



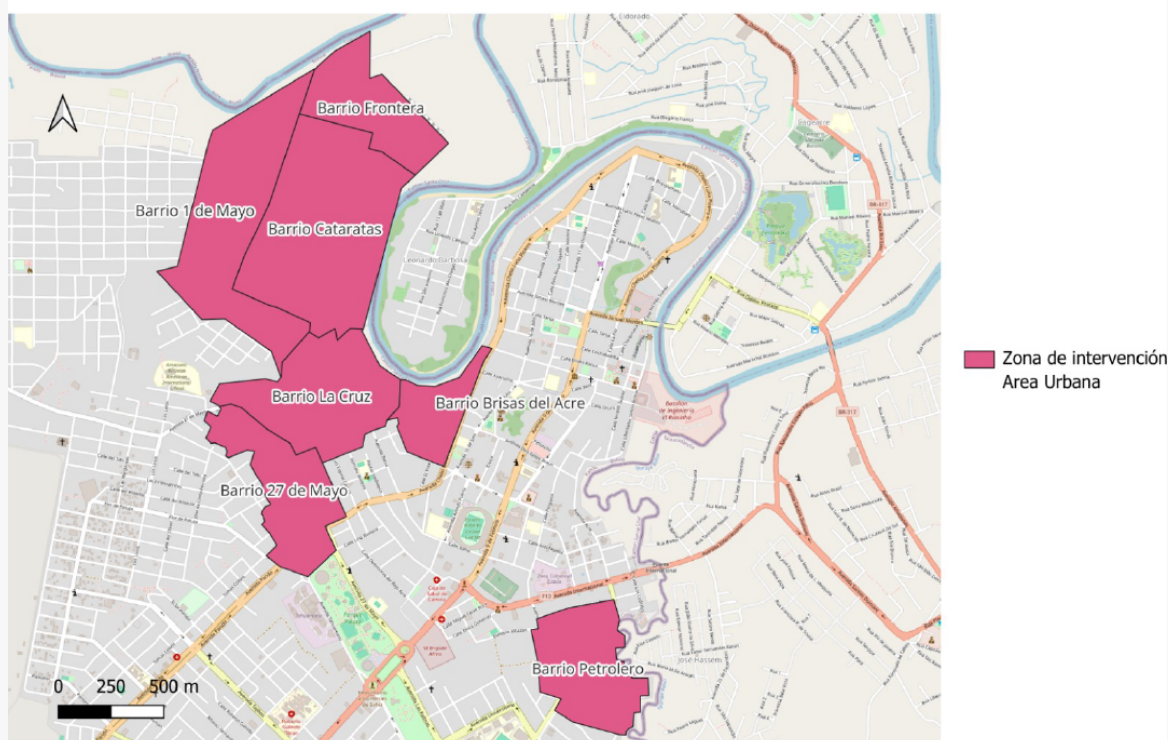
Post-distribution surveys. Pando, Bolivia. September 2024. Source: Bolivian Red Cross.

Appeal: MDRBO016	Total DREF Allocation: CHF 142,267	Crisis Category: Yellow	Hazard: Flood
Glide Number: FL-2024-000021-BOL	People Affected: 3,990 people	People Targeted: 1,500 people	People Assisted: 1,500 people
Event Onset: Sudden	Operation Start Date: 13-03-2024	Operational End Date: 30-09-2024	Total Operating Timeframe: 6 months
Targeted Regions: Pando			

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

Operación DREF Inundaciones Bolivia Cobija, Pando.



Map of intervention areas. Source: Bolivian Red Cross.

Date of event

29-02-2024

What happened, where and when?

On 29 February 2024, the Departmental Government of Pando issued Decree No. 03/2024, declaring a flood emergency in response to the escalating impact of severe weather events in the region. This declaration was prompted by the rapid and unprecedented rise of the Acre River, which on 27 February had exceeded 17 metres, surpassing its historical maximum. The overflow of the river resulted in the flooding of 16 urban sectors and three rural communities (Bajo Acre, Bajo Virtudes, and Belmonte) in the municipality of Cobija, the departmental capital located along the border with Brazil. The resulting damage included the displacement of hundreds of families, the destruction of homes and infrastructure, and the loss of livelihoods.

Prior to the departmental declaration, on 28 February, the Autonomous Municipal Government of Cobija had already issued Decree No. 06/2024, declaring a disaster situation due to the severity of the flooding. According to the Vice Ministry of Civil Defense (VIDECI), between 22 February and 9 March, a total of 5,354 families were affected in the department of Pando, of whom 2,648 were classified as disaster-stricken.

To support the response efforts, the National Government's Joint Command for Response to Adverse Events, in coordination with the Amazon Strategic Operational Command and the Sixth Naval District "Pando", deployed 279 military personnel to assist with the removal of mud and debris from homes and public spaces in Cobija. Emergency Operations Committees (COEs) were activated at both departmental and municipal levels, facilitating the coordination of humanitarian assistance and early recovery interventions.

Flooding persisted in Pando throughout the month of March. As river levels gradually decreased, particularly those of the Acre River, affected families began to return to their homes and resume daily activities. The National Institute of Meteorology and Hydrology (SENAMHI) maintained continuous monitoring of weather and river conditions, while local and national authorities supported reconstruction efforts, focusing on damaged homes and schools, and carried out clean-up activities to reduce health risks associated with



contaminated water and disease vectors.

By December 2024, no major outbreaks of acute diarrrheal diseases had been reported in the affected areas. The situation remained under control as a result of preventive health measures and coordinated clean-up actions implemented by local health services and disaster response teams. The incidence of vector-borne diseases also declined significantly. However, several schools damaged during the floods remained non-operational, and students had to be temporarily relocated to alternative educational facilities in order to complete the academic year.



Training sessions for urban neighborhoods. University of Cobija Amphitheater, Bolivia. August 2024. Source: Bolivian Red Cross.



Distribution of cleaning supplies. June 2024. Source: Bolivian Red Cross



Post-distribution monitoring survey. Bajo Acre, Bolivia. September 2024. Source: Bolivian Red Cross



Impact of the floods on the Wilson Pinheiro Binational Bridge. Rio Acre, Pando, Bolivia. March 2024. Source: Bolivian Red Cross



Recreational activities with the community. Pando, Bolivia. September 2024. Source: Bolivian Red Cross



Community feedback collection. Pando, Bolivia. September 2024. Source: Bolivian Red Cross



Presentation of intervention results. Pando, Bolivia. September 2024. Source: Bolivian Red Cross.



Scope and Scale

In 2024, Bolivia experienced widespread humanitarian needs resulting from intense rainfall and related hydrometeorological events. According to national data from VIDECI, 378,651 families (approximately 1,893,255 people) were affected by these events, of which 108,485 families (around 542,425 people) were classified as disaster-stricken. The emergencies impacted 224 municipalities across all nine departments and resulted in 64 deaths and four people reported missing. In addition, 4,213 homes were damaged, 2,162 were destroyed, 195,967 hectares of crops were affected, and 145,867 hectares were completely lost.

Between 1 November 2023 and 4 March 2024, the Humanitarian Country Team (HCT) recorded 112 adverse events associated with intense rainfall, with February being the most critical month, registering 56 incidents. These included flash floods and prolonged floods, which typically occur during the first quarter of the year, following a seasonal pattern that begins with the rains in November, peaks in January, and continues through March.

The most severe emergency during the rainy season occurred in the municipality of Cobija, department of Pando, where the Acre River overflowed on 24 March 2024. Floodwaters reached up to 17.5 metres in height, submerging parts of the city. Between 22 February and 9 March, 5,354 families (approximately 26,770 people) were affected in Pando, of whom 2,648 families (around 13,240 people) were classified as disaster-stricken. In Cobija alone, 1,140 families (about 3,990 people) were directly affected. In response, local authorities and humanitarian organizations established eight shelters prior to the river overflow and three more afterwards. According to the Bolivian Red Cross (BRC), at least 1,022 people remained in shelters for three weeks following the emergency.

Although water levels began to recede on 29 February, the magnitude of the impact rapidly overwhelmed local response capacities. Assessments carried out by the HCT identified the complete loss of personal belongings for 300 families (around 1,500 people), as well as significant damage to public services and infrastructure. The “Mapajo” primary health care facility suffered total physical damage, resulting in the loss of all furniture, part of the medical supplies, and some minor equipment. The “Miki Maya” rehabilitation centre for persons with disabilities was also completely affected. Furthermore, according to the Ministry of Education, two educational units, “Héroes de la Distancia” and “Sofía Cal Piñeiro”, sustained damage to infrastructure and lost computers and school furniture.

Source Information

Source Name	Source Link
1. PAHO	https://www.paho.org/es/noticias/5-3-2024-opsoms-apoya-autoridades-nacionales-locales-respuesta-emergencia-por-inundaciones
2. National Rainfall Impact Report 2024. VIDECI.	http://www.defensacivil.gob.bo/web/uploads/images/doc_20230531_141841.pdf
3. Bolivia: Inundaciones, lluvias intensas, deslizamientos, mazamorras y riadas (al 4 de marzo de 2024)	https://reliefweb.int/attachments/7768fa8b-a56b-4f19-b66d-8959e8b7120d/Bolivia%20--%20Inundaciones%2C%20lluvias%20intensas%2C%20deslizamientos%2C%20mazamorras%20y%20riadas%20%28al%204%20de%20marzo%20de%202024%29.pdf

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	In addition to the activities planned under the DREF operation, the Bolivian Red Cross (BRC), through its Departmental Branch in Pando, undertook complementary actions to support the affected population. The branch conducted an initial data collection exercise to identify the number of families and individuals impacted by the flooding. This was carried out in coordination with municipal authorities and contributed to the official Damage Assessment and Needs Analysis (DANA), enabling the municipality to obtain more detailed information on the scale and composition of the affected population. During these assessments, the BRC also provided first aid, psychosocial support, and evacuation assistance in the affected areas. Moreover, in collaboration with local



authorities, the National Society organized fumigation campaigns for vector control in rural communities. These vector control activities were not originally included in the scope of the DREF operation but were implemented in response to emerging needs in the field.

IFRC Network Actions Related To The Current Event

Secretariat	The IFRC Country Cluster Delegation (CCD) for Andean Countries covers Bolivia, Ecuador, and Peru. The CCD maintains a close relationship and coordination with the Bolivian Red Cross. Additionally, permanent communication is maintained with the different levels of the IFRC, who have made their technical support available to the Bolivian Red Cross for planning, execution, and reporting, if required. During the first week of March 2024, the IFRC Reference Centre for Disaster Preparedness (CREPD) was in Bolivia supporting the development of the first cycle of the Preparedness for Effective Response (PER) through a workshop to elaborate contingency plans, where the Pando branch participated and elaborated a draft of a Floods Contingency Plan. This activity was supported by IFRC with Swiss Red Cross funding.
Participating National Societies	The Swiss Red Cross has an office in the country. It supports the National Society in strengthening its institutional policy on risk and disaster management, among other crucial policies, seeking to contribute to the development of institutional capacity to create conditions that guarantee the effectiveness of Disaster Risk Management and Health services and programs.

ICRC Actions Related To The Current Event

The International Committee of the Red Cross (ICRC) provides technical and financial support to the Bolivian Red Cross to strengthen the National Society's operational capacity, particularly in the implementation of Safer Access and Restoring Family Links strategies, with a special focus on border regions. However, the ICRC did not take part in this specific operation.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	The national and local authorities coordinated a multisectoral response to address the emergency. The National Government supported affected families by delivering 40 tons of humanitarian aid. In response to the receding river levels, 276 army personnel and heavy machinery were mobilized to remove debris and clean streets and homes in the affected areas. The Departmental Health Service (SEDES Pando) implemented a two-pronged strategy to reduce the risk of vector-borne diseases following the floods. First, comprehensive surveillance was conducted to identify mosquito breeding sites in flood-affected zones. Second, larvicides were applied in household water containers to control mosquito population growth. Additionally, a wide-scale fumigation campaign was carried out across the affected areas. These actions were timed to coincide with the return of displaced residents to their homes and aimed to prevent outbreaks of dengue, chikungunya, Zika virus, and oropouche fever. The Municipal Government of Cobija also contributed to the emergency response by deploying departmental vehicles to support the return of evacuated families. Furthermore, Civil Defense, in coordination with the armed forces, provided logistical support and transportation to ensure the safe return of displaced populations.

UN or other actors

Following the floods in Cobija, several humanitarian organizations launched a coordinated response. The Bolivian Red Cross focused its efforts on peri-urban neighborhoods and rural communities within the municipality, ensuring broad coverage in these areas. Meanwhile, other humanitarian agencies such as Save the Children, World Vision, UNICEF, and Caritas Bolivia concentrated their interventions in District 1, the area most heavily affected by the disaster.

Key actions included:

- Save the Children distributed ceramic water filters as part of its response strategy to improve access to safe drinking water.
- World Vision provided 150 clothing kits for adult women, along with a combination of 20- and 5-liter water containers to address immediate water storage needs.
- Caritas Bolivia delivered food assistance valued at BOB 200 to 600 families and distributed construction materials worth BOB 1,600 to 200 families for emergency home repairs.
- The Pan American Health Organization (PAHO) coordinated with the Ministry of Health and Sports to assess damages in the affected areas, supported local authorities with risk prevention materials, and donated water purifiers to the Ministry's National Environmental Management Program. PAHO also provided technical support to shelter management teams, facilitating epidemiological assessments for early detection of potential public health risks.
- UNICEF deployed personnel to the affected zone to offer psychosocial support to families through its Familia Segura (Safe Family) program. In addition, UNICEF collaborated with education authorities to ensure the re-enrollment of students from "Héroes de la Distancia" and "Sofía Cal Piñeiro" schools.

Are there major coordination mechanism in place?

The Humanitarian Country Team (HCT), led by the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) and composed of UN agencies such as the United Nations Children's Fund (UNICEF), the World Food Programme (WFP), and the United Nations Population Fund (UNFPA), along with non-governmental organizations such as World Vision, Save the Children-CAHB, and Practical Action, promoted coordination and information exchange among humanitarian actors to support a harmonized emergency response. The Bolivian Red Cross co-led this coordination platform alongside WFP.

In the education sector, the Bolivian Red Cross collaborated with UNICEF and Save the Children through the Education Risk Management Roundtable (MEGERI), led by the Ministry of Education, to carry out specific assessments on the impact of the emergency on schools. These assessments focused on the two educational institutions that were affected by the floods.

At the local level, the Bolivian Red Cross actively participated in the Municipal Committee for Risk Reduction and Disaster Response (COMURADE), a municipal coordination body aimed at providing analytical guidance and recommendations for risk reduction and emergency response actions, in close coordination with the local authorities of Cobija.

Needs (Gaps) Identified



Shelter Housing And Settlements

At the onset of the emergency, authorities in Cobija ordered the evacuation of 5,507 people. According to VIDECI and the Humanitarian Country Team in Bolivia, by 1 March, the Municipal Government of Cobija had established 11 shelters accommodating 1,022 people from 326 families. Four shelters hosted the majority of evacuees: 158 people (68 women and 90 men) at the Ernesto Nishikawa Coliseum (15.45% of the total), 156 at the La Peta Coliseum (15.2%), 155 at the La Amistad Coliseum (15.1%), and 141 at the Coliseum of the Vaca Diez Educational Unit (13.8%). Contingency plans were prepared to establish additional shelters if the emergency worsened.

Impact on Families and Shelter Conditions

Affected families faced extraordinary expenses both for relocating to the shelters and for returning home, compounded by the disruption of their livelihoods. Within the shelters, the main needs were the provision of essential services, including medical care, food, lighting, water, and sanitation, all of which required strict safety and hygiene measures.

By late March 2024, more than 1,000 families had returned to their homes after 21 days, as floodwaters receded and the likelihood of further rains diminished. Following their return, families undertook cleaning efforts to remove mud and debris left by the floods. These activities were coordinated with the municipality, which provided trucks to collect accumulated waste from public spaces.

While no complete destruction of homes was reported, the buildings suffered from prolonged exposure to moisture, affecting structural elements and finishes. This resulted in the loss of furniture and personal belongings. Over time, the appearance of mold, deterioration of wall surfaces, damage to electrical systems, and potential pest infestations became evident. Flooding persisted in the department of Pando throughout March. As river levels, particularly those of the Acre River, gradually decreased, affected families resumed their daily activities.



Livelihoods And Basic Needs

The municipality of Cobija experienced significant environmental degradation, mainly due to deforestation and cattle ranching activities, which exacerbated existing socioeconomic challenges faced by the local population. The Acre River's overflow displaced numerous families, who were evacuated to shelters as their homes became submerged. According to an assessment conducted by the Bolivian Red Cross (BRC), 74% of the 994 families interviewed suffered total or partial loss of their personal belongings. These families required cleaning supplies and tools to support post-flood sanitation efforts, as well as replacement household items such as mattresses and bedding.

The livelihoods of those dependent on informal daily income, particularly those engaged in cross-border trade with Brazil, were severely affected, increasing the demand for stable employment opportunities among the affected population. Additionally, children lost essential school supplies, which impeded their timely reintegration into educational routines.

The BRC assessment revealed that only 37% of households had a formally employed head of household, while the majority relied heavily on informal work, with approximately 23% of families depending on such income. Unemployment affected 24% of households, and 15% depended on small business ventures for their livelihoods.

Agricultural livelihoods were also severely impacted, as flooding disrupted irrigation systems in at least three rural communities, delaying agricultural activities and threatening upcoming planting seasons due to potential seed stock loss. These disruptions increased the risk of food insecurity for both human and livestock populations, further aggravating the vulnerability of affected families who were coping with damaged homes and diminished food access caused by crop losses.

Regarding financial needs and relocation efforts, urban families reported resorting to bank loans to cover immediate necessities such as food and basic household items, while rural families began relocating their homes to higher ground with support from various organizations. Despite these efforts, the recovery of livelihoods remained gradual by the end of the operation.



Health

Vector-borne diseases and associated risks

The floods led to the accumulation of stagnant water in both urban and rural areas, creating highly favorable breeding conditions for mosquitoes and other vectors. This significantly increased the population's exposure to vector-borne diseases, particularly dengue and malaria. Communities with limited access to health services and those residing in flood-prone zones were especially vulnerable.

According to the Pan American Health Organization (PAHO), the department of Pando reported 1,943 cases of dengue as of epidemiological week 25 (22 June), representing approximately 5% of the total cases notified nationwide. While this figure marked a 42% decrease compared to the same period in 2023, the health risks remained considerable, particularly among children, older adults, and individuals with chronic conditions.

Impact on health infrastructure

The "Mapajo" Health Centre suffered severe structural damage as a result of the flooding. Although some medicines, supplies, and minor medical equipment were rescued prior to the overflow, the facility's walls, patient wards, and key operational areas were extensively affected, limiting the provision of health services at a critical time. This disruption further deepened the vulnerability of the population, particularly those requiring continuous medical care. However, by the end of the operation, the municipal government had assumed



responsibility for repairing the damaged infrastructure, and the health centre had resumed operations, restoring access to basic healthcare for the surrounding communities.



Water, Sanitation And Hygiene

During the emergency, according to information provided by the Water Supply and Sanitation Service Provider (EPSA), the operational drinking water treatment plants functioned normally. However, the Wastewater Treatment Plant (WWTP) encountered serious challenges, with four of the eight pumping stations submerged and out of service. This situation significantly increased the risk of waterborne diseases and highlighted the urgent need for hygiene supplies, especially for families living outside the shelters.

By the conclusion of the operation in September, flood-related debris and damage continued to affect the functionality of the municipality's water and sanitation infrastructure. EPSA reported that four pumping stations remained inoperative, with repair works projected to take an additional 6 to 8 months. Nevertheless, by December, the pumping stations had resumed operations, improving the overall water and sanitation service availability in the affected areas.



Education

The 2024 floods had a significant impact on the education sector in Bolivia, particularly in the department of Pando. In Cobija, the infrastructure of the Héroes de la Distancia and Sofía Cal Piñero schools was severely affected, resulting in the suspension of classes and the temporary relocation of students to a nearby educational facility. Although both schools were repaired and declared operational by the end of the operation, students did not return to complete the academic year in these facilities.

The relocation generated divergent views among families and local stakeholders. While some families preferred that their children remain in the temporary facility, citing concerns about the recurrence of emergencies and potential future displacements, others, including certain local authorities, advocated for the return to the original schools once safe conditions had been restored. As of the end of 2024, municipal authorities had not yet reached a decision regarding the reopening of the affected schools for the following academic year. Students were instead reassigned to alternative institutions, primarily those located in areas considered less vulnerable to flooding.

This situation highlighted the need to strengthen preparedness within the educational community. It became essential to provide schools, teachers, and families with information and tools that support informed decision-making and foster a culture of prevention.



Risk Reduction, Climate Adaptation And Recovery

During the emergency, communities demonstrated a need for enhanced capacities in risk reduction and climate adaptation to better prepare for and respond to future disasters. Limited access to training and resources affected their ability to anticipate and mitigate the impacts of climatic hazards.

There was also a significant need to equip community committees with adequate and specialized tools to support initial emergency response efforts. Many local groups lacked the necessary equipment to act promptly and effectively during crisis situations. Furthermore, assessments of local vulnerabilities and capacities became a need to inform response strategies tailored to the specific risks faced by each community.



Community Engagement And Accountability

During the emergency, families experienced significant uncertainty regarding their safety and the future of their communities. The flooding not only caused severe damage to homes but also disrupted essential public infrastructure, including medical centres and schools. The intervention of state authorities and humanitarian organisations required the collaboration of local leaders, who acted as trusted intermediaries to strategically coordinate and transparently channel assistance to those most affected.

Throughout the operation, one of the most critical needs identified was timely and accessible communication. Disruptions to infrastructure, combined with changing weather conditions and evolving risks, made it difficult for communities to remain informed. Many families did not know whether or when they would be able to return to their homes, particularly in areas where prolonged exposure to water had caused structural damage. Others, who had relocated to shelters or were staying with relatives, required regular updates regarding aid distribution and available services.



As the situation evolved, and people began to leave the shelters, some returning to their homes and others moving to safer areas, the need for mobile and adaptable communication strategies became increasingly evident. Communities highlighted the importance of receiving consistent information across all locations, particularly regarding support eligibility, recovery plans, and the roles of various humanitarian actors involved in the response.

Even after shelter occupancy ended, there remained a sustained need for information, particularly on care practices, disease prevention, and the availability of institutional support. The continued involvement of local leaders proved essential to ensure that the most vulnerable families received adequate assistance and to maintain the flow of information regarding available resources and services.

In addition, the operation identified the need to establish safe and accessible feedback mechanisms. These channels enabled affected individuals to express their concerns and share their experiences regarding the assistance received. Promoting the participation of affected communities in decisions that shaped their recovery contributed to more transparent, inclusive, and accountable humanitarian action.

Operational Strategy

Overall objective of the operation

Through this IFRC-DREF operation, the Bolivian Red Cross aimed to support 300 families (1,500 people) affected by the overflowing of the Acre River in the municipality of Cobija, Bolivia, through the implementation of activities in the Health, WASH, Multipurpose Cash, DRR and CEA sectors.

At the end of the operation, the Bolivian Red Cross was able to assist the 300 prioritized families, reaching 1,500 people approximately.

Operation strategy rationale

The purpose of this DREF operation was to contribute to responding with the necessary inputs to the floods produced in 12 neighbourhoods and 3 rural communities of the municipality of Cobija, contributing to reducing the suffering of families and allowing them to recover from the emergency through:

- Humanitarian assistance through the multipurpose cash transfer program (MCTP) to enable families to meet their basic needs, such as the purchase of inputs for the repair of their homes, food, and household items such as mattresses and sheets destroyed during the emergency.
- Delivery of family hygiene kits supporting the prevention of diseases transmitted by contaminated water and helping people gain a sense of normality after the flood.
- Delivery of cleaning kits to support households and schools/community centers in post-emergency sanitation efforts.
- Promotion of community health, oriented to the prevention of vector-borne diseases.
- Disaster Risk Reduction activities to strengthen the capacity of communities to cope with floods.

The intervention lasted 6 months and was carried out by the volunteers of the Pando's Departmental Branch, with the continuous monitoring and support of the Central Office staff through its national directory and the volunteer, health, communication, and relief and disaster operational units.

This operation supported 300 families in addressing their most immediate needs after the flood and facilitate their recovery process and was carried out in coordination with central government authorities, governorates, and municipalities. The active participation of the community, volunteers, and central office staff was crucial in the implementation of each prioritized sector:

A) Multipurpose Cash

The strategy sought to assist 300 families (approximately 1,500 people) through a multipurpose cash transfer program intended to temporarily cover unsatisfied basic needs while government strategies and other plans for the return or relocation of affected families were being finalized. Priority was to be given to families with special protection needs, including those with pregnant women, children under five years of age, older adults, single-parent families, and people with disabilities.

The amount allocated to each family was planned to be determined based on the number of household members and the level of impact, with a total of Bs 1,660 BOB (approximately CHF 207) per family, corresponding to the estimated value of the local basic family basket. Cash distribution was intended to be carried out through IFRC financial and data management service providers such as MoneyGram and RedRose, under coordination of the Regional Office for the Americas. Assistance prioritization would be informed by a needs assessment conducted using the KoboCollect application. Volunteer assessment teams, each consisting of ten members, were to be trained in the



municipality of Cobija, covering all 12 urban neighborhoods and rural communities according to the distribution established by the Municipal Government.

B) Water, Sanitation and Hygiene

The plan included assisting 300 families (approximately 1,500 people) by delivering family hygiene kits and conducting community workshops focused on water care, hygiene, and prevention of waterborne diseases. The contents of the hygiene kits were intended to be defined in consultation with communities to ensure cultural sensitivity and adaptation to their specific needs.

The composition and quantity of the kits were to follow Sphere standards, including items such as soap (100 grams per person per month), toothpaste (75 grams per person), toothbrushes (one unit per person), sanitary towels (10 units per woman per month), hand sanitizer, a glass, and a 20-liter jerry can. The inclusion of additional items such as wet wipes, mosquito repellent, and diapers was to be considered based on community feedback and needs.

C) Health

The plan aimed to assist 300 families (approximately 1,500 people) through the distribution of supplies intended for community use in cleaning and filling water tanks, complemented by the development of community cleanup campaigns and workshops. These workshops were designed to focus on environmental protection strategies against mosquitoes, including repairing and closing holes in windows, walls, and roofs, the use of insecticide-treated mosquito nets on windows and doors when available, eliminating standing water, and covering water containers. Additionally, key messages were to be conveyed on safe food storage, preventing infections through contaminated water, and avoiding the proliferation of rodents.

Health-related efforts were planned to align with the Government's strategy through its technical health and nutrition coordination table for vector control and entomological surveys. The Departmental Government's plan, which this operation sought to support, included actions such as the destruction of mosquito breeding sites and removal of unsuitable materials, fumigation, and the distribution of mosquito nets, aiming to reduce the transmission of diseases such as Dengue, Zika, and Chikungunya.

D) Disaster Risk Management

Given the recurrent flooding and the continuous rise in river levels year after year, a needs assessment was proposed for the rural zones using the Comprehensive Vulnerability and Capacity Assessment (VCA) methodology. This assessment was intended to identify actions necessary for preparing for and reducing flood impacts, ultimately fostering more resilient communities.

Volunteers from local branches were planned to be trained in VCA techniques to engage with rural communities by employing tools such as risk maps, seasonal calendars, and resilience assessments. The information gathered was expected to enable communities to develop contingency plans and mitigation measures addressing flood risks.

The assessment results and recommendations were to be shared with the Risk Management Unit and the Municipal Government, serving as a foundational document for replication in other risk management scenarios.

E) Community Engagement and Accountability (CEA)

Prior to the intervention, meetings with community leaders and local authorities were intended to introduce personnel, volunteers, and the operation's strategy to ensure proper acceptance and entry into the communities. These coordination meetings were planned to identify the most affected areas and special protection cases requiring prioritization during the intervention. Additionally, surveys were to include questions aimed at identifying individuals with specific protection needs.

To facilitate ongoing communication, a WhatsApp group was proposed as a feedback mechanism, allowing community members to express concerns and suggestions continuously. At the conclusion of the cash assistance phase, a survey was planned to assess the perceived usefulness of the aid and to gather recommendations from the population served.

The CEA approach was to be integrated throughout the operation, ensuring community participation in all phases. Key operational activities within this framework were to focus on community communication, including the production and radio broadcasting of micro spots on water care and prevention of vector-borne diseases.

The design and dissemination of materials containing key messages was planned through institutional social media and printed formats. Printed information was also to be distributed to recipients of cash and voucher assistance to provide clarity on the delivery process.

Furthermore, banners with essential messages were planned to be installed in strategic community gathering points. This approach had previously been tested with positive results in COVID-19 projects developed by the Bolivian Red Cross. Partnerships with public institutions were sought to facilitate the placement of these banners in relevant locations.



Targeting Strategy

Who was targeted by this operation?

The operation aimed to assist 300 families (approximately 1,500 people) across 12 neighborhoods and 3 rural communities in the municipality of Cobija, all affected by the floods. Through coordinated efforts and structured intervention, this target was successfully met.

Explain the selection criteria for the targeted population

During the prioritization of families, special attention was given to groups with specific protection needs, including pregnant women, single-parent families, households with children under five years of age, older adults, persons with disabilities, as well as migrant populations requiring protection.

Thanks to its established community ties, the Bolivian Red Cross was able to access the affected areas with the acceptance and support of local communities and their leaders. This facilitated the branch's accurate identification of the most vulnerable cases and those facing significant barriers to accessing assistance activities provided by the government.

Prioritization also considered families' capacity to meet basic needs and the obstacles they encountered in accessing humanitarian aid, as defined by public authorities, UN agencies, and international NGOs operating in the affected area.

Total Targeted Population

Women	552	Rural	12%
Girls (under 18)	148	Urban	88%
Men	600	People with disabilities (estimated)	1%
Boys (under 18)	200		
Total targeted population	1,500		

Risk and Security Considerations (including "management")

Does your National Society have anti-fraud and corruption policy?	No
Does your National Society have prevention of sexual exploitation and abuse policy?	No
Does your National Society have child protection/child safeguarding policy?	No
Does your National Society have whistleblower protection policy?	No
Does your National Society have anti-sexual harassment policy?	No
Please analyse and indicate potential risks for this operation, its root causes and mitigation actions.	
Risk	Mitigation action
Delay in the post-flood survey and needs analysis process.	Thanks to the Pando subsidiary's knowledge of the intervention area and the fact that the water level had receded significantly,

	timely data collection was possible in the affected areas.
Identification of vector-borne diseases in staff and volunteers.	Volunteers were provided with insect repellent, long-sleeved shirts, and boots as a preventive measure against vector-borne diseases in the intervention areas.
Possible delays in procurement	All items distributed in the intervention area (except for the CVA) were purchased locally to avoid procurement delays.
Increased flooding and blockage of access to communities due to the rainy season	Rainfall forecasts from SENHAMI and alerts from the Ministry of Environment and Water were regularly monitored. In addition, flood contingency plans with the Pando departmental branch were maintained on alert.
Please indicate any security and safety concerns for this operation: Considering the health emergencies declared by the Municipal Government of Cobija, there was a risk of vector proliferation in the area, as well as the risk of potential river overflows and landslides that could affect the teams' work schedules at the regional level. To mitigate these risks, the volunteers were provided with protective equipment, including rubber boots, a long-sleeved T-shirt with institutional and Operation DREF logos, repellent spray, institutional hats, a backpack, and water bottles. This provided a minimum level of safety for the volunteers who supported the project throughout the intervention. Another concern in the operation emerged toward the end of the project due to wildfires occurring across the country. Cobija was the most affected department in terms of poor air quality, which led to the suspension of flights for approximately one month, the cancellation of classes at both school and university levels, and the suspension of all outdoor activities.	
Has the child safeguarding risk analysis assessment been completed?	Yes

Implementation



Multi Purpose Cash

Budget: CHF 77,099

Targeted Persons: 1,500

Assisted Persons: 1,485

Indicators

Title	Target	Actual
Number of feasibility and market studies conducted	1	1
Number of families assisted with multipurpose cash	300	297
Number of volunteers trained in cash assistance delivery processes	9	10
Percentage of families covered through post-distribution surveys	80	22

Narrative description of achievements

Support was provided to 297 families (1,485 individuals) through the multipurpose cash transfer program, aimed at temporarily covering the unmet basic needs of affected families while national, regional, and municipal authorities implemented strategies for their return or relocation.



Despite efforts to contact them through various communication channels and repeated home visits, three families could not be reached. This was likely due to displacement caused by the emergency, with families seeking housing in other cities. These cases were not replaced by others in order to respect community agreements regarding the prioritized families lists.

Based on an average of five members per family and the level of impact assessed during the initial damage evaluation, each family received a total of Bs 1,660 (approximately CHF 207), corresponding to the estimated value of the local basic food basket. The cash distribution was carried out through financial service and data management providers associated with the IFRC, such as MoneyGram and RedRose, with accompaniment from the CVA team at the Regional Office for the Americas.

Assessment and Beneficiary Selection

To prioritize families, the Bolivian Red Cross conducted a needs assessment using the Kobo Collect application. Operationally, evaluation teams composed of 10 volunteers covered the 12 urban neighborhoods of Cobija (Central, Cataratas, Frontera, La Amistad, San Felipe, 27 de Mayo, Petrolero, Brisas del Acre, Junín, La Cruz, 1ro de Mayo, and Bahía) as well as the rural communities of Bajo Virtudes, Bajo Acre, and Belmonte. This followed the neighborhood distribution established by the Municipal Government and enabled the collection of data necessary for selecting affected families.

Training and Distribution Process

Prior to cash disbursement, volunteers from the Pando Branch were trained to assist in educating the assisted families. Recipients of the multipurpose cash transfers also received training to ensure the proper use of the funds.

The assistance was implemented through the RedRose modality, utilizing the MoneyGram platform, which allowed families in peri-urban areas and the three rural communities to collect their cash transfers. Volunteers provided accompaniment and monitoring throughout the withdrawal process at financial institutions.

Post-Distribution Monitoring Results

A total of 65 families participated in the post-distribution survey. The results indicate a generally high level of satisfaction and awareness among recipients regarding the assistance provided by the Red Cross. The results were as follows:

Participation and Feedback:

- 87.69% of respondents stated that the Red Cross had taken their opinion into account regarding the assistance they received. Although a few individuals either responded negatively or chose not to answer this question, all respondents reported being satisfied with the assistance provided.
- Furthermore, 96.92% reported feeling well informed about the assistance.

Understanding of the Assistance Process:

- 60.61% of respondents reported having a moderate to very good understanding of the selection criteria.
- Notably, 95.38% agreed with the selection criteria, and no respondents reported disagreement.

Amount and Access to Assistance:

- 84.62% of respondents reported receiving the amount they had been informed about. However, 9.23% stated that they were not informed about the amount in advance.
- Most respondents (84.62%) reported no difficulties in accessing the funds.
- At the time of the survey, 78.46% of the recipients had spent between 80% and 100% of the transferred amount.

Use of Assistance and Prioritized Needs:

- Food was identified as the most pressing need covered by 72.31% of respondents, followed by 9.23% who cited clothing, kitchen utensils, and furniture.
- Regarding secondary needs, 18.46% mentioned health, 15.38% cited food again, and 13.85% mentioned transport.
- Water was identified as the third most important need by 20%, and in the fourth rank, water (18.46%) and cooking supplies (13.85%) were highlighted. Hygiene items were identified as the fifth most important need.

Impact and Use of Funds:

- 36.92% of respondents indicated that the assistance allowed them to spend money on something they would not have otherwise been able to afford. These included medical care, improved food quality, and construction materials.
- Importantly, all respondents confirmed that no member of the Red Cross had asked them for any form of payment or favor in exchange for receiving the assistance.

Decision-Making within Households:

- 61.54% of respondents stated that both men and women in the household jointly decided how to use the cash, while 23.08% indicated



that the woman was the sole decision-maker. Additionally, 13.85% reported a change in their decision-making practices regarding spending and saving.

Security and Community Relations:

- At the time of the survey, no security incidents related to the cash distribution were reported, and respondents indicated that they were unaware of any cases of insecurity or violence resulting from having received the funds.
- 86.15% of respondents reported no tensions or problems within the community related to the assistance.

Impact and Coverage:

- 95.38% of respondents stated that the assistance had a positive impact on their situation. Similarly, - 96.92% reported that the assistance enabled them to meet their basic needs, while 3.08% chose not to respond.

Duplication of Assistance:

- 83.08% reported not having received any assistance from other organizations in the 30 days prior to the survey, which suggests that duplication was avoided.

Community Engagement and Accountability (CEA):

- 49.23% believed that the Red Cross follows up on the feedback and complaints it receives.
- 27.69% of respondents stated that they knew how to provide feedback or file a complaint about the assistance program.
- Regarding available mechanisms, 44.62% mentioned using a phone number, 38.46% said they would speak directly with a Red Cross staff member, and 12.31% referred to using suggestion boxes.

Timeliness and Accessibility:

- 66.15% of respondents stated that they received the assistance a little over a month after registering for the program. Despite minor delays, 70.77% reported being able to collect the funds in less than an hour upon arrival at the withdrawal point.
- 84.62% reported reaching the distribution site in less than an hour from their residence, and 61.54% reported no transportation costs incurred in accessing the assistance.

Lessons Learnt

- A reliable support system is crucial for individuals without access to a mobile phone, ensuring they receive the necessary code for cash withdrawals. The involvement of volunteers and the Headquarters' team in distributing the codes proved to be an effective solution, streamlining the delivery process and ensuring seamless access to financial assistance.
- The cash provided to people assisted had a significant impact on their recovery, allowing them to purchase essential goods such as food, medicine, and kitchen utensils. Furthermore, its use to purchase construction materials contributed to the rehabilitation of their homes, highlighting the importance of flexible assistance that can address diverse needs.

Challenges

- Following the floods, the department experienced wildfires, affecting several areas in the country. Although only two active fires were reported in Cobija, concentrated smoke carried by the wind led to the suspension of flights for nearly a month, along with the cancellation of classes and outdoor activities. These disruptions hindered the implementation of scheduled project activities during this critical period.
- Despite multiple efforts to reach three selected beneficiaries through various communication channels and home visits, they could not be located. To improve future operations, it is recommended to collect additional contact details, such as phone numbers of relatives or close acquaintances who can provide information on their whereabouts.
- While the initial goal was to survey 80% of assisted individuals, only 22% were successfully contacted, primarily in urban areas. Limited availability and the return of beneficiaries to their daily activities affected participation. Despite distributing the survey online, response rates remained low, underscoring the need for improved follow-up and engagement strategies in future interventions.
- The need to optimize delivery timelines was identified to ensure a faster and more efficient response to the urgent needs of affected communities.
- No major difficulties were reported in accessing financial institutions, as travel distances did not exceed one hour and wait times at banks were reasonable, averaging between 10 and 15 minutes. However, an isolated incident occurred in which three individuals were unable to complete the withdrawal process due to a system registration issue. This problem was successfully resolved through access to the RedCross platform.



Budget: CHF 8,135



Targeted Persons: 1,500

Assisted Persons: 1,500

Indicators

Title	Target	Actual
Number of family kits distributed for physical vector control for dengue	300	300
Number of community workshops in vector and reservoir control	7	6

Narrative description of achievements

A total of 300 families (1,500 people) were reached through the distribution of supplies to support household cleaning and safe water storage. Community cleaning campaigns and workshops on the prevention of diarrheal diseases complemented these efforts to improve public health and aid recovery after the flooding.

Distribution of Cleaning Kits

Following the trainings, each family received a cleaning kit containing essential supplies such as one kilogram of powdered detergent, one liter of bleach, rubber gloves, 10 nylon garbage bags, a kitchen sponge, a cleaning brush, a plastic bucket, a mop head, and a floor cloth. These kits facilitated cleaning activities both in community facilities and in the households themselves.

Workshops and Disease Prevention

Workshops were held to educate communities on eliminating mosquito breeding sites. These sessions covered repairing and sealing holes in windows, walls, and roofs; using mosquito nets; disinfecting windows and doors with insecticide where possible; removing stagnant water; and covering water storage containers. Additional information on safe food storage, preventing infections through contaminated water, and rodent control was also provided.

The health activities were aligned with the departmental government's vector control and entomological monitoring strategy, implemented through the Health and Nutrition Technical Working Group. This government-led plan included destroying mosquito breeding sites and unsuitable waste materials, fumigation, and distributing mosquito nets to reduce the transmission of diseases such as dengue, Zika, and chikungunya.

Six workshops on vector control and the prevention of acute diarrheal diseases were delivered with the participation of 169 people, including 73 men and 96 women. Four workshops took place in urban areas at the Faculty of Nursing's amphitheater, chosen for its adequate infrastructure. The remaining two workshops were conducted in rural areas, organized to accommodate the longer travel distances and limited available time of participants.

Fumigation Campaigns

Although not initially planned as part of the operation, fumigation activities were carried out in response to emerging needs. In coordination with the Departmental Health Service, fumigation was implemented in the three rural communities of Belmonte, Bajo Acre, and Bajo Virtudes. These activities took place in four phases throughout the DREF operation, reaching a total of 29 families. The materials used were provided by the Provincial Branch, without the need for additional funding.

Lessons Learnt

- Training on diarrheal disease prevention and vector control enabled those assisted to understand the importance of hand hygiene and proper food handling, as well as the elimination of mosquito breeding sites to prevent vector-borne diseases. Communities suggested considering the implementation of health brigades during emergencies, due to the lack of nearby health centers.
- The cleaning kit supported families in cleaning their homes, which were covered in mud after the floods, improving living conditions and restoring their homes' environment.
- Although fumigation was not part of the project's intervention lines, this action directly contributed to the elimination of mosquito breeding sites in the context of a dengue health emergency in the department.



Challenges

- The health workshops were conducted in six sessions, coordinated alongside the water care workshops, due to the limited availability and time constraints of the assisted families. In urban areas, it was difficult to secure more sessions because many people had daily commitments that restricted their participation.
- Significant challenges arose from the tense situation in the municipality, caused by resource shortages. This tension led to worker protests, as the employees were directly affected by delayed payments, which in turn impacted project implementation.
- Coordination with other humanitarian agencies in the area also proved difficult due to differing response times and the variety of activities each organization was conducting. These discrepancies complicated efforts to harmonize and integrate actions on the ground.



Water, Sanitation And Hygiene

Budget: CHF 7,916

Targeted Persons: 1,500

Assisted Persons: 1,500

Indicators

Title	Target	Actual
Number of families who received a hygiene kit	300	300
Number of community workshops on hygiene promotion	4	6

Narrative description of achievements

Distribution of Family Hygiene Kits

A total of 300 families (1,500 people) were reached through the distribution of family hygiene kits. The selection of items included in the kits was based on the most common local habits and customs, in order to meet the specific needs of the communities affected by the floods. Sphere standards were used to ensure the cultural appropriateness of the items.

Each kit contained five bars of 100-gram soap per month, five tubes of 75-gram toothpaste, five toothbrushes, one package of 10 sanitary pads per woman per month, and a 1,000 ml bottle of shampoo. All items were delivered in a reusable cloth bag made of tocuyo fabric, bearing the operation's logos, as part of a sustainability approach aimed at reducing environmentally harmful materials. This intervention aimed to provide basic support by supplying essential personal care items that had been lost during the floods.

Community WASH Workshops

The water, sanitation, and hygiene workshops were successfully completed, with a total of six community sessions held. These workshops were well received by the participants, who actively engaged in the activities and demonstrated positive responses by applying the hygiene measures promoted during the training.

In the urban area, four workshops were conducted over two sessions per day to facilitate greater attendance and participation, reaching 170 people. These sessions were held at the nursing faculty's amphitheater, which provided a comfortable and appropriate space. In the rural area, two additional workshops were organized for three communities grouped by proximity, with a total of 29 participants.

Lessons Learnt

Engagement with Community Leaders

Ongoing coordination with local leaders and representatives from rural communities proved to be a key factor for the success of the interventions. These leaders were open to collaboration and welcomed the activities positively. Maintaining constant communication helped build a relationship of trust, which in turn facilitated the implementation of field activities.



Cooperation with the municipal authorities was also essential. Regular communication with local officials enabled effective coordination, particularly in organizing transportation to rural areas. This ensured that both the trainings and the distribution of materials were delivered in a timely manner to the targeted families.

This collaborative approach with communities and local authorities has proven to be an effective strategy for ensuring the success of interventions in rural areas.

Challenges

- Coordination with local authorities presented some difficulties due to their limited availability, as they were engaged in their regular governmental duties and emergency response activities. This constrained availability affected the fluidity of communication and, in some cases, delayed the timely implementation of certain activities.
- In addition to the community workshops already delivered under the WASH component, families expressed a clear interest in receiving further training on risk management and disaster prevention. However, the implementation of these additional capacity-building activities was not possible due to the adverse climatic conditions, which created significant challenges for organizing and safely conducting group sessions in the affected areas.



Risk Reduction, Climate Adaptation And Recovery

Budget: CHF 1,972

Targeted Persons: 30

Assisted Persons: 0

Indicators

Title	Target	Actual
Number of VCA completed	3	0
Number of community risk management plans shared with the RMU	3	0
Number of kits for disaster preparedness delivered	3	0

Narrative description of achievements

The Vulnerability and Capacity Assessment (VCA) training could not be carried out due to the lack of installed capacity within the branch to deliver this specialized knowledge, as well as the inability to deploy personnel from Headquarters due to institutional changes within the Bolivian Red Cross and mobility restrictions to Pando. Adverse weather conditions, including smoke from wildfires and canceled flights, prevented the deployment of trained staff, affecting the intervention schedule.

The initial strategy aimed to conduct a needs assessment within communities before proceeding with the procurement of kits, completing the intervention cycle: first the VCA training workshops, followed by the needs identification, community planning, and finally the acquisition of customized kits. However, since the workshops could not be conducted, the overall planning process was disrupted.

Considering that rural communities are accustomed to in-person interactions, and internet coverage is unreliable, virtual training sessions were ruled out. This situation highlighted the need to adapt strategies to ensure effective training and intervention implementation in future operations.

Lessons Learnt

During the focus group discussions with the community, residents emphasized the need to strengthen disaster preparedness, particularly in response to the increasing frequency of floods in the municipality. This feedback underscores the importance of implementing proactive measures to enhance resilience and ensure effective emergency response.

As areas for improvement, the following recommendations were identified:

- Organize specialized training sessions on flood prevention and emergency response protocols, equipping community members with practical strategies to mitigate risks and respond effectively to future disasters.
- Distribute first aid brochures so families have accessible and useful emergency information at hand.

Challenges

The institutional transition within the governing bodies of the Bolivian Red Cross led to adjustments in project timelines, requiring adaptations to maintain continuity. Some activities had to be postponed, affecting the overall implementation schedule.

Additionally, the wildfire emergency significantly impacted air quality in Pando, causing flight suspensions and limiting mobility within the department for nearly a month. The dense smoke made both external travel and local transportation more difficult, affecting the implementation of key activities. As a result, planned VCA training sessions and the development of a contingency plan for rural communities could not be conducted.



Community Engagement And Accountability

Budget: CHF 2,444

Targeted Persons: 140,000

Assisted Persons: 20,000

Indicators

Title	Target	Actual
Number of radio micro spots	1	2
People indirectly reached thorough messages on prevention measures and good practices	140,000	20,000

Narrative description of achievements

Strengthening Coordination and Inclusive Approaches

From the outset of the intervention, meetings were held with community leaders and local authorities to introduce the operational team and outline the response strategy. These coordination spaces enabled the identification of the most affected areas and ensured that individuals with special protection needs, such as the elderly and persons with disabilities, were prioritized in the intervention.

Promoting Transparent and Effective Communication

To reinforce participation and trust, several engagement strategies were implemented. Volunteers and the National Coordinator provided direct support to affected families, fostering a sense of accompaniment throughout the process. Initial coordination with community leaders ensured an accurate assessment of priority needs, while regular meetings with residents helped maintain transparency by sharing updates and explaining any potential delays in person. Additionally, WhatsApp groups were created for selected beneficiaries, organized by neighborhood, and included community presidents. This facilitated direct communication, allowing questions to be addressed promptly and improving overall information flow.

Dissemination of Key Information

One of the key components of the operation was the dissemination of informational materials on dengue prevention, proper handwashing practices, and details about the cash and voucher assistance (CVA) program. Radio spots broadcasted via Radio Fusión FX 97.6 reached an estimated 20,000 people, reinforcing awareness on these critical topics. The estimated reach was based on audience data provided by the radio station, reflecting repeated exposure to messages rather than the total local population, which had initially been the target. These efforts extended the intervention's indirect impact while strengthening institutional recognition in the municipality.



Key informational materials were designed to promote dengue prevention and proper handwashing practices. These messages were disseminated through institutional social media platforms and integrated into community training sessions to reinforce awareness. Additionally, printed materials were provided to individuals receiving cash and voucher assistance (CVA), offering clear guidance on the distribution process and ensuring they had access to essential information.

Preparations were made for the installation of large-format banners displaying key messages in strategic gathering areas to enhance outreach efforts. However, due to challenges associated with the institutional transition, the printing process could not be completed.

Building Trust and Strengthening Engagement

The continuous interaction with the community proved instrumental in fostering trust. Residents showed increased receptiveness, actively participated in discussions, and contributed valuable input to the intervention. Community leaders played a vital role in this process, offering supplementary information and maintaining open communication channels via WhatsApp. This facilitated query resolution and optimized the implementation process, ensuring smoother coordination.

Strengthening Collaboration with Local Authorities

A sensitization process with local authorities was carried out, fostering the confidence required for their direct participation in kit distribution to families. This strengthened the efficiency of the distribution process and ensured a more effective response to the urgent needs of affected families.

Lessons Learnt

As part of the intervention, Feedback Focus Groups were conducted with community members from Bajo Acre, Bajo Virtudes, and Belmonte. These discussions allowed participants to share their experiences with the assistance received and suggest improvements for future interventions. Their reflections provided valuable insights into the effectiveness of the support, the challenges faced, and ways to enhance response efforts in upcoming operations.

Community members shared several key observations about their experience with the assistance received:

- People assisted received clear and detailed information about the cash withdrawal process, ensuring accessibility and ease of use.
- Community members organized themselves to support individuals with disabilities, such as those with low vision, helping them reach the cash distribution sites.
- The cash assistance was primarily used for urgent needs, including home repairs, food purchases, seeds to restore livelihoods, and medicines.
- Spaces for coordination were provided, allowing beneficiaries to express their concerns and opinions, strengthening community involvement.
- Bolivian Red Cross volunteers demonstrated respect and attentiveness, fostering trust in the response process.
- The aid arrived at a critical time, providing timely and meaningful support to families in need.
- Hygiene and cleaning kits were distributed within communities, ensuring transparency and trust as all beneficiaries were present during the process.
- Training sessions on disease prevention and water care were considered highly useful, equipping families with practical knowledge to protect their health.
- Most people assisted understood the selection criteria used to determine their eligibility for assistance, reinforcing transparency in the operation.

Opportunities for Improvement

Community members also suggested several ways to enhance future interventions:

- Provide vouchers for purchasing tools and construction materials to support recovery efforts.
- Increase access to medical care, as the community lacks a healthcare center.
- Ensure the rapid distribution of water filters following emergency events to improve immediate access to safe drinking water.
- Explore the possibility of supplying water tanks to enhance water storage and availability.

Building trust with the community

Ongoing engagement with the community played a key role in maintaining transparency and strengthening trust. Constant meetings were held with the population, ensuring open communication throughout the intervention. When delays were expected, BRC teams visited communities to explain in person the situation, fostering understanding and reducing uncertainty.

Additionally, WhatsApp groups were created for selected beneficiaries, with one group per neighborhood. These groups included community leaders, facilitating real-time information exchange and ensuring timely responses to inquiries and concerns.

Challenges

During the initial phase of the project, coordination with municipal authorities and other humanitarian agencies posed challenges that required ongoing dialogue and adjustments.

At the local level, engaging municipal authorities in the beneficiary selection process proved difficult. Initially, officials requested that the kits be handed over to them for distribution. However, through continuous communication and structured coordination, they gradually gained a clearer understanding of the approach, enabling more effective collaboration.

At the same time, establishing cooperation with other humanitarian agencies operating in the area was complex, as they were initially reluctant to share their intervention zones. Additionally, some organizations opted to distribute kits through municipal authorities, setting a precedent that contributed to hesitation toward the Red Cross methodology. Addressing this challenge required additional efforts to build trust and ensure alignment in operational processes.



Secretariat Services

Budget: CHF 19,425

Targeted Persons: 0

Assisted Persons: 0

Indicators

Title	Target	Actual
Number of monitoring visits carried out	1	2
Number of surge deployments	1	1

Narrative description of achievements

Monitoring Visits

Two key monitoring visits were conducted to support the operation. In July, the Programs and Operations Coordinator of the IFRC Country Cluster Delegation (CCD) for Andean Countries visited the intervention area, providing technical support to the National Society in updating the operation to align with current needs and adapt to contextual changes. Prior to the cash distribution, the CCD Programs and Operations Coordinator visited the intervention area to explain the cash delivery process to community leaders and alert them regarding potential delays, ensuring continuous communication and transparency.

In September, the CVA Assistant from the IFRC Regional Office was deployed to oversee the post-distribution process and accompany the Lessons Learned Workshop, contributing to the evaluation and continuous improvement of the intervention.

Surge Deployment

An Operations Manager was deployed under the surge modality for one month, ensuring effective implementation by developing a detailed roadmap and timeline to monitor activities. Additionally, the manager worked alongside the National Society to conduct a feasibility study and market assessment, both critical for ensuring the intervention's effectiveness and sustainability.

During this period, the surge delegate coordinated and supported field activities, including partnership meetings with municipal authorities and community representatives, strengthening relationships and collaboration with key local stakeholders. The Surge Operations Coordinator also contributed to the development of tools such as QGIS for visualizing intervention areas, supported the prioritization of families, and helped establish a structured schedule for executing activities.



Lessons Learnt

- Selecting a local member, in this case from the Pando branch, as the DREF coordinator strengthened the execution of activities due to their contextual knowledge and ability to coordinate effectively at the local level.
- Improving induction processes on operational security for the rapid response team prior to deployment is crucial. Ensuring all members are well-prepared and aware of security protocols enhances safety and efficiency.
- Enhancing induction on advance liquidation processes is necessary to ensure financial transparency and accountability within the rapid response team.
- Establishing periodic reports on operational progress and humanitarian impact is vital to keeping Local Partners, Donors, and the Community informed. These reports also allow for real-time strategy adjustments as needed.

Challenges

An area for improvement identified during the surge deployment was the need for prior inductions on WAD liquidation processes. Providing clear guidance beforehand would help ensure that deployed personnel are well-equipped to meet requirements efficiently, facilitating smoother financial management and compliance with established protocols in future operations.



Budget: CHF 25,275
Targeted Persons: 0
Assisted Persons: 0

Indicators

Title	Target	Actual
Number of lessons learned workshops conducted	1	1
Number of monitoring visits carried out	4	5
Number of volunteers insured	20	20
# of staff hired to support the implementation	2	2

Narrative description of achievements

Volunteer Engagement and Capacity Building

With the support of 20 volunteers from the Pando Branch, needs assessments were conducted across the municipality. Each volunteer was provided with personal protective equipment, including rubber boots, long sleeves, sunscreen, hats, reusable water bottles, buffs, and a backpack to ensure safety and efficiency during fieldwork. Throughout the intervention, and with backing from the BRC National Headquarters and the IFRC, volunteers received training in key areas such as water safety, diarrheal disease prevention, and vector control. This knowledge equipped them to effectively disseminate critical information to the communities.

Strategic Visits and Institutional Support

Five key visits were carried out by the BRC National Headquarters team to support and oversee the project’s implementation. In April 2024, the National President, Executive Director, and Communications Officer traveled to the area to strengthen relations with community leaders and municipal authorities. Later, the project Surge delegate, alongside the National Relief and Disaster Response Officer and the Local Coordinator, conducted a feasibility and market study for the Cash and Voucher Assistance (CVA) program. The third visit involved the National Health Officer, who provided direct support for training sessions on vector control and diarrheal disease prevention.

In July, the Coordinator for Programs and Operations of the Andean Cluster of the IFRC and the National Relief and Disaster Response Officer visited the area to address delays in CVA distribution caused by internal challenges within the Bolivian Red Cross. The final visit



focused on supporting the Feedback Focus Groups and the Lessons Learned Workshop, with participation from the CVA Assistant of the IFRC Americas Regional Office, the President of the Bolivian Red Cross, the National Relief and Disaster Response Officer, the Project Financial Assistant, and the National Volunteer Officer, who led the lessons learned process.

Strengthening Local Coordination

To support project implementation, a Local Coordinator and a Financial Assistant were hired to oversee planned purchases and logistical operations. Both professionals began their contracts in April but had to pause their activities in July due to the internal transition within the Bolivian Red Cross. They resumed their work in mid-August and successfully concluded their responsibilities in September.

Lessons Learnt

During the implementation of the IFRC-DREF Floods operation in Pando, key lessons learned were identified to enhance the planning and execution of future Bolivian Red Cross interventions. These findings are the result of the dialogue conducted during the Lessons Learned Workshop, where technical staff and volunteers assessed the operation, its scope and their experiences. The evaluation was based on four key criteria: relevance, effectiveness, efficiency, and coverage.

- Relevance: An average score of 8 was obtained, reflecting the timely delivery of aid and the inclusion of the perspectives of the assisted community.
- Effectiveness: An average score of 6 was recorded due to delays in the planned cash delivery timeline. The transition of leadership within the National Society affected the distribution schedule, generating uncertainty among the assisted population. However, the project successfully met its objectives, supporting 297 families (out of the 300 initially planned) with cash assistance and distributing hygiene and cleaning kits to all 300 families.
- Efficiency: An average score of 8 was achieved, despite internal challenges within the National Society. A swift response was ensured by adapting the cash delivery method to MoneyGram, optimizing resources, and implementing complementary actions, such as fumigation in coordination with the municipality to prevent vector-borne diseases.
- Coverage: An average score of 9 was achieved, demonstrating the establishment of clear criteria for selecting the assisted community. The intervention prioritized vulnerable groups, including pregnant women, single-parent households, families with children under five, older adults, people with disabilities, and migrant populations with protection needs.

Challenges

- Due to personal circumstances, many volunteers faced difficulties maintaining consistent participation in scheduled activities. This affected both the coverage and continuity of support throughout the operation.
- Internal changes within the governance structure of the Bolivian Red Cross prevented the execution of several planned activities and delayed access to essential funds. These disruptions, including difficulties in withdrawing budgeted amounts from the bank, impacted the timely implementation of operational actions.
- In the aftermath of the floods, the country experienced severe wildfires, leading to heavy smoke pollution across multiple regions. In Pando, this resulted in a three-week suspension of flights, interruptions in school activities, and restrictions on outdoor engagements, significantly limiting the feasibility of field operations.



Financial Report

DREF Operation

FINAL FINANCIAL REPORT

MDRBO016 - Bolivia - Floods

Operating Timeframe: 13 Mar 2024 to 30 Sep 2024

Selected Parameters			
Reporting Timeframe	2024/3-2025/4	Operation	MDRBO016
Budget Timeframe	2024-2025	Budget	APPROVED

Prepared on 03/Jun/2025

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	142,267
DREF Response Pillar	142,267
Expenditure	-120,714
Closing Balance	21,553

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	75,137	107,538	-32,401
PO04 - Health	12,496		12,496
PO05 - Water, Sanitation & Hygiene	9,420	-1,085	10,505
PO06 - Protection, Gender and Inclusion			0
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery		597	-597
PO10 - Community Engagement and Accountability	2,745	-1,572	4,317
PO11 - Environmental Sustainability			0
Planned Operations Total	99,797	105,478	-5,681
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	19,425	11,803	7,622
EA03 - National Society Strengthening	23,044	3,432	19,612
Enabling Approaches Total	42,470	15,235	27,234
Grand Total	142,267	120,714	21,553

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

Please explain variances (if any)

A total of CHF 142,267 was allocated from the DREF Fund for the implementation of this DREF operation, of which CHF 120,714 was executed. The remaining balance of CHF 21,553 will be refunded to the Disaster Emergency Response Fund (DREF).

Due to the institutional transition within the Bolivian Red Cross, some processes experienced delays, particularly in the approval of financial transactions. This situation affected the implementation of planned activities. Additionally, the forest fires presented an additional challenge, as the resulting smoke led to the suspension of flights to Pando and regular transportation in the city, further complicating the execution of field operations.



The most significant variation between the budget and actual expenditure were:

- Risk Reduction: Bs 13,800 (approx. CHF 1,979) not implemented.
- Community Engagement and Accountability (CEA): Bs 15,000 (approx. CHF 1,823) not implemented.
- National Society Development: Bs 32,300 (approx. CHF 3,926) not implemented.
- Volunteer Development: Bs 18,000 (approx. CHF 2,188) not implemented.
- In the CVA sector, challenges in reaching additional people led to Bs 22,000 (approx. CHF 2,674) not being implemented.
- In the WASH sector, the actual cost of procuring kits was lower than budgeted, resulting in Bs 10,000 (approx. CHF 1,216) remaining unspent.
- In the CEA sector, an additional Bs 15,000 (approx. CHF 1,823) could not be implemented due to the inability to produce information banners as a result of the internal challenges mentioned above.

*Please note that all values in CHF are approximate and subject to exchange rate fluctuations.

** Financial Note: Please consider that while the total expenditure is accurate, the breakdown by planned operations and enabling approaches may contain approximate figures due to recent updates in IFRC's ERP system.



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[Click here for reference](#)

