nets, water chlorination kits, tanks or water tanks, buckets for storing water, oral rehydration salts, and basic medicines, as well as health personnel for medical evaluations.

The Ministry of Health instructed the Provincial Health Directorates and Health Area Directorates (DPS/DAS), together with the National Health Service, to provide a timely response and activate local rapid response mechanisms, including the Health Clusters and WASH, of which the Dominican Red Cross was a member.

In addition, analysis of surveillance data throughout the year showed that concerning vector-borne diseases, during the last four weeks (SE 39 to SE 42), 5,252 cases were reported, for a cumulative total of 15,606 cases. The case fatality rate was 0.1% (16 deaths). The Ministry of Public Health and multisectoral actors implemented various actions to address dengue by launching the campaign "Stop Dengue for My Family and My Country." These actions included prevention information, control measures in risk areas, and case management. In the last four weeks, the provinces of Monte Cristi, Hermanas Mirabal, Santiago Rodríguez, Monseñor Nouel, and San José de Ocoa were on red alert for dengue, while the rest of the provinces were on yellow alert. At the national level, 25 provinces showed an upward trend in



the number of cases in the last four weeks.

Regarding malaria, five cases were confirmed that week, three male and two female, from the San Juan and Azua foci. During the last four weeks (SE 39 to SE 42), 22 confirmed cases were reported. Geographically, the cases came from: San Juan (17), Azua (4), and imported (1). The Ministry of Public Health intensified the active community search for febrile cases, treatment, and investigation of identified cases, considering the risk level of each of the reported cases.

Concerning acute diarrheal diseases and foodborne illnesses, the frequency of cases (episodes) during the last four weeks (SE 39 to SE 42) was within the expected range compared to the same period of the last five years. The epidemic indices (EI) for both diseases were 0.97 and 0.83 respectively (reference range of EI=0.75 to 1.25).



Water, Sanitation And Hygiene

In addition to the emergency implications, the existing contamination of streams and communities exacerbated the potential epidemiological risks associated with the event. It was important to note that exposure to flood water led to skin infections and wounds, as well as the transmission of diseases such as leptospirosis, gastrointestinal diseases, cholera, dengue, and malaria. Given the situation regarding water and basic sanitation-related diseases at the time of the event, particularly the outbreak of acute diarrheal disease and cholera in the province of Barahona, and the alert issued by the Ministry of Public Health, measures were strengthened to safeguard water quality and the health of individuals and families in affected communities. These measures included promoting proper hand washing with soap and water, ensuring adequate water treatment and disinfection, implementing comprehensive vector control, and executing other prevention and control measures.

Rapid assessments conducted in Barahona showed damage to water supply systems in the communities of La Ciénaga, Batoruco, Chifino, Arroyo, Quemaito, and Juan Esteban, as well as the presence of cases of diarrheal water disease and cholera confirmed by the Ministry of Public Health. In the homes of these communities, residual chlorine levels ranged from 0 to 0.5, and pH levels were between 7.2 and 7.8.

Support was provided to the affected population with hygiene items such as hygiene kits, water filters for safe water consumption, and basic sanitation supplies.

The report from the National Institute of Drinking Water and Sewerage indicated that, as of November 18, 76 aqueducts in the provinces of Elías Piña, San Juan, Batoruco, Barahona, Azua, San José de Ocoa, Peravia, San Cristóbal, Hato Mayor, Monte Plata, Samaná, Sánchez Ramírez, and María Trinidad Sánchez were damaged, affecting 1,315,232 inhabitants. In response to these situations, sectoral diagnoses and coordination meetings were held to formulate an adequate response. Although the need to activate water purification plants had not been determined, there was a recognized necessity to establish hand washing stations and temporary water access infrastructures in communities and strategic locations in Azua, San Cristóbal, and Barahona. By November 20, a total of 110 aqueducts were reported out of service in the provinces of Elías Piña, San Juan, Batoruco, Independencia, Barahona, Pedernales, Azua, San José de Ocoa, Peravia, San Cristóbal, San Pedro de Macorís, Hato Mayor, La Altagracia, El Seibo, Monte Plata, Samaná, Sánchez Ramírez, María Trinidad Sánchez, and Duarte.

To ensure effective response operations, mobilized teams were equipped with sector-specific training. Specialized training and essential resources were crucial for delivering the necessary and timely assistance required in this situation.



Risk Reduction, Climate Adaptation And Recovery

As a result of the heavy rains and the increase in water levels, it became evident that the communities have a general lack of knowledge about disaster risk reduction and emergency preparedness. The communities did not respond promptly to the events and did not take action to safeguard their personal belongings. Although warnings were issued by the authorities, it was evident:

- Lack of knowledge of community response plans
- Lack of knowledge of evacuation protocols at the community level.
- Absence of community early warning systems
- Disconnection of the community with response agencies and local authorities
- Lack of social cohesion

In addition, the flooding was exacerbated by the absence of effective solid waste disposal, contamination of water sources, and misuse of land and/or natural resources.





Community Engagement And Accountability

The affected population had a lack of information about how to face an emergency and how to proceed in case of a severe flood like the one they faced. It was identified as priority to disseminate key messages and tools through efficient channels to the communities. By allowing community participation, more efficient activities were carried out, thus embracing the real needs of the target communities and strengthening them in case of future eventualities.

Operational Strategy

Overall objective of the operation

Through this IFRC-DREF Application, the Dominican Red Cross aimed to provide humanitarian assistance to 1,500 families (7,500 people) affected by the floods through the implementation of actions under Shelter, Health, WASH and Multipurpose Cash Assistance, as well as the dissemination of key messages with a Protection, Gender and Inclusion (PGI) and Community, Engagement and Accountability (CEA) approach in the provinces of Santo Domingo, Duarte, Distrito Nacional, Azua, San Cristobal, Barahona, San Pedro de Macoris and Monte Plata

At the end of the operation, the Dominican Red Cross provided humanitarian assistance to 1,500 families (7,500 people) affected by the floods.

Operation strategy rationale

The development of this IFRC-DREF Action Plan was based on the initial Damage Assessment and Needs Analysis (DANA) carried out by the National Society in 8 provinces of the Dominican Republic. In addition, information provided by the branches, secondary data from government reports and alerts and reports issued by the Emergency Operations Centre, the Ministry of Public Health, the Directorate of Epidemiology and the Water, Sanitation and Hygiene Sectoral Group (GASH) were used.

Summary of intervention:

MULTIPURPOSE CASH:

The National Society aimed to assist a total of 1,000 families with multipurpose cash, concurrently conducting awareness programs on the proper use of cash to enhance its impact on family recovery.

Considering the impact on livelihoods, the agricultural sector, shelter and emergency needs, the distribution of cash was defined as a strategic action enabling families to address immediate requirements by acquiring goods or services crucial to each family. This approach also facilitated the revitalization of the local economy. Leveraging the National Society's recent experience in multipurpose cash implementation and familiarity with the Red Rose platform, this ensured a swift and efficient distribution of funds to reach the population at the time of greatest vulnerability.

Selected families received a total of 13,000 Dominican pesos, equivalent to 200 Swiss francs. This amount was determined based on the previous distribution of 10,500 pesos, which proved adequate for food purchases according to beneficiary feedback. This time, an increase of 2,500 pesos is proposed to cover additional needs identified in assessments, such as acquiring medicines, kitchen utensils, house repair tools, cleaning products, among others.

HEALTH:

The National Society aimed to reach a total of 1,500 people with health-related activities, including:

- Community surveillance implemented in selected provinces and communities. Volunteers attached to the branches in the 8 identified provinces were deployed to identify suspected cases in the communities and refer them to the nearest primary health care Centre, if necessary. The Dominican Red Cross community surveillance protocol was activated in the selected provinces.
- Health assessments, including mental health and psychosocial support, promotion, education and communication actions to promote health and prevent diseases with epidemic potential (cholera, dengue, leptospirosis, others).

WASH:

The National Society aimed to reach a total of 1,500 families (7,500 people) with WASH-related activities, including:

- Installation of 10 provisional supply and distribution systems for access to water and hygiene services (water tanks, sinks).
- Distribution of water in affected communities.



- Distribution of 1,500 hygiene kits to families in affected communities.
- Cleaning and disinfection days in 20 communities affected by the floods and those areas with a high incidence of water-borne or water-related diseases.
- 6 Health and hygiene promotion campaigns on the prevention and control of acute communicable diseases.

DISASTER RISK REDUCTION, CLIMATE ADAPTATION AND RECOVERY:

Many of the impacts at the community level were due to a clear lack of community preparedness and a disconnection with local prevention, mitigation and response systems. This gap can only be closed through community diagnostics and the generation of community resilience plans to be worked on by the National Society in the short, medium and long term through programme initiatives outside of the emergency.

Taking into account the gaps identified at the community level in terms of emergency preparedness and their capacity to execute basic disaster response actions, the Dominican Red Cross seeks to identify and implement the expanded Vulnerability and Capacity Assessment methodology in 12 of the communities most affected by the floods. This allows to close the gaps at the community level and develop community resilience plans that allows the selected communities to be better prepared for a future event. This was planned to be achieved through:

- Training of Dominican Red Cross volunteers in EVCA and NEAT+.
- Identification of the most vulnerable communities
- Community diagnostic sessions using the EVCA and NEAT+ methodology in 12 communities.
- Printing of risk maps of the selected communities.
- Basic community DRR equipment

COMMUNITY, ENGAGEMENT AND ACCOUNTABILITY (CEA):

The National Society prioritizes a community participation and accountability approach in all its activities. This approach is implemented by all areas of work and is continuously monitored and advised by the National Society's National Communication Department. Among the activities prioritized in the early response and recovery strategy are those related to community participation in the different stages of the processes, the dissemination of information and key messages and the establishment of feedback mechanisms at the community level.

Communities that participated in interviews during rapid assessments and during the distribution of relief items will be continuously consulted on their usefulness and proposals for improvement. Additionally, feedback mechanisms and satisfaction surveys will be carried out to strengthen the National Society's interventions in the future.

PROTECTION, GENDER AND INCLUSION (PGI):

With the aim of protecting the fundamental rights of the people who receive the services and assistance of the Dominican Red Cross, the doctrine and protection department intends to develop training and awareness actions, focused on our volunteers and beneficiaries on the prevention of sexual exploitation and abuse.

Two (2) training sessions on prevention of sexual exploitation and abuse were planned for volunteers from the branches in the affected areas who participated in field operations, in order to prevent them from incurring in this type of misconduct during the development of their functions and at the same time to identify situations of abuse and / or exploitation and to make the required referrals in these cases.

As far as the beneficiaries are concerned, the NS conducted sensitization sessions so that they identified if they are victims of sexual violence and they receive didactic material on this subject elaborated for children and adults. During the distribution of hygiene kits to 1,500 families, a space was defined, where each beneficiary was sensitized on issues of sexual exploitation and sexual violence. The idea was that at least one person from each of the beneficiary families were sensitized on these issues.

Targeting Strategy

Who was targeted by this operation?

Through this IFRC-DREF operation, the Dominican Red Cross aimed to provide humanitarian assistance to people affected by the floods in provinces initially prioritized by the National Society (Santo Domingo, Duarte, Distrito Nacional, Azua, San Cristobal, Barahona, San Pedro de Macoris, Monte Plata). The provinces to be assisted were evaluated by both the state institutions and the corresponding teams of the National Society.

Special attention was given to vulnerable groups such as women, migrants, children, and the elderly. The National Society has networks at the community level that allows them to identify these groups and also collaborators with migrant care institutions that facilitate the



identification of this specific population.

The rationale behind targeting these specific groups was to ensure that aid was given those who were most at risk and least able to recover from the disaster on their own. By prioritizing vulnerable households, marginalized communities, and people with specific needs, the National Society aimed to provide targeted and tailored support, maximizing the impact of the IFRC-DREF operation and promoting equitable relief work. Taking into account that there were a few communities with double affectation (affected by the floods in June), particular attention was given to these high vulnerable families specifically aiming to strengthen DRR capacities through EVCA.

It is important to mention that while in previous interventions the NS has reached a larger number of beneficiaries with the same budget, it is important to highlight that it was done with the delivery of household items. For the current intervention, the Dominican Red Cross planned a more integral help to the families, where they will not be reached only through relief actions and delivery of kits, but also through the delivery of cash with an amount that allows them to cover their basic needs and acquire those elements that allow them to partially address the damages caused by the water. Furthermore, community assessments (AVCA) are planned to build community capacity and develop community resilience plans. All these actions will be complemented with health and WASH actions so that the communities to be assisted are in a better situation than they were before the flooding.

Explain the selection criteria for the targeted population

To effectively reach the 1,500 households (7,500 people) directly targeted by this IFRC-DREF, the National Society worked with local authorities, community leaders, and relevant stakeholders with knowledge of the affected areas and populations. Assessments were carried out to identify households and communities requiring immediate assistance.

The selection criteria taken into account for the selection of those to be assisted were as follows:

- Families whose homes have suffered considerable damage or destruction of personal belongings.
- Families whose homes have been flooded
- Families with at least one member who has a pre-existing illness and whose health is adversely affected by the floods.
- Families with at least one member under 5 years of age, or over 60 years of age, pregnant women, and/or persons with disabilities.
- Families in communities with possible outbreaks of acute communicable diseases.

Affected migrants.

- Families whose livelihoods have been affected by flooding.

Total Targeted Population

Women	3,113	Rural	43%
Girls (under 18)	1,275	Urban	57%
Men	2,142	People with disabilities (estimated)	0.5%
Boys (under 18)	970		
Total targeted population	7,500		

Risk and Security Considerations (including "management")

Please analyse and indicate potential risks for this operation, its root causes and mitigation actions.

Risk	Mitigation action
Difficulty in coordination	Strengthen liaison with government agencies by establishing effective communication channels. Cross-checking information collected with data from secondary sources.

Delays in receiving humanitarian aid items	Immediate involvement of Logistics in the procurement/supply movement strategy to meet established operational deadlines. Use of local stock.
Health risks	Ensure that staff and volunteers deployed to areas where there are acute disease outbreaks are protected according to basic health protocols (PPE) and conduct internal surveillance to identify possible positive cases.
Cholera	Provide comprehensive training to staff and volunteers on cholera prevention, including proper hygiene practices, safe water handling, and sanitation measures.
Burnout syndrome	<ul style="list-style-type: none"> - Implement a rotating schedule to distribute the workload evenly and prevent volunteers from becoming overwhelmed. - Offer psychological support services, including counseling or debriefing sessions, to help volunteers cope with stress and emotional challenges.
Limited access to the areas with affected population due to the deterioration of the security situation	<ul style="list-style-type: none"> - NS with the support of IFRC will update its Security Plan and will constantly assess the situation to implement additional security mitigation measures. - Constant coordination with information sources to avoid dangerous areas. - Coordination with other Members of the movement in the area of security and Duty of Care.
New rains or storms hamper operational logistics.	Follow-up activities by identifying possible immediate actions to be taken.
<p>Please indicate any security and safety concerns for this operation:</p> <p>In terms of the main safety issues that may occur during the operation, it is worth mentioning possible injuries while assisting in the affected areas. To this end, volunteers were provided with insurance and the necessary safety equipment to carry out the activities.</p>	
Has the child safeguarding risk analysis assessment been completed?	No

Implementation



Multi Purpose Cash

Budget: CHF 222,585

Targeted Persons: 5,000

Assisted Persons: 4,915

Indicators

Title	Target	Actual
# of CVA feasibility study	1	1
# of households assisted with multi-purpose cash	1,000	983
# of sensitization and training workshops with the communities regarding Cash and Voucher Assistance (CVA) component	10	12

% of satisfaction from people receiving CVA assistance	90	95
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Narrative description of achievements

The Dominican Red Cross reached 4,915 people in the targeted communities with multi-purpose cash assistance. The counterparty bank was the Dominican "Banco Banreservas" as it is a sub-agent of MoneyGram which meets the Red Rose (<https://www.redrose.io/>) requirements.

The 983 families received a total of the equivalent of CHF 200. This amount was determined on the basis of the previous distribution of CHF 150 and an increase of CHF 50 was proposed to cover additional needs identified in the assessments, such as the purchase of medicines, kitchen utensils, household repair tools, cleaning products, among others. However, it is important to note that this amount was confirmed once the feasibility study was completed. The following is a list of beneficiary families selected and the targeted provinces:

Azua: 13
 Barahoa: 22
 San Pedro de Macoris: 64
 National District: 152
 Duarte: 285
 San Cristobal: 74
 Monte Plata: 95
 Santo Domingo: 295

The feasibility study conducted reflected the selection criteria, which identified flood-affected households and households where at least one member was identified as having the following vulnerabilities: chronic illnesses, disabilities, older adults, pregnant and lactating women, and single-parent households.

The study was able to identify, through community participation and survey, the preference for receiving humanitarian aid. This graph visualises this preference.

Within the framework of this line, a number of actions were implemented to ensure its proper functioning:

- Continuous follow-up and monitoring of the delivery of aid to beneficiaries, from the National Society to the IFRC Panama regional office.
- Setting up a telephone line to follow up with beneficiaries by the National CEA team (Accounts Redaction and Community Participation).
- Beneficiary satisfaction survey.
- Sensitisation of beneficiaries, supported by brochures with detailed information on the multi-purpose cash transfer programme.

The National Society carried out a feasibility study, which facilitated the operation in the area of multi-purpose cash delivery. The objective of the indicator was to reach 1,000 families; the actual reach was 983 families; however, it was not possible to deliver to 17 families because they had problems with their telephone numbers and others with a change of residence, which made it difficult to contact them despite the fact that we had a team of volunteers supporting the process of following up with the beneficiaries every day. It is important to note that the unused amount was returned to the IFRC account.

According to the Cash Transfer Program, the selection criteria included households with incomes affected by the November floods, and households where at least one member met one of the following vulnerability criteria: chronic illness, disability, elderly, pregnant and lactating women, and single-parent households.

Twelve awareness-raising workshops were held in the communities with the participation of more than 1,000 people, supported by brochures with detailed information on the multi-purpose cash transfer program.

The National Society has two volunteers with experience in cash transfer and extensive knowledge of satisfaction surveys who are assisting beneficiaries. This experience with cash transfers has allowed the National Society to increase its response capacities and to include an area of effective intervention in its humanitarian catalogue, such as cash and voucher distribution. Headquarters staff and branch volunteers have been sensitized to the Red Rose platform, which has enabled them to effectively oversee the distribution program, becoming the backbone of the operation.

Lessons Learnt

- Although two cash transfer programmes have been implemented in recent emergency operations, there is a need for a more robust structure to monitor the red rose platform. For this it is necessary to have more volunteers and trained personnel who can be made available to the operation during emergencies to strengthen the component.



- All community talks on the Cash Transfer Program should be accompanied by a general context of what is being done with the operation and with the Community Engagement and Accountability component constantly connected. This will ensure the success of the activity.

Challenges

- Lack of staff or volunteers dedicated to the support and/or management of the red rose platform.
- Differences in the names of the beneficiaries at the time of withdrawing the cash generated delayed and, in some cases, led to not withdrawing at all.



Budget: CHF 26,093

Targeted Persons: 1,500

Assisted Persons: 1,500

Indicators

Title	Target	Actual
# of health assessments, including mental health and psychosocial support, promotion, education and communication actions to promote health and prevent diseases with epidemic potential	8	8
# of people reached with Socio-educational activities for health and hygiene promotion, violence prevention and stress management in the context of emergencies	1,500	1,500

Narrative description of achievements

- Sectoral health, water, sanitation and hygiene assessments:

The Dominican Red Cross, through its Health Directorate, carried out pre-activations, activations and deployments of the assessment and intervention teams in Emergency Health, Water, Sanitation and Hygiene Promotion (WASH) and Psychosocial Support (PHS) as required by the floods of November 2023 and as part of the actions to prevent and control outbreaks of A&D, including cholera and vector-borne diseases, in affected territories.

In the context of response to this emergency, rapid health assessments, including mental health and psychosocial support, as well as water, sanitation and hygiene promotion, have been conducted in 30 municipalities: Azua de Compostela, Guayabal, Las Charcas, Las Yayas de Viajama, Padre Las Casas, Barahona, La Ciénaga, Paraíso, Polo, Santo Domingo de Guzmán, Arenoso, Eugenio María de Hostos, Pimentel, San Francisco de Macorís, Villa Riva, Bayaguana, Monte Plata, Sabana Grande de Boyá, Bajos de Haina, Cambita Garabitos, Sabana Grande de Palenque, San Cristóbal, Consuelo, Quisqueya, Boca Chica, Los Alcarrizos, San Antonio de Guerra, Santo Domingo Este, Santo Domingo Norte and Santo Domingo Oeste, corresponding to the eight (8) prioritised provinces: Azua, Barahona, Distrito Nacional, Duarte, Monte Plata, San Cristóbal, San Pedro de Macorís and Santo Domingo.

In general, among the needs identified during the sectoral assessments carried out during and after the event, were: (a) chlorine, disinfectants and other supplies and materials for water chlorination, (b) drinking water, (c) water for cooking, personal hygiene and cleaning, (d) cooked and preserved food, (e) mosquito nets, (f) cleaning supplies and materials, (g) alcohol gel or soap, (h) buckets, tanks or jerry cans, (i) health personnel, (j) basic first aid, (k) basic medicines, (l) mattresses, (m) clothes and shoes, and (n) sheets and blankets.

- Community-based epidemiological surveillance:

In the context of the response to the November 2023 floods, Community Based Epidemiological Surveillance (CBES) actions were reinforced by carrying out home visits (6,517 homes) and identifying people with symptoms and signs of acute communicable diseases with epidemic potential. Cases identified were provided with information and recommendations to avoid complications by going to the nearest health centre in a timely manner.

The epidemiological community-based surveillance was reinforced in the municipalities of the eight (8) prioritised provinces, identifying 685 people with some pre-existing health condition, of which 36% (246) are hypertensive, 26% (178) are diabetic, 23% (160) are pregnant,



8% (55) have other chronic diseases and 4% (25) have mental and behavioral disorders.

Of the 685 people with a pre-existing health condition, only 50 % (342) reported that they have their specific medication or treatment. These included 61 % (109) of diabetics, 60 % (147) of people with hypertension, 38 % (21) of people with other chronic diseases, 36 % (9) of people with mental and behavioral disorders and 33 % (52) of pregnant women. While in those reporting cancer, HIV and tuberculosis, the proportions of those with the required medicines and treatments were lower, at 38 %, 20 % and 0 %, respectively.

When inquiring about the presence of persons with signs or symptoms of acute communicable diseases, injuries from external causes and deaths, 1,155 persons were identified with any of the signs and symptoms under surveillance. 84.7% (978) reported the presence of fever, 5.6% (65) conjunctivitis, 4.7% (54) respiratory symptoms and 2.2% (25) diarrhea.

- Mental Health and Psychosocial Support (MHPSS):

During the rapid health assessments, the mental health situation of the affected population in the eight (8) provinces was assessed through home visits to 761 families. The volunteers and staff surveyed the families with questions that inquired about aspects related to the ability to fall asleep, feelings of tension, irritability or nervousness, reaction to noise, alertness to danger, distance from colleagues, disinterest in work and impression of the future, physical and intellectual tiredness, presence of dizziness, attacks of sweating, feeling of a lump in the throat, particular strong heartbeat when recalling difficult situations, impression of being overheated, acting unthinkingly and taking risks, and reliving painful events in dreams or nightmares.

- Rapid health assessment:

The analysis of the findings of the Mental Health and Psychosocial Support (MHPSS) assessment, conducted by the Health Directorate, Dominican Red Cross, showed that at the time of the visit, 93% (544 people) had adequate stress management, while 6% (38) needed to pay attention to stress management and 1% (4) showed signs of risk for which consultation with support groups was recommended.

In the communities affected by the floods of November 2023, socio-educational recreational activities were carried out to promote health and hygiene, violence prevention and stress management in the context of emergencies in the affected provinces, while teaching good basic hygiene practices and menstrual hygiene, benefiting 4,828 children and adolescents aged 6 to 17 years, i.e. the target set by the indicator was met.

- Health and hygiene promotion:

In this context, the National Society continued with the implementation of six (6) health and hygiene promotion campaigns, as well as prevention and control of acute communicable diseases in the affected provinces. The campaigns were aimed at the prevention and control of Acute Diarrhoeal Disease (ADD) and cholera, basic hygiene, menstrual hygiene, prevention and control of dengue and other arboviruses, mental health and psychosocial support, and violence prevention.

Community awareness-raising is a key element in promoting behavioural change and healthy lifestyles. With these health promotion, basic hygiene and disease prevention actions, 6,517 households were reached. In addition, the talks held in the communities affected by the November 2023 floods reached 35,583 people (21,282 people directly and 14,301 indirectly) in Azua, Barahona, Distrito Nacional, Duarte, Monte Plata, San Cristóbal, San Pedro de Macorís and Santo Domingo. To achieve this outreach, inter-institutional support and coordination was provided by the Ministry of Public Health, UNICEF and PAHO/WHO, as well as inputs and materials pre-positioned in CRD.

In the context of awareness-raising activities, 10,534 information, education and communication (IEC) materials were delivered with key messages related to health promotion in hygiene and prevention and control of acute communicable diseases, such as flyers and brochures, as well as posters. Key messages are also published on institutional social networks.

Of the total population directly reached by health and hygiene promotion activities (21,282 people), 8,915 were male (42 %), 10,332 were female (49 %) and 2,035 were of unknown sex (10 %).

Among the population reached, 169 nursing mothers, 198 pregnant women, 220 people with disabilities, 637 with comorbidity (pre-existing diseases) and 862 people in conditions of human mobility (migrants) were identified.

- Prevention and control of acute communicable diseases:

Among the vector prevention and control actions carried out, we included the observation of containers that, in the home environment, can become potential mosquito breeding sites. In this regard, 14,294 containers that can become mosquito breeding sites were identified in the homes visited, with small containers such as flower pots, buckets, plastic and glass bottles being the main reservoir, with 41% (5,832), followed by the tank/tinac with 39% (5,629) and flower vases with 11% (1,522).

Twenty percent (2,869) of the observed containers were positive and 100% were eliminated. When analysing the data by type of container, the positivity was 52 % (1,487) of small containers such as flower pots, buckets, plastic and glass bottles, as well as 29 % of tanks/tinets and 6 % of vases. The following table shows the positivity according to the type of container observed during the days carried out by the CRD volunteers in the prioritised territories.



2,000 A&D and cholera prevention kits and 2,000 smear kits (1 per family) were distributed in the communities affected by the floods of November 2023, and which have an increasing trend of acute diseases with epidemic potential, especially against dengue, acute diarrhoeal diseases, including cholera, in the prioritised provinces. These kits also include IEC material with messages alluding to prevention and control of arbovirolosis, acute diarrhoeal diseases with emphasis on cholera.

Lessons Learnt

Hygiene and health promotion at events such as this DREF is of vital importance to prevent the spread of diseases of all kinds. Community surveillance has proven to be a very effective mechanism at the national level to identify suspected cases and prevent the spread of these diseases. It is important to continue to maintain active and intentional communication with national health entities to ensure the effectiveness of Red Cross actions.

On the other hand, the socio-educational activities have been very well received and praised specifically for the work done with children. Physical and mental health care is very important for people who have been exposed to stressful situations due to events such as the one that caused this emergency.

Challenges

It is sometimes very difficult to have the numbers needed to carry out epidemiological surveillance in all communities. Through emergency operations and other initiatives we seek to train more volunteers and staff.

Coordination between headquarters and branches needs to be further improved in order to avoid delays in the implementation of field activities.



Water, Sanitation And Hygiene

Budget: CHF 70,311

Targeted Persons: 7,500

Assisted Persons: 14,100

Indicators

Title	Target	Actual
# of people families with Higiene kits	1,500	1,511
# of people provided with water distribution	5,000	7,433
# of volunteers trained on health promotion methodologies	29	136
# of communities reached with cleaning and disinfection sessions	20	26
# people reached with health and hygiene promotion activities	5,000	5,000

Narrative description of achievements

In the context of the response to this emergency, rapid sectoral Water, Sanitation and Hygiene Promotion (WASH) assessments were carried out in the municipalities (30 in total) of Azua de Compostela, Guayabal, Las Charcas, Las Yayas de Viajama, Padre Las Casas, Barahona, La Ciénaga, Paraíso, Polo, Santo Domingo de Guzmán, Arenoso, Eugenio María de Hostos, Pimentel, San Francisco de Macorís, Villa Riva, Bayaguana, Monte Plata, Sabana Grande de Boyá, Bajos de Haina, Cambita Garabitos, Sabana Grande de Palenque, San Cristóbal, Consuelo, Quisqueya, Boca Chica, Los Alcarrizos, San Antonio de Guerra, Santo Domingo Este, Santo Domingo Norte and Santo Domingo Oeste, corresponding to the provinces of Azua, Barahona, Distrito Nacional, Duarte, Monte Plata, San Cristóbal, San Pedro de Macorís and Santo Domingo, where needs related to water, basic sanitation and hygiene promotion were identified.

The Dominican Red Cross WASH teams installed or improved water supply systems that reached 14,100 people through the following activities:

- Installation of 2 provisional water supply and distribution systems and access to hygiene in affected communities in Barahona and Distrito Nacional, for a population of 11,500 people, during the first emergency response actions.

- Subsequently, in coordination with community leaders in La Colonia in San Cristobal, the installation of a back-up water supply system, which will facilitate access to water in emergencies and disasters as an alternative in the initial stage to benefit 2,100 people.

- More than 100 families in the province of Puerto Plata benefited with the rehabilitation, basic sanitation and the incorporation of chlorination system.

- Maintenance and repair of 5 sinks in bathrooms of an affected school in Chirino de Monte Plata, where a submersible pump was installed to facilitate access to water, benefiting students and teachers.

In Santo Domingo, Distrito Nacional, Barahona, Azua, Monte Plata, San Pedro de Macorís, 1,000 buckets and 4,000 bottles of chlorine were distributed for the correct storage and treatment of water at the household level (1 per family).

In the affected provinces, monitoring of water treatment, storage and use was carried out through home visits and water quality tests in the homes visited, identifying levels of residual chlorine from 0.0 to 23.0 (average = 1.5) and pH from 0.0 to 14.5 (average = 7.0) and pH from 0.0 to 14.5 (average = 7.0). 5 (average= 7.0), total chlorine from 0 to 13.0 (average= 1.1), alkalinity from 0 to 480 (average= 83.6), calcium hardness from 0 to 209 (average= 23.4), cyanuric acid from 0 to 28 (average= 6.4), indicating that strategies for the treatment, care and management of water at home need to be reinforced.

In this operation, 1,500 family hygiene kits were distributed to an equal number of families in the affected communities in the provinces of Duarte, San Pedro de Macorís, Distrito Nacional, Santo Domingo, San Cristóbal and Monte Plata.

1,511 personal/individual hygiene kits, including 805 menstrual hygiene kits, were distributed to the priority population in the affected communities of Santo Domingo, Distrito Nacional, Santo Domingo, San Cristóbal and Monte Plata.

in affected communities in Santo Domingo, National District, Azua and Barahona.

Basic sanitation days were carried out, including cleaning and disinfection, as well as vector control actions (abatement and fumigation) in 26 communities affected by the floods, according to the needs identified in Azua, Barahona, Distrito Nacional, Duarte, Monte Plata, San Pedro de Macorís and Santo Domingo.

A total of 136 volunteers from the affected areas received training in health promotion, equipping them with essential knowledge and skills. After their training, these volunteers became multipliers in their communities, effectively spreading health awareness and prevention messages. Their commitment has significantly improved health practices and raised awareness about proper measures during emergencies, positively impacting many families in the affected regions

It is important to note that the 14,100 individuals reached through the improvement of the water system were not necessarily beneficiaries of all the supplies planned and distributed in the operation. While it was initially projected to assist approximately 7,500 people in the water and sanitation section, it became evident that many more individuals gained access to safe water than originally estimated. This underscores the effectiveness of the interventions implemented, which not only met the initial goals but also exceeded them, ensuring a broader impact on the affected communities. The collaboration with local leaders and the community's proactive engagement played a crucial role in facilitating this expanded access, highlighting the importance of adaptive strategies in emergency response efforts•

Lessons Learnt

- The inclusion of menstrual hygiene kits has been found to be very popular in the communities. On this occasion, the Dominican Red Cross made these kits available using available stock from previous recent operations.

- The consideration of weather forecasts is necessary while planning spraying sessions (as prevention of vector borne disease infection). There are some products used in these activities that do not take effect if certain humidity and temperature conditions are not met. This can lead to delays in the schedule.

Challenges

- The teams had limitations with transportation which delayed the implementation of activities in remote communities.

- Procurement processes are often delayed which also affect the implementation of activities.





Protection, Gender And Inclusion

Budget: CHF 3,195

Targeted Persons: 1,550

Assisted Persons: 1,500

Indicators

Title	Target	Actual
# of volunteers from branches in affected areas have received training on prevention of sexual exploitation and abuse	50	56
# of people sensitized on prevention of sexual exploitation and abuse	1,500	1,500

Narrative description of achievements

Two workshops on the prevention of sexual exploitation and abuse were conducted, with 50 volunteers from 16 branches across 8 provinces of the operation participating. These volunteers came from the branches of Santo Domingo North, East, West, National District South and Central, as well as from the provinces of San Cristóbal, Monte Plata, Duarte, and 25 volunteers from the branches of Arenoso, Pimentel, San Francisco, Hostos, Villa Riva, Castillo, and La Reforma.

After completing their training, they joined the distribution efforts, sensitizing a total of 1,500 people on the prevention of sexual abuse and exploitation. Through their efforts, they successfully conveyed crucial information and raised community awareness about the importance of protecting at-risk individuals and fostering a safe environment.

Lessons Learnt

- The PSEA approach has been recently implemented by the National Society and there is still a need for more awareness raising both for staff and volunteers as well as for host communities. There is still a lot of taboo about some issues and culturally it is something that needs to be tackled little by little.
- Within the National Society there are already volunteers in several branches who serve as focal points and who were instrumental in the implementation of the activities.
- Much emphasis was placed on the prevention of sexual abuse and exploitation, and it is hoped that mechanisms can be developed within the National Society to address these issues in a better way.

Challenges

The lack of a referral mechanism in the National Society hinders some processes.



Risk Reduction, Climate Adaptation And Recovery

Budget: CHF 30,672

Targeted Persons: 1,200

Assisted Persons: 1,200

Indicators

Title	Target	Actual
# of volunteers trained in EVCA and NEAT+	20	29



# of community resilience plans developed	12	12
# of risk maps developed	12	12

Narrative description of achievements

Considering the gaps identified at the community level, in terms of emergency preparedness and their capacity to execute basic disaster response actions, the Dominican Red Cross Disaster Risk Reduction management teams implemented the expanded Vulnerability and Capacity Assessment methodology in 12 of the communities most affected by the floods. This allowed to close gaps at the community level and develop community resilience plans that will enable the selected communities to be better prepared for a future event. This will be achieved through:

- Training of Dominican Red Cross volunteers in EVCA and NEAT+, this workshop was conducted with the support of IFRC and the Reference Centre, in which 29 people participated.
- Identification of communities vulnerable to atmospheric phenomena.
- Community diagnostic sessions using EVCA and NEAT+ methodology in 12 communities. This diagnosis was carried out in the following communities: Duarte Province: Barrio Azul de San Francisco de Macoris, B. Juan Pablo Duarte (Chulin) of Pimentel Municipality; La barca and Asicate of Hostos municipality; La verde, los Naranjos and los Rieles of Villa Ribas municipality; los Platanitos of Arenoso Municipality. Monte Plata Province: Los Mameyes, Yabacao, Pueblo Nuevo, of the municipal district of Chirino. San Cristóbal Province: Cañada Honda of the Quita Sueño Municipal District. Barahona Province: Los Arroyos in the Municipality of Polo.
- Printing of risk maps of the selected communities.
- Basic community Disaster Risk Reduction equipment.

It is important to note that one month after the implementation of the EVCA methodology, the areas intervened by the operation were affected by a meteorological incident with heavy rains causing flooding. In conversations with the community members, they expressed to Dominican Red Cross focal points that they were able to take action and protect their lives through preventive measures. These testimonies confirm that continuing to implement the EVCA in the context of emergencies favors the strengthening and timely responses provided by the communities themselves.

Lessons Learnt

The implementation of early recovery activities (for example, charting a community roadmap) are crucial for Disaster Risk Management. However, it is important to choose the timing of these activities carefully as the results of the assessments may vary depending on the timing. Perhaps for an operation as short as a DREF operation, these activities may fall short of their full potential. In addition, this process can be detrimental because without a seed capital to incentivize some of the EVCA findings, false expectations may be raised and the National Society's access to these communities may be undermined.

Challenges

- Working in times of constant rain and flooding makes it very difficult to access the communities and especially to map them with drones. The winds affect the drone flights, and the quality of the image.
- The elaboration of community resilience plans requires an advanced technical level, especially for their drafting. Often the volunteers selected for this purpose do not have sufficient capacity and this makes the analysis and formulation processes take longer than estimated.
- A clear procedure for DREF implementation (focused on Planning, Monitoring, Evaluation, Reporting and Information Management) capacity building is encouraged at headquarters and branches.



Community Engagement And Accountability

Budget: CHF 26,625

Targeted Persons: 7,500

Assisted Persons: 7,500

Indicators

Title	Target	Actual
# Lessons learned workshop with headquarters	1	1
# of community focus groups formed for lessons learned (internal and external community)	8	8
# Number of people reached through dissemination of information and key messages	7,500	7,500
# CEA workshop conducted	1	1

Narrative description of achievements

- The National Society prioritized a community engagement and accountability approach in all its activities. This approach was implemented by all areas of work and supported by the National Society's National Communication Department and the CEA team. Among the activities prioritized in the early response and recovery strategy were those related to community participation in the different stages of the processes, the dissemination of information and key messages, and the establishment of feedback mechanisms at the community level.

Communities that participated in interviews during rapid assessments and during the distribution of relief inputs were continuously consulted on the usefulness and proposals for improvement. In addition, feedback mechanisms and satisfaction surveys were carried out to strengthen the National Society's interventions in the future.

To reinforce this intervention and leave the capacities in place for the NS, a 3-day workshop on Accountability and Community Participation CEA was conducted with the support of the IFRC with the participation of 30 volunteers from 16 branches belonging to the 8 provinces that are part of the DREF Operation. Other actions carried out were the following:

- The campaign on social networks where a reach of 900,585 people was obtained through key messages, 1,505,478 people through printed information and 238,362. people through interactions.

The Dominican Red Cross conducted 6 community workshops on lessons learned in the communities of Arroyos Bonito Santo Domingo Oeste, Juan Guzmán Santo Domingo Oeste, Arenoso Province Duarte, Villa Riva Province Duarte, Chirino Province Monte Plata, Consuelo Province San Pedro de Macorís, Polo Province Barahona, La Laguna-Haina San Cristóbal.

These trainings in the communities have a duration of 3 hours, where a team trained in CEA applied the different forms.

Sections were held for volunteers in the following localities:

- Santo Domingo West Branch.
- Chirino branch
- Arenoso branch
- Branch of Polo de Barahona
- Haina Branch
- Consuelo Branch

A lessons learned workshop was held for staff and volunteers who have been actively involved from the design of the DREF to the implementation of the operation. The workshop was held from 26 to 28 May 2024, with the participation of 35 people.

Lessons Learnt

Establishing a feedback mechanism in operations and programmes requires a structure within the National Society in order to be able to resolve all requirements and to maintain acceptable beneficiary satisfaction. Limited staffing of the hotlines generated saturation in the resolution of doubts, especially with the Cash Transfer Programme (PTM).

The best way to correct errors or gaps during the formulation stage is through CEA. For this, permanent monitoring and responsible focal points from headquarters and branches should be ensured.



Challenges

- It is necessary to have CEA focal points in all areas of the National Society in order to have a cross-cutting approach and to be able to involve them in everything.
- The articulation between the results generated by satisfaction surveys and internal improvement processes is still not very clear.



Secretariat Services

Budget: CHF 34,293

Targeted Persons: 2

Assisted Persons: 3

Indicators

Title	Target	Actual
# of rapid response personnel deployments	2	3
# vehicles rented for the operation	2	2

Narrative description of achievements

The IFRC deployed three surge members during this operation (2 Ops. Managers x 1 month each and 1 CVA delegate for two months) to support the National Society in the development of the cash transfer actions, where the feasibility study of the operation was worked on.

Two leased vehicles were delivered in the second week of January 2024.

In compliance with the established standards, the two vehicles used for mobilising equipment in the field were maintained.

Lessons Learnt

It is important to analyse the relevance of international staff deployments when they cross culturally important dates such as Christmas and New Year's Eve. Although there were fears of not having a breakthrough in the first few days, it was a good decision not to deploy any staff on the December desk as this deployment would not have been fully exploited. We take the opportunity to thank the IFRC and the American Red Cross for their support in the deployment of these personnel.

The rental of pre-positioned units/vehicles in the Dominican Republic continues to be an excellent option for emergency operations although a larger budget line for their maintenance should be included.

Challenges

- Sometimes not fully mastering the language in which the operation is conducted can create a barrier in working with the National Society. Similarly, not being fully conversant with the cultural context can lead to misunderstandings and misinterpretation of actions. It is recommended to employ staff with greater adaptability to the local context.
- The vehicles provided/available sometimes do not meet the requirements of the National Society, making mobilisation and loading difficult.



National Society Strengthening

Budget: CHF 51,613

Targeted Persons: 350

Assisted Persons: 350



Indicators

Title	Target	Actual
# of damage assessment and needs analysis workshops conducted.	1	1
# of volunteers insured.	350	191
# cargo vehicles repaired	1	1
# of visibility kits for volunteers	350	350
# of DANA workshops for volunteers	1	1

Narrative description of achievements

A Damage Assessment and Needs Analysis (DANA) workshop was carried out with the participation of 28 volunteers from 16 branches in the 8 provinces where the emergency operation took place. Some assessment tools and resources were used, such as the use of drones to collect relevant information, as well as the kobo tool.

350 Volunteers involved in the operation were provided with adequate visibility in accordance with the institutional uniform manual. A list of 191 volunteers from the involved branches was processed in order to generate insurance.

Other visibility included the provision of waistcoats for volunteers implementing the Accountability and Community Engagement (CEA) component.

As part of the operation, a National Society cargo truck was repaired and used for the distribution of kits and health supplies in the communities.

Lessons Learnt

In order to ensure effective collection of information in the field, it is necessary to further strengthen headquarters and branches in the use of tools and methodologies to conduct Damage and Needs Analyses in emergencies. Similarly, effective communication between the branches and HQ should be ensured from the first moment of the emergency so that all parties are aware of the progress in the formulation, implementation, monitoring and reporting of the operation. There was a slight disconnect in institutional coordination.

Challenges

The identification of volunteers at branch level continue to be a challenge as there is no clarity the availability for the execution of activities.



Financial Report

DREF Operation

FINAL FINANCIAL REPORT

MDRDO016 - Dominican Republic - Floods

Operating Timeframe: 29 nov 2023 to 31 may 2024

Selected Parameters			
Reporting Timeframe	2023/11-2025/4	Operation	MDRDO016
Budget Timeframe	2023/11-2024/05	Budget	APPROVED

Prepared on 02/Jun/2025

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	465.386
DREF Response Pillar	465.386
Expenditure	-423.520
Closing Balance	41.866

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items			0
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash	279.575	196.701	82.874
PO04 - Health	38.343	25.589	12.754
PO05 - Water, Sanitation & Hygiene	75.321	59.063	16.258
PO06 - Protection, Gender and Inclusion	3.000	2.351	649
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery	13.935	48.028	-34.093
PO10 - Community Engagement and Accountability	12.500	23.453	-10.953
PO11 - Environmental Sustainability			0
Planned Operations Total	422.674	355.186	67.488
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	19.200	23.997	-4.797
EA03 - National Society Strengthening	23.513	44.337	-20.824
Enabling Approaches Total	42.713	68.334	-25.621
Grand Total	465.387	423.520	41.867

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

Please explain variances (if any)

A total of CHF 465,386 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 423,520. The unspent balance of CHF 41,866 will be returned to the DREF.

Although there were no significant variations in the execution of the project, the final financial report shows large discrepancies. These differences reflect the changes in the recording modality and the restructuring of the budget, which have impacted how the amounts are presented in the report. The adjustments made during the migration to the ERP system required a different approach to budget management, leading to variations in the reported figures.



Contact Information

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[Click here for reference](#)

