

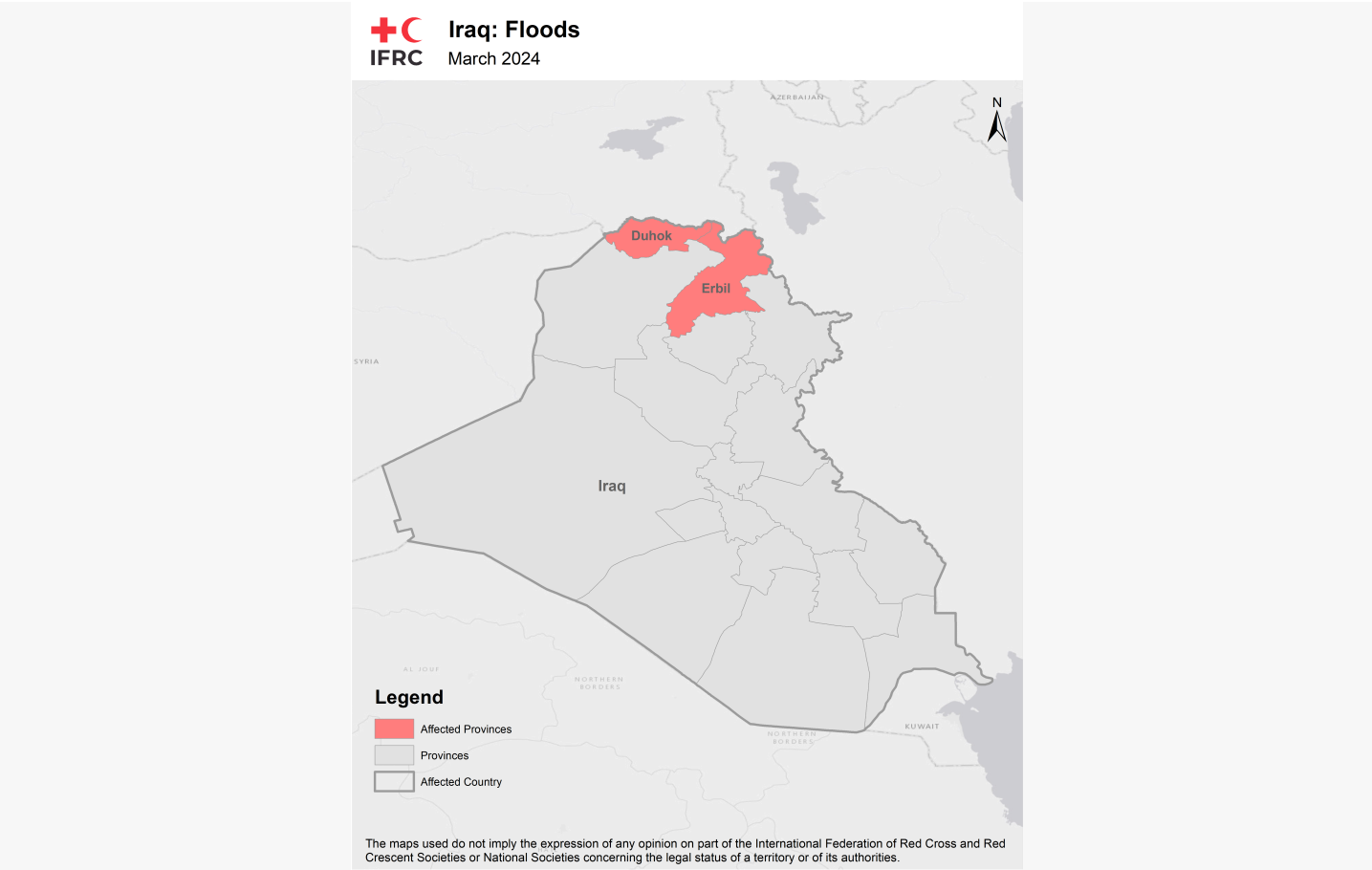


Flood-affected families living in temporary shelters provided by government.

Appeal: MDRIQ016	Total DREF Allocation: CHF 499,900	Crisis Category: Yellow	Hazard: Pluvial/Flash Flood
Glide Number: FL-2024-000035-IRQ	People Affected: 18,000 people	People Targeted: 18,000 people	People Assisted: 21,347 people
Event Onset: Sudden	Operation Start Date: 02-04-2024	Operational End Date: 31-10-2024	Total Operating Timeframe: 6 months
Targeted Regions: Dohuk, Erbil			

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

Description of the Event



Date of event

19-03-2024

What happened, where and when?

Flash floods caused by heavy rainfall swept through Iraq’s Dohuk governorate on Tuesday 19 March, 2024. As per the Civil Defense Directorate spokesperson, heavy rains caused water inundation across the city, leading to transportation disruptions, and raising concerns about potential floodings, as forecasted by the regional meteorology department. In addition, the mudslides rush down to the roads and Duhok city suffers severe floods. This is caused by the receiving of 80 mm rainwater in many districts across the KRI. Torrential rains and flooding also caused damage to pavements and road infrastructure. According to the authorities, 16 villages are affected by the floods and have been cut off from the main city due to the blockage of roads. Government authorities responded and evacuated residents in areas prone to landslides and flash floodings. Heavy floods were also reported in Erbil city.

The provinces of Diyala, Wassit and Maysan due to their proximity to neighbouring Iran, also witnessed flooding in the past. The current rain spell resulted in small scale losses due to the flow of floods in the outskirts of Diyala governorate, Baldrouz and Al-Muqdadiyah provinces, where two families are affected. In Maysan, the torrential rains continue and floods flow in the outskirts of the province in rural areas. Based on the initial assessment as reported by the Iraqi Red Crescent Society, an estimated number of 921 households were affected in Dohuk and Erbil governorates.

Iraq is facing an increase in extreme weather events, a consequence of the ongoing global climate crisis. The impacts of changing weather patterns have already been felt in recent years, with increased frequency and intensity of extreme weather events and rising environmental degradation throughout the country. The shift in weather patterns, attributed to global warming, has led to unusual and intense rainfall, disrupting the typical climate cycle. This includes longer periods of both drought and excessive rainfall, driven by higher evaporation rates due to elevated temperatures. Climate change-induced disasters have different impacts on various segments of the population, depending on their level of exposure to hazards and threats, their vulnerability and ability to cope with the adverse impact of disasters, and the level of community resilience. Iraq is ranked 119/182 in the ND-Gain index, reflecting that the population is highly vulnerable to climate change with a low level of readiness. With fewer resources to buffer against shocks and low investment in mitigation, the most vulnerable families suffer disproportionately when disaster strikes, and among them are vulnerable groups.

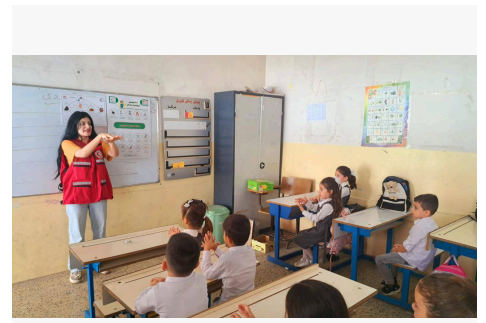




IRCS health teams providing healthcare services through MMUs. (Photo: IRCS)



Food parcels distribution to the flood affected families (Photo: IRCS)



Hygiene promotion sessions in the schools.(Photo: IRCS)



Cash assistance to the floods affected households (Photo: IRCS)

Scope and Scale

Dohuk and Erbil governorates were severely affected by flooding that submerged entire neighborhoods, including roads, streets, and houses. The scale of devastation brought the town to a standstill, with the power infrastructure overwhelmed and critical services disrupted. The disaster initiated on Tuesday, 19 March 2024 and caused significant damage. According to the Kurdistan Region of Iraq authorities 3 fatalities, and 17 injuries were reported. Additionally, over 921 houses in Dohuk and 86 houses in Erbil were damaged, including public properties and assets. According to the Civil Defence Authority, 950 people were evacuated and accommodated in mosques, schools and hotels.

Dohuk governorate was affected due to its proximity to the neighboring country Türkiye, facing floods, torrents and caused damages, resulting in loss of human lives, and destruction of roads infrastructure, houses, assets and properties. As a result of the catastrophic floods, 7,440 people were displaced from their houses. The affected areas in most parts of Dohuk province included Baroshki, Nazarki, Atiti, Naoura, Mahalla Sheli, Hay Al-Jazma, Hay Al-Shurta, Al-Ulya, Kizabra, and Mahalla Kuli.

Emergency response teams, including municipality workers and Civil Defence services, were deployed to rescue the people who were stuck in their homes. Consequently, IRCS HQ and the head of the KRI in Erbil had a meeting with the Joint Crisis Coordination Centre (JCC) of the Kurdistan Regional Government along with the MOI, MOH, MOE, Ministry of Municipalities and Tourism and Barzani Charity Foundation.

The government of Iraq has historically responded reactively to disasters associated with flooding, earthquakes, drought, conflict, and industrial accidents. However, the institutional capacity of the state to effectively manage disaster risk and climate change was inhibited during the post-war transition. Following the implementation of humanitarian response activities, the international community has made notable progress in addressing immediate humanitarian needs while also contributing to the resilience of Iraqi communities. Collaborative efforts have helped bridge critical service gaps, particularly in food security, WASH, and health sectors within affected communities and IDP camps. The establishment of a national coordination platform has improved alignment among government institutions and humanitarian actors, enhancing the overall effectiveness of disaster management and climate action strategies. Despite these advancements, the operational environment remains challenging. International support for Iraq continues to decline, leading to the gradual withdrawal of some actors. Humanitarian funding, while still limited, has been strategically allocated to sustain essential services in priority areas. Nevertheless, long-term sustainability remains uncertain without increased investment and stronger integration between humanitarian and development frameworks.

Source Information

Source Name	Source Link
1. Joint Crisis Coordination Centre (JCC) of the Kurdistan Regional Government along with the MOI, MOH, MOE, Ministry of Municipalities and Tourism	https://shafaq.com/en/Kurdistan/Civil-Defense-rescues-more-than-100-people-trapped-by-floods-in-Duhok

IFRC Network Actions Related To The Current Event

Secretariat	The IFRC actively tracked and monitored the flooding situation in the country. Throughout the entire development process, the IFRC maintained close coordination. IRCS actively participated in coordination meetings and provided support for the governorate branches' preparation. The country delegation of IFRC in Iraq and MENA supported IRCS operation teams in conducting needs assessments and in the development of the IFRC - DREF application.
Participating National Societies	IRCS organized regular coordination meetings with Movement Partners to provide official updates on the flood disaster, share updates on the situation, and highlight IRCS response efforts.

ICRC Actions Related To The Current Event

ICRC is present in Iraq, however, was not operating in this emergency.
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Other Actors Actions Related To The Current Event

Government has requested international assistance	Yes
National authorities	Joint Crisis Coordination Centre (JCC) of the Kurdistan Regional Government, along with the MOI, MOH, MOE, Ministry of Municipalities and Tourism, and Barzani Charity Foundation. The Civil Defence Department was engaged in the rescue and evacuation of people with the support of the IRCS and other relevant authorities. The central government had announced relief assistance to the people affected in the Dohuk governorate.
UN or other actors	According to the Joint Crisis Coordination Centre (JCC) of the Kurdistan Regional government, there was no such support declared by the UN and other humanitarian actors for flood response.
Are there major coordination mechanism in place?	
Movement Coordination Mechanism for RCRC, and IRCS coordination with the Joint Crisis Coordination Centre (JCC) and ministries in Erbil.	

Needs (Gaps) Identified



Shelter Housing And Settlements

Findings from the rapid damage and needs assessment conducted by the IRCS and the government authorities indicated that many families were completely displaced due to severe damage of their houses. As a result, many families were forced to evacuate to the



temporary residence buildings provided by the government authorities, some families were living with their relatives and in the host communities. As per the IRCS and the government assessment around 1,200 houses were severely affected by the floods in Duhok and Erbil. The impact of the flooding was extensive, resulting in substantial losses for affected households. Many families lost essential supplies and household items crucial to their daily lives, including food stocks, furniture, appliances, electronic devices, cooking tools, and clothing. Some of these items were submerged in flood waters, while others were entirely washed away, leaving families without access to vital resources. In response, the provision of essential household items to the 1,200 households such as blankets, tarpaulins set and kitchen sets, plastic mats - became crucial to support and protect displaced families from the harsh conditions they faced in temporary shelters. These items were vital for safeguarding health and preventing illness, particularly in overcrowded and often unsanitary conditions. By ensuring access to these basic necessities, the aim was to alleviate the discomfort and vulnerability experienced by the displaced population.



Livelihoods And Basic Needs

The assessment revealed that the damages to businesses were severely impacting the livelihoods of the affected areas. Some shop owners lost their businesses, and small-scale farmers lost their crops. The floods washed away goods, household equipment, and basic necessities, leaving households struggling with income difficulties, further compounded by the lack of essential items. The affected families were living under extremely difficult conditions. These included the disruption of their living environment, food shortages, and the increasing burden placed on host families. The fact that some victims, who had lost everything, were being housed by host families, seriously impacted the food reserves of the local communities.



Multi purpose cash grants

To preserve the dignity of affected families, and after conducting detailed assessments, IRCS provided a one-time cash transfer of 390,000 IQD to 500 of the most vulnerable families affected by the floods. The majority of beneficiaries were from Duhok, since one of the major criteria for selection was the severe damage, or complete destruction of households. The multipurpose cash assistance was for rehabilitation of destroyed shelters, food, healthcare, paying rent, etc.



Health

The floods damaged homes, belongings, businesses and agriculture, leaving many individuals vulnerable to severe psychological trauma. Also, people sustained injuries and worsening health issues from the spreading of communicable and vector-borne diseases and vector-borne diseases as a result of the floods. Additionally, the flooding of health centres or the difficulty in accessing health services created a significant gap in the provision of basic health services and health promotion efforts in the affected areas, further exacerbating the public health crisis.



Water, Sanitation And Hygiene

There was disruption of water supply and sanitation infrastructure in communities affected by the floods. The contamination of existing streams and water sources exacerbated the potential epidemiological risks associated with the disaster. Immediate needs included ensuring access to safe drinking water, improving hygiene practices, and enhancing sanitation facilities, especially in evacuation centres. The displaced families lacked appropriate hygiene and sanitation, posing a significant health risk. It was therefore necessary to provide access to safe and clean water, basic hygiene kits, and dignity kits as well as to promote proper hygiene practices. Water sources were also contaminated by the floods yet affected populations. Exposure to floods water led to skin infections, wounds, and the transmission of diseases such as acute watery diarrhea and cholera. With drinking water sources and latrines affected, it became crucial to engage inhabitants in hygiene promotion and sensitization efforts. It was imperative to strengthen measures to safeguard water quality, sanitation, and hygiene. These measures included promoting proper handwashing with soap and water, adequate disinfection of drinking water, and the provision of hygiene essentials such as hygiene kits, water storage containers for safe water consumption, and menstrual hygiene kits for women of childbearing age.



Protection, Gender And Inclusion

IRCS was responsible for the day-to-day monitoring of the DREF operation, primarily at the branch level. After the encashment, a post-distribution monitoring (PDM) was conducted. The survey enabled the gathering of information about the use of the cash and other feedback from recipients of the cash support. An internal lesson learned workshop was conducted to reflect the achievements, challenges, and learnings from the operation. There was adherence to protection, gender, and inclusion (PGI) measures, ensuring sensitivity to the needs of at-risk individuals and groups throughout the response. The data collection of sex-age and disability disaggregated data, and the application of Minimum Standards on PGI in Emergencies through the response cycle.



Community Engagement And Accountability

In order to ensure appropriate community engagement, participation and accountability, community representatives were engaged from their local communities. The community can thereby directly provide feedback to committee members, which is essential for continuous improvements of the operation implementation.

Operational Strategy

Overall objective of the operation

The overall objective of the flood response in Dohuk and Erbil was to deliver immediate humanitarian assistance and support to those impacted by the floods. This included immediate relief:

- Food assistance to 2,300 families, potable water, and essential supplies to affected families. Shelter assistance to the 1,200 families provided essential household items.
- Distribution of 1,000 hygiene kits and training communities on the use of the kits
- Deployment of the 2 Medical Mobile Units to deliver healthcare services and treatment, particularly for flood-related diseases.
- Psychological support to help individuals cope.
- Community Awareness raising sessions on promoting disaster prevention and climate change adaptation strategies to reduce future risks.

For this target, the intervention prioritized the actions that aimed at mitigating risk for lives, reduce the exposure to further losses, protect their well-being, dignity and provide safe access to basic needs. This comprehensive response seeks to alleviate suffering and empower the community to recover and rebuild their lives in a sustainable manner.

Operation strategy rationale

This DREF provided an integrated response to people affected by floods in Duhok and Erbil governorates with immediate life serving humanitarian services. The objective of the response was centered on mitigating the risk posed by the impact of floods, ensuring life-saving emergency assistance, and enhancing the well-being of affected populations. The focus areas included addressing humanitarian priorities such as Shelter, Health, Water, Sanitation and Hygiene (WASH), Cash Voucher Assistance, Protection, Gender, and Inclusion (PGI), as well as Community Engagement and Accountability (CEA).

IRCS with the funding assistance of IFRC supported the affected people with different relief items as well as conducted assessments to establish the needs and impacts of the floods. The NS activated a team of 20 staff and 80 volunteers to coordinate the response. The activities implemented were distributing relief items, food parcels, healthcare services, WASH, First Aid (FA) and Psychosocial Support (PSS).

Some of achievements under the operation were:

- Assisted with evacuation of the affected communities.
- Provided 500 families with 390,000 IQD each.
- Essential household items to 1,200 families.
- Provided food assistance to 2,300 households, especially the hot meals, and multi-purpose cash assistance to 500 households.
- Supported clean drinking water and provision of 1,000 hygiene kits.
- Deployment of 2 MMUs in targeted governorates (Duhok and Erbil).
- Psychosocial support and First Aid services through staff and volunteers.



IRCS ensured that Community Engagement and Accountability (CEA) and Protection, Gender, and Inclusion (PGI) aspects were integrated into the response interventions by continuously involving the communities in decision-making and coordination of the response. The IRCS has strong presence in the local communities and working with the existing community structures to ensure that the involvement of key stakeholders such as community leaders prioritize people with special needs. To ensure the continuity of the activities, there is a need to establish coordination mechanism with the government to build good working relationships in future responses.

Furthermore, a lessons-learned workshop was conducted towards the end of the DREF operation to identify the achievements, challenges and recommendations for future programming. IRCS was responsible for the overall coordination and implementation of the humanitarian response operation supported by the IFRC. Considering the nature and scope of the response, IFRC mobilized resources via the DREF operation on behalf of IRCS.

Targeting Strategy

Who was targeted by this operation?

Under the replenishment, this operation aimed to assist the 3,000 families affected including the families of the 3 deceased, and 17 injured by the current flash floods in Dohuk and Erbil. IRCS identified the worst-affected households in two governorates, explicitly focusing on the fully and partially damaged houses, small-scale farmers who lost their crops and capital due to flooding. The targeting strategy assessed the damages and losses to their livelihoods and the impact on their health and daily routine life. This approach also ensured that the operations were consistent with the initial cash recipients. The beneficiary selection was a community-driven process in close coordination with local leaders and community members. With the support of governorates public authorities, the most vulnerable communities were selected based on surveys and statistics highlighting the areas communities affected by the complex crisis, as well as highest poverty rates.

Explain the selection criteria for the targeted population

These selection criteria aimed to prioritize those who were most in need and at risk, ensuring that the IRCS response operation addresses the immediate and long-term challenges faced by the flood-affected population in Dohuk and Erbil.

The selection criteria for the targeted population are based on a combination of vulnerability, need, and risk considerations.

The following criteria guide the selection process:

- Priority was given to families resided in areas directly affected by flooding in Dohuk and Erbil. Geographical mapping and assessments helped to identify the most impacted areas to ensure a focused response.
- Families experienced displacement due to flooding were prioritized, with special attention to those facing severe consequences such as loss of shelter, limited access to clean water, and heightened health risks.
- The most vulnerable groups, including women, children, elderly individuals, and people with specific needs, were identified and targeted to ensure that their unique vulnerabilities are addressed in the relief efforts.
- Persons with disabilities, pregnant and lactating women, women-headed households, and households with infants or young children.
- These groups were more vulnerable to challenges related to livelihood loss, access to nutrient-rich food and safe water, and were more susceptible to diseases and infections.

IRCS conducted needs assessments to identify the specific requirements of the affected population. This includes cash, food, clean water, hygiene, health services, and other essential needs. Furthermore, community engagement approach helped in refining the selection criteria, ensuring that the response is culturally sensitive and aligned with local priorities.



Total Assisted Population

Assisted Women	-	Rural	50%
Assisted Girls (under 18)	-	Urban	50%
Assisted Men	-	People with disabilities (estimated)	3%
Assisted Boys (under 18)	-		
Total Assisted Population	21,347		
Total Targeted Population	18,000		

Risk and Security Considerations (including "management")

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

Risk	Mitigation action
Prolonged displacement can lead to increased vulnerability, mental health issues, and challenges in providing adequate shelter for displaced families.	IRCS established a coordination with the government authorities to support the vulnerable families. IRCS supported families with the shelter and, government provided the spaces in public buildings to accommodate the families without shelters.
Marginalized and vulnerable groups, particularly women, and disabled face barriers/obstacles in relation to participation in response operations.	A strong CEA and communications approach was carried out, where intervention occurred. It explained the IRCS/IFRC operation, and the targeting criteria used. NS assessment defined the appropriate needs of the targeted groups to gauge progress, interest, and relevance. This made the process smooth and enabled more transparency, which reduced the tension among the beneficiaries.
Deteriorating weather conditions as per the Metrological Department cause further devastating floods in the region that may hinder access.	IRCS regional office was engaged with Joint Crisis Coordination Centre (JCC) of the Kurdistan Regional Government and activated its contingency plan. National Disaster Response Teams (NDRT) were mobilised to support the response activities, and more volunteers were mobilized to implement the planned intervention from the same communities in flood affected areas. The NS utilized pre-positioned stocks from the neighbouring governorates and from the HQ to assist families with immediate needs.
Stagnant water in flooding areas can give rise to waterborne diseases, posing a health risk to the affected population.	IRCS prioritized to distribute clean water, conducted regular health awareness campaigns on water sanitation and hygiene practices with the trained volunteers. NS also mobilized two Mobile Health Units one at each affected governorate to address and mitigate health-related issues promptly.
The impact of the sociopolitical situation, e.g., (demonstrations, attacks, and disruptions in operation activities) could lead to movement restrictions, operation delays, the occurrence of security incidents limiting access etc.	The IRCS security framework was applied throughout the duration of the operation. The NS staff and volunteers adhered to safer access or IFRC safety and security practices. Context analysis was reviewed regularly to assess the situation. All possible efforts taken place to secure access and acceptance will be explored in advance through coordination and communication with the conflicting parties. Developed a robust community engagement



strategy that includes regular consultations and feedback mechanisms. Promoted community ownership and participation in decision making. Ensured that response teams were culturally sensitive and respectful of local customs.

Please indicate any security and safety concerns for this operation:

Due to the nature of the operating environment and the security situation, and despite having widespread acceptance across the governorates. The IRCS applied all the necessary heightened security measures to ensure and prioritize the safety and security of staff and volunteers engaged in this operation. IRCS continuously monitored the security situation of the country and liaised closely with the security institutions to reduce the risk in the field, in an attempt to avoid any barriers that may impede access to the affected people as well as avoid any undue risk to its personnel. Lately, more than ever, IRCS has been jointly working with local authorities to find the best approach that ensures the safe delivery of humanitarian assistance to affected populations.

IRCS is very well accepted among the communities and is well connected with the local communities and government authorities in flood affected areas. The extensive needs in Iraq make IRCS's experience relevant and makes them a strategic aid partner to provide service delivery and build capacity of the government line departments and local community. In terms of Child Safeguarding Risk Analysis, the IRCS followed the IFRC guidelines and policies. Putting the community at the center of intervention, a embraced community-led approach by beneficiaries with great enthusiasm to support response activities following the end of operation funding.

Has the child safeguarding risk analysis assessment been completed?

Yes

Implementation



Shelter Housing And Settlements

Budget: CHF 54,315

Targeted Persons: 7,200

Assisted Persons: 7,200

Targeted Male: 3,658

Targeted Female: 3,542

Indicators

Title	Target	Actual
# of families reached with essential household items	1,200	1,200
# of shelter household items distributed (segregated by item)	1,200	1,200

Narrative description of achievements

The flood damaged the infrastructure, including equipment and amenities, disrupting the daily lives of the families in the affected areas. The IRCS aimed to ensure that families severely affected by the floods could live safely and with dignity through access to essential household items, thereby strengthening their self-reliance and positive coping mechanisms.

The IRCS focused on providing immediate relief items to 1,200 families affected by floods. During the response, a total number of 7,200 blankets 1,200 tarpaulin sheets, 2,400 jerry cans and 1,200 kitchens set were distributed to each family to meet the prevailing needs in the two targeted governorates.

Under this DREF, 2,000 blankets, 50 tarpaulins, 1,200 jerry cans and 1,200 kitchen sets were procured as a replenishment.



Lessons Learnt

- Initial assessment helped in deployments of the volunteers to develop a distribution plan to ensure efficient emergency response operation.
- Proactively anticipating challenges, such as weather disturbances, and preparing alternative strategies can enhance volunteer safety and ensure the effective distribution of relief items in difficult conditions.
- Prioritizing volunteer well-being is essential in decision-making during relief operations.
- Strengthening coordination between IRCS branches and local government authorities enhances response efforts and fosters a shared understanding of evolving situations.

Challenges

- The procurement and replenishment process for kits was long and tedious.
- Adverse weather conditions challenged the relief distributions to ensure volunteer safety.



Livelihoods And Basic Needs

Budget: CHF 91,377

Targeted Persons: 13,800

Assisted Persons: 32,196

Targeted Male: 16,323

Targeted Female: 15,873

Indicators

Title	Target	Actual
# of households reached with food assistance for basic needs	2,300	5,366
# of livelihood household items distributed (segregated by item)	2,300	5,366

Narrative description of achievements

According to the rapid assessment teams, the floods have jeopardized household food security, rendering affected areas unable to meet their basic nutritional needs. Hence, coverage of immediate food needs was done through the provision of one-month food baskets, distributed over the course of two months. A total of 5,366 baskets were distributed and included the following items:

- Rice: 5 kg
- Cooking Oil: 1 ltr
- Tomato Paste: 830 gms
- Sugar: 1 kg
- Salt: 750 gms
- Chickpea: 1 kg
- Lentils; 1 kg
- Beans; 1 kg
- Tea: 200 gms

All foods were tested for quality control prior to distribution, and all manufactured goods were purchased with a minimum of 12 months expiry date.

Lessons Learnt

- Establishing well-defined selection criteria and effectively communicating them to affected communities through CEA mechanisms enhances transparency and fosters trust in RCRC activities.
- Building and maintaining a strong relationship and appropriate level of communication with all stakeholders.



Challenges

- The procurement and replenishment process for food parcels was long and tedious.
- IRCS could not reach a large number of affected individuals thus prioritized families who had stayed in safety shelters and near their houses to ensure fair and effective distribution.



Multi Purpose Cash

Budget: CHF 146,438

Targeted Persons: 3,000

Assisted Persons: 3,000

Targeted Male: 1,524

Targeted Female: 1,476

Indicators

Title	Target	Actual
# of families reached with multipurpose cash assistance for basic needs	500	500
% of families assisted who were able to meet their basic needs	80	87

Narrative description of achievements

During the implementation of the operation, the IRCS focused on key actions to address needs in the emergency context. This included a feasibility and market study, as well as a detailed needs assessment in various sectors. Individuals affected by the floods reported that their livelihoods, such as shops their shops and agriculture were impacted. This assessment made it possible to select the families to be assisted, using baseline criteria (evacuated families, affected livelihoods and damaged housing) and criteria established prior to the start of the operation (families with pregnant women, members with disabilities, elderly, chronically ill or single-parent families).

To carry out these activities, a team, composed of IRCS Cash Advisor, branch focal points and at least 30 volunteers were involved in the data collection and delivery of the cash transfers. Over the course of two weeks, the team successfully assessed the households and conducted verification with the households. In order to hold a successful transfer of cash, beneficiaries had to have an Asiacell SIM card, an active wallet, a valid national ID, and a residency card (for Iraqi citizens) or valid passport with residency permission (for non-Iraqis). Through IRCS' framework agreement with AsiaPay (Mobile money transfer) and Asia Cell telecom operator, 390,000 IQD was given to 500 families for one month to cover their basic needs (food, WASH, NFI, shelter, water, electricity, transportation, communication, education, health, etc.)

After the distribution process, volunteers followed up with the families to ensure that the withdrawal process is successful and to assist those having difficulties with cash withdrawal. All actions were designed to ensure that the affected people were the protagonists of their recovery process. This strategy not only provided immediate assistance but also laid the foundation for long-term sustainable and resilient recovery.

The CEA approach was activated during the registration process, SIM card distribution, and cash disbursement activities. IRCS printed and distributed a leaflet of the cash intervention that included the following information:

- Partner Name
- Donor Name
- Targeted districts
- Targeted groups
- Purpose of the cash assistance
- Cash amount
- Registration criteria and procedure
- Required documents
- Delivery mechanism
- Hotline number



Lessons Learnt

- To have standing framework agreements with financial service provider, in order to diversify the ways of delivering cash, adapting to the needs of specific contexts in which the operation is developed.

Challenges

- Ensure effective coordination with providers through financial transfer services, such as cell phone services, which allow for a more agile response. This difficulty generated challenges for the effective withdrawal of monetary aid.
- Raise awareness among local communities about CVA modality, especially that which is not conditional.
- Despite the pre-signed framework agreement with the FSP, IRCS administrative approval took too long to sign MOU and cash transfer to the FSP.



Budget: CHF 69,012

Targeted Persons: 18,000

Assisted Persons: 21,347

Targeted Male: 10,844

Targeted Female: 10,503

Indicators

Title	Target	Actual
# of Mobile Medical Units deployed to provide health services support	2	2
# of people affected by flood received health services provided with Mobile Medical Unit	18,000	21,347
# of individuals in the targeted population reached with awareness-raising activities	7,500	7,643
# of awareness sessions conducted	150	150

Narrative description of achievements

Floods increased the chances of disease incidences, such as diarrhea, typhoid, pneumonia, and acute respiratory infections. Therefore, in coordination with the Ministry of Health in the Kurdistan Region of Iraq, IRCS monitored the situation in the affected areas and provided first aid and Psychosocial Support to the affected families, including referrals to medical care. The IRCS focused on engaging the community and promoting the health behaviours to mitigate the health risks associated with these diseases.

IRCS deployed 2 Medical Mobile Units (MMU) in flood affected governorates for 6-months to provide communities with the basic healthcare services to a total of 21,347 people. People included in the nearby areas also benefitted from the healthcare services provided by the MMUs deployed by the National Society, leading to a higher reach than originally targeted.

In Erbil governorate, a total of 9,050 people received medical services through mobile medical units, while 3,829 individuals participated in awareness sessions conducted through home visits, fields, public places, markets and malls. In Dohuk governorate, a total of 12,297 people received medical services through mobile medical units while awareness sessions were conducted with 3,814 Internally Displaced People (IDPs), refugees, and people residing in local community camps.

Recognizing the emotional distress caused by displacement, IRCS integrated Psychosocial Support (PSS) and Psychological First Aid (PFA) into its emergency response, prioritizing vulnerable groups such as children, the elderly, pregnant women, and persons with disabilities. Through these efforts, 2,425 individuals received psychosocial support - surpassing the initial target. Additionally, IRCS ensured the well-being of its staff and volunteers by providing peer-to-peer mental health support and medical care. A series of PSS activities were conducted for the local communities to provide awareness-raising sessions about grief and loss and maintaining their wellbeing



throughout the operation.

These comprehensive health interventions reflect IRCS commitment to ensuring both the physical and mental well-being of disaster affected populations, volunteers, and responders.

Lessons Learnt

- Conducting a thorough assessment of staffing requirements for deployment of MMUs ensuring efficient emergency response operation.
- Developing a recruitment and training strategy can help address shortages of the staff and ensuring a steady supply of qualified personnel to bolster emergency services.
- Maintaining a consistent stock of critical medications, particularly for children and women is essential during health response.
- Identifying high-risk areas and increasing the number of trained community volunteers in those locations would improve response effectiveness. Volunteers should also be equipped with first aid kits and receive basic refresher training in first aid and disaster management before mobilization.

Challenges

- Emergency response requires a strong volunteer base. Conducting first aid and psychosocial support (PSS) training for more volunteers before emergencies would have enhanced their ability to assist their communities.
- The pre-intervention trainings will be helpful to ensure the volunteers deployment with the required skill set to implement the intervention effectively.
- Develop accessible information, education and communication (IEC) material, in local languages.



Water, Sanitation And Hygiene

Budget: CHF 40,470

Targeted Persons: 7,500

Assisted Persons: 7,680

Targeted Male: 3,894

Targeted Female: 3,786

Indicators

Title	Target	Actual
# of assessment of water, sanitation and hygiene situation in targeted communities carried out	2	2
# of individuals in the targeted population reached with awareness-raising activities	7,500	7,680
# of hygiene kits distributed to targeted communities	1,000	1,280
# of communities trained on the use of the hygiene kits	20	21
# of awareness-raising activities conducted	150	150

Narrative description of achievements

WASH interventions benefited 7,680 people with improved access to clean water, sanitation, and hygiene. Wells were cleaned, restoring safe drinking water for affected families, while community clean-up campaigns helped prevent disease outbreaks. Similarly, hygiene awareness sessions aimed to improve knowledge on waterborne disease prevention.

Hygiene promotion:

IRCS consistently promoted hygiene awareness by disseminating information on proper handwashing and safe water storage.



Information, education, and communication (IEC) materials on hygiene promotion were displayed in evacuation centres to reinforce key messages. A total of 7,680 people were reached through hygiene promotion activities. Awareness campaigns were conducted in 21 residential areas and schools, educating the students and community members on personal hygiene, proper handwashing techniques, and methods to prevent communicable diseases. To further emphasize critical health messages on personal hygiene and sanitation, IRCS distributed brochures and posters on handwashing, hygiene promotion, and sanitation. The provision of water, distribution of IEC materials, and hygiene promotion activities were made possible through support from the IFRC.

IRCS's primary focus was to ensure that families could safely return to their residences as soon as possible. A total of 1,280 kits were distributed, and families were also given orientation sessions on how to use the items provided in the kits. The hygiene kits included the following items:

- Soap: 12
- Washing powder: 2
- Shampoo: 1
- Toothpaste: 1
- Trash bags: 1
- Female sanitary pads: 2 (sets)
- Baby diapers: 2 (sets)
- Glycan: 2
- Toothbrush: 6
- Bucket: 1

Lastly, IRCS gave awareness sessions in order to avoid the same scenario repeating itself in the future. Households in Iraq tend to cover the grey water systems during summer to reduce bad smells, and do not remove these covers later during winter if they live in areas that are not normally flood-stricken. The awareness sessions focused on the importance of removing these covers during flooding season to reduce the impacts and losses incurred and ensure effective drainage.

A three-day workshop was implemented to enhance capacity of 11 employees and volunteers from the Duhok branch to effectively implement awareness campaigns promoting personal hygiene in emergency situations within affected communities.

Lessons Learnt

- The development of educational materials with key messages on different topics proved to be an effective strategy. By including visual information on practical measures for water conservation and vector-borne disease prevention, knowledge was provided that reinforced the resilience of the population in a practical and enjoyable way.
- Initial assessments helped in deployments of the volunteers to develop a strategy for delivering awareness sessions in most affected areas to ensure efficient emergency response operation.

Challenges

- A significant challenge encountered during this emergency operation was the lack of logistical supplies in the planning phase for addressing needs such as water treatment, purification, and distribution. This oversight led to complications during the distribution process among beneficiary families.
- The procurement and replenishment process for hygiene kits were long and tedious.
- Information, education and communication (IEC) material should be developed in local dialect.



Secretariat Services

Budget: CHF 25,028

Targeted Persons: 0

Assisted Persons: 0

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
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# of surge deployments in support of the operation	1	0
# of monitoring visits conducted	4	3

Narrative description of achievements

Throughout the operation, Programme and Operations Manager, with the support of the MENA regional Health, Disaster, Climate, and Crises (HDCC) team and in regular coordination with the national society, provided technical support and backstopping for implementation of Cash and Voucher Assistance and PSS activities, procurement procedure and financial processes with IRCS technical teams.

As part of the IRCS transparency mechanisms, three field monitoring visits were conducted to follow up on planned actions, ensure the implementation of activities with quality standards, and analyse potential areas for improvement. To guide the activities related to the Cash Voucher Assistance.

PMER regional office (remotely) supported the National Society with the Lesson Learned Workshop (LLW) for the DREF operation. Regular meetings were organized with the NS to discuss progress and challenges faced by IRCS during the implementation of operational activities. Appropriate mitigation actions were identified and carried out to address challenges, if any, as effectively as possible. In this way, a representative of the IFRC, together with IRCS were able to have direct contact with the affected people and the volunteers involved in the operation on the ground and at the end of the process. Accordingly, the agility and efficiency of the procedures, as well as their documentation for future operations, could be guaranteed.

Child Safeguarding Risk Analysis was conducted during the operation to identify and rate their child safeguarding risks. With this information, operations can strengthen their child safeguarding practices and reduce the risk of harm against children as outlined in the IFRC Child Safeguarding Policy. IRCS also signed Child Safeguarding Risk Analysis as their commitment to ensure for the future operations.

Lessons Learnt

- Regular monitoring and supervision processes play a crucial role and allowing for the provision of more information that provides real-time feedback on the actions implemented by management teams in the field. This feedback ensures that interventions are effective, efficient, and aligned with the needs of the affected communities.
- The mobilization of the technical staff from outside the participating branches to support the operation not only contributes to improving the quality and effectiveness of interventions but also leaves the NS with valuable and practical capacities in terms of processes, documentation, and experience. These capacities can be utilized in future operations, strengthening the NS ability to respond effectively to disasters.

Challenges

- It is crucial for the NS to take advantage of the presence of IFRC technical support to strengthen its emergency response capabilities. It would be highly beneficial to plan, as much as possible, socialization and preparation sessions for both volunteers and the public.



National Society Strengthening

Budget: CHF 73,260

Targeted Persons: 0

Assisted Persons: 0

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
# of post-distribution monitoring conducted	2	3



# of lessons learned workshop conducted	1	1
# of monitoring visits conducted by the NS	4	4
# of NS volunteers insured	80	80

Narrative description of achievements

To strengthen the IRCS capacity, IFRC in country and RO technical colleagues were organised meetings with the NS to provide them support on operational activities. Initial planning was done, and coordination was established at the National Headquarters. The IRCS was also able to strengthen its operational and volunteer management capacities through the acquisition of essential resources for the care and proper identification of teams involved in field activities.

In terms of communication, NS media department develop communication materials for the media and social networks. This included design for the volunteer call for the operation; a photography session and social media videos on data collection and CVA delivery activities. Lessons learned workshop and a photography session and videos.

Post-distribution monitoring was conducted for both the livelihoods and basic needs component as well as the WASH component and the findings were as follows:

- 92% of families agreed that the quantity provided in the food basket was sufficient, and all family members received their share of the food basket.
- 90% of families agreed that the quantity provided in the hygiene kits was sufficient, and all family members received their share of the kit.
- 85% of participants were very satisfied, and 15% were satisfied with the process of receiving cash assistance in terms of service timing, suitability, and quality.
- 71% of individuals stated that the cash assistance provided was sufficient to meet their basic needs for one month.

IRCS conducted a lesson learned workshop with 30 staff members and volunteers, divided into four sessions. The Heads of the Branches, staff, volunteers, and NHQ staff of IRCS attended the workshop. The workshop focused on documenting lessons learned throughout operation implementation and identifying areas for improvement. This process enables NS teams to address the root causes of problems, minimize their recurrence in future response, and gather valuable insights to enhance effectiveness, efficiency, and risk management in future operations. Some of the workshop findings included the following strengths and opportunities:

- The support provided by branches and HQ to respondents at the community level.
- The exchange of information between authorities allowed for the timely distribution of cash assistance to the targeted families.
- The good community relations and widespread acceptance of IRCS.
- The trust-based coordination with other agencies, along with the support from movement partners.
- The fast response of volunteers and trained staff.
- The presence of a strong and experienced disaster management team.
- The internal coordination between all departments as well as external coordination with the IFRC.

Lessons Learnt

- Ensure that volunteers are registered and adequately budgeting for it in the operation, providing the most extensive coverage and complements local resources, considering the operational environment.
- Conducting Lessons Learned Workshops (LLWs) at the local level proved to be a good, all of governorate's practice, bringing together all or most local-level staff and volunteers who were engaged in the operation to reflect on lessons learnt, successes and challenge. These workshops also served as debriefing sessions for frontline responders.
- Utilizing perspectives from LLW as a foundation for the discussions at national level ensured that there was a strong connect between the LLW agenda and local level experiences.

Challenges

- The process of obtaining necessary documentation, particularly for cash advances, was time-consuming, as branches had to complete all previous operation and project liquidations. These delays impacted the implementation and service delivery timeline. Despite these challenges, IRCS effectively managed the implementation of operation.

Financial Report

DREF Operation

FINAL FINANCIAL REPORT

MDRIQ016 - Iraq - Flash Floods

Operating Timeframe: 02 Apr 2024 to 31 Oct 2024

Selected Parameters			
Reporting Timeframe	2024/4-2025/7	Operation	MDRIQ016
Budget Timeframe	*	Budget	APPROVED

Prepared on 01/Sep/2025

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	499,900
DREF Response Pillar	499,900
Expenditure	-471,353
Closing Balance	28,547

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	54,315	54,315	0
PO02 - Livelihoods	91,377	92,442	-1,065
PO03 - Multi-purpose Cash	146,437	145,376	1,061
PO04 - Health	69,012	69,013	-1
PO05 - Water, Sanitation & Hygiene	40,470	40,470	0
PO06 - Protection, Gender and Inclusion			0
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery		102	-102
PO10 - Community Engagement and Accountability			0
PO11 - Environmental Sustainability			0
Planned Operations Total	401,612	401,719	-108
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	25,028	25,028	-1
EA03 - National Society Strengthening	73,261	44,605	28,656
Enabling Approaches Total	98,289	69,634	28,655
Grand Total	499,900	471,353	28,547



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[Click here for reference](#)

