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Emergency appeal operation update

Chile: Earthquake

 International Federation
of Red Cross and Red Crescent Societies

Emergency Appeal n° MDRCL006
GLIDE n° [EQ-2010-000034-CHL](#)
Operation Update n° 13
6 December 2011

Period covered by this Operations Update: from 1 June 2011 to 30 August 2011.

Appeal target: 16,075,870 Swiss francs.

Appeal coverage: 93% [<Click here to view the updated donor response list, here for the interim financial statement or here to see the contact information>](#)



Volunteers preparing the distribution of kits for a group of beneficiaries in the district of Quirihue, Biobío region. Source: Chilean Red Cross.

Appeal history:

- On 27 February 2010, 300,000 Swiss francs were allocated from the Federation's Disaster Relief Emergency Fund (DREF) to support the Chilean Red Cross (CRCh) to respond and provide immediate relief items for 3,000 families.
- On 2 March 2010, a Preliminary Emergency Appeal was launched for 7 million Swiss francs to support the CRCh to assist approximately 15,000 families (75,000 people) for 6 months.
- On 10 March 2010, an Emergency Appeal was launched to request 13,086,822 Swiss francs – including ERUs – to support the CRCh in providing non-food items to 10,000 families (50,000 people), emergency and/or transitional shelter solutions for 10,000 families, curative and preventive health care for at least 90,000 people and water and sanitation services for up to 10,000 households.
- On 24 August a Revised Appeal was issued including changes in objectives, an extension of the implementation period to 24 months and a revised budget of 14,143,016 Swiss francs. The revised budget, without the costs of ERUs, increased from 10,035,095 Swiss francs to 14,143,016 Swiss francs.
- During the month of December, the operation revised the budget to 14,540,398 Swiss francs due to the availability of estimated costs for the reconstruction of National Society warehouses and branches affected.

- On 2 March 2011, a second Revised Appeal was published including an extension to the implementation period to **36 months**, a revised budget of 16,075,870 Swiss francs and a relocation of budgetary lines. [Click here to view the second Revised Appeal.](#)

Summary: With the objective of building capacities and developing the institution, the National Society has decided to adjust and reorganize its Strategic Plan taking into account the activities already planned in the appeal. This review will provide a more strategic, sustainable and long-term vision and development of the Chilean Red Cross. This plan covers the period of 2011–2012.

The Appeal represents 70 per cent of the National Society's planned activities, including those financed autonomously and bilateral projects. As mentioned in previous operation updates, the relief phase has been completed, which had the objective of distributing humanitarian aid to 10,000 families (the fulfilment of which is more than 110 per cent). With the aim of synchronizing the appeal with other Chilean Red Cross bilateral projects, it was necessary to extend the timeframe to 36 months and increase the corresponding budget allowing for the increase in the number of activities.

The Chilean Red Cross and the IFRC are thankful to the Partner National Societies, governments and corporate donors that have supported this appeal through cash, in-kind or personnel. Their positive response and generous contributions have been essential to provide relief, water and sanitation, health services and transitional shelter to the affected population by the earthquake of 27 February 2010.

The situation

Fifteen months after the earthquake and tsunami, the Chilean government continues working to assist the families affected. The Ministry of Housing and Urban Planning is planning the repair of infrastructures and the improved stabilization in transitional settlements that were set up in the Valparaíso and Biobío regions. The Minister of Housing and Urban Planning, together with the Minister of Home Affairs and Public Security, the sub-secretary of regional development and the executive secretary of neighbourhood development announced the transfer of more than 1,500 million Chilean pesos to municipalities with transitional settlements to prepare families to face the last winter before they receive their new homes next year. In these 98 transitional settlements, the municipalities will repair sanitation services, electric connections and improved stabilization of the settlements.

At the same time, the Ministry of Public Works (MOP in Spanish) will implement a reconstruction plan of fishing communities in the Biobío region, which is aligned within the infrastructure and public service reconstruction plan of the regions affected by the earthquake and tsunami of 27 February¹. The MOP plan aims to recover 17 fishing communities which were severely damaged by the earthquake and tsunami of 27 February 2010.

The fishing communities that will benefit from the MOP work include 9 in the Concepción province (Dichato, Rocuant, Lirquén, El Refugio, Coliumo, Cerro Verde, La Poza, Tumbes and San Vicente) and 8 in the Arauco province (Laraquete, Arauco, Lota Bajo, Llico, Tubul, Lebu, Tirua and Isla Mocha).

As a result of the earthquake measuring 8.9 on the Richter scale in northeast Japan on 11 March 2011 and the latter tsunami, the Hydrographical and Oceanographic Service of the Chilean navy (SHOA in Spanish) declared a preventative tsunami alert for the Chilean coast during 11 and 12 March. As part of the preparedness plan, SHOA ordered the evacuation of more than 700,000 people living in high-risk areas on the coast of Chile. At midday on 12 March the waves resulting from the tsunami in Japan reached the Chilean coast, causing minor damage².

Coordination and partnerships

In order to achieve the proposed objectives, the Chilean Red Cross (CRCh) and the International Federation of Red Cross and Red Crescent Societies' secretariat (IFRC) are working in coordination with different external

¹ Source: <http://mopinforma.blogspot.com/2010/04/mop-ejecutara-plan-de-reconstruccion-de.html>

² Sources: <http://www.lanacion.cl/efectos-de-marejadas-en-la-costa-chilena/noticias/2011-03-12/113413.html>
<http://www.laprensaaustral.cl/lpa/noticia.asp?id=40575>
<http://www.losandes.com.ar/notas/2011/3/12/chile-olas-tsunami-inundaron-algunas-zonas-pero-hubo-heridos-555792.asp>

actors. During this last period, PNS have taken on a predominant role in supporting the implementation of CRCh's projects.

American Red Cross: During previous months, this PNS set up a permanent team in the headquarters with the aim of developing the Latin America Risk Reduction Activity (LARRA) programme. This project seeks to prepare communities, strengthening them in the event of future disasters, working in a cross cutting way with the Risk Management department's operational projects. In May, a Vulnerability and Capacity Assessment (VCA) workshop was held, as the first community activity in Dichato in the Biobío region in which 8 children, 23 youths and 3 adults participated. During the following months, the team will define the work with the other operational and management areas of the CRCh.

Colombian Red Cross Society: As with the LARRA project, the Colombian Red Cross Society bilaterally finances projects of the Community Risk Reduction and Climate Change department. In May, the climate change coordinator held two awareness-raising talks on climate change with 14 volunteers from the Lota and Curanilahue branches (Biobío region).

German Red Cross and Swiss Red Cross: These two PNS distributed 600 individual sanitary modules to different families which had received emergency houses (*mediaguas*) in the Maule and Biobío regions. The IFRC financed and completed the installation of the modules pending in the Swiss Red Cross project.

Japanese Red Cross Society: A bilateral project is ongoing for the distribution of boats and engines to 160 groups of fisherfolk. By 28 March, 23 boats and 49 engines had been distributed. That same month, a tendering process was opened for the acquisition of the other 72 engines.

Other actors: Jointly with the United States' Office of Foreign Disaster Assistance (OFDA) a damage and needs assessments course was held in July. In addition, in coordination with the United Nations system in Chile, a Sphere course is expected to take place in September.

The Disaster Risk Reduction (DRR) programme, together with the National Emergency Office (ONEMI) is still working on adapting the educational modules from the "Better Be Ready" series developed by the [Centre of Reference for Community Based Education in Disaster Preparedness \(CREEC\)](#). The series consists of a collection of risk reduction tools that allow for the creation of better-prepared communities. In Chile, the adaptation of four modules of the series is currently under way including: early warning, protected school, education, organization and preparation for risk reduction and community disaster risk reduction teams.

Red Cross and Red Crescent Action

Below is a summary of the main activities carried out by the Chilean Red Cross and the Federation, within the framework of the Chile earthquake operation 2010.

Shelter solutions: 9,363 cards were distributed: 3,788 cards in the Maule region, of which 2,464 were distributed to female-headed households; 5,441 cards in the Biobío region, of which 3,303 families are led by women.

Health: The instructor's course in Community-Based Health and First Aid (CBHFA) was completed with the participation of instructors from the National Societies of Argentina, Colombia and Venezuela. In addition, the first National Intervention Team (NIT) course in health in emergencies with an emphasis on psychosocial support took place. This pilot course at the regional level was supported by the [Centre of Reference for Disaster Preparedness \(CREPD\)](#) and the National Societies of Argentina, Colombia and Mexico.

Water, Sanitation and Hygiene Promotion: The Chilean Red Cross strategy for the water, sanitation and hygiene promotion programme was presented. In addition, a PHAST training was held in Biobío.

Livelihoods: In June, the project team was set up consisting of an agricultural engineer, an agricultural technician and an agricultural and livestock technician. The team designed the sensitization and training course for beneficiaries on the best use of seeds and the use of personal protection gear. This was followed up by the distribution of seed kits and personal protection gear. The project leader participated in the "cash transfer programme" workshop organized by *Cash Learning Partnership* (CaLP) with support from the International Federation.

Disaster Risk Reduction: The first Risk Management instructors Level I course was held, where 14 volunteers passed the course and 6 of which qualified for the instructor-training workshop. Community VCA processes are ongoing to carry out local assessments that will contribute to local plans of all targeted communities. The country document on disaster risk reduction (DRR) has also been completed. The CRCh Disaster Response department worked on developing activation and emergency response plans.

Organizational Development: Different departments within the National Society are being strengthened (Development, IT, Youth, Human Resources and Finance). The operational management structure has been restructured and the Strategic Resource Mobilization Committee was set up. The improvement of infrastructure continues through the repair of branches, maintenance of the main headquarters building and refurbishment of the warehouse in Santiago.

Telecommunications: The installation of VHF stations continues (67 per cent progress achieved against the target at the national level) and of HF stations (70 per cent progress against the national target) as well as the respective training of branch volunteers.

Logistics: A crane, storage racks and a pick-up vehicle were acquired, and the fleet manual was completed. The fleet and procurement officers have been integrated into the team. Tenders were open and boats and engines were procured for the project financed by the Japanese Red Cross Society. The department also provided support for the ReD agricultural cards and the installation of the electrical wiring of the telecommunications system in the headquarters. Additionally, logistical support was provided to the DREF operation implemented in Araucanía (MDRCL007) and the DREF operation in Paraguay with the shipping of 887 hygiene kits.

Communications: A strong visibility plan of the National Society's activities is in place, with constant coordination with the media and communication through the [Chilean Red Cross' web site](#). A CRCh Corporate Use Manual and a Protocol and Communications Manual are also used.

The IFRC continues providing support to the CRCh through the team present in Santiago, the regional representation for the Southern Cone in Buenos Aires and the team in the Americas zone based in Panama. In addition, the CRCh also receives support from the American Red Cross, the Japanese Red Cross Society and the Spanish Red Cross, which maintain delegates in-country.

Progress towards outcomes

Relief distributions (food and basic non-food items)	
Outcome: Affected families have access to food and non-food items to support resumption of essential household activities.	
Outputs	
Up to 10,000 households (50,000 people) resume household activities through the distribution of one hygiene kit and one kitchen set per household, and other non-food items.	
Up to 3,000 families have their immediate food needs covered through the distribution of food parcels received locally by the Chilean Red Cross.	

Impact: The relief distributions component was completed by the end of the emergency phase of the operation, in June 2010. The distributions corresponding to the recovery phase are under the responsibility of the logistics department, which provides auxiliary services in procurement and transport to other departments for the implementation of their respective projects.

Emergency shelter	
Outcome: Ensure that the most vulnerable families have a healthy, safe and dignified shelter solution to preserve their physical and mental well-being and to prevent any further deterioration in the humanitarian situation.	
Output	Activities planned

<p>Up to 1,600 households receive emergency shelter solutions (16m² family tents) and 10,000 families receive support to improve their habitation conditions to help their recovery.</p>	<ul style="list-style-type: none"> • Conduct rapid emergency needs and capacity assessments. • Develop a community and beneficiary targeting strategy in coordination with local authorities and institutions. • Assess the extent of shelter needs and preferred shelter solutions, employing local suppliers when possible. • Provide emergency shelter solutions. • Provide appropriate support for the improvement of habitation conditions during the recovery phase, in coordination with local and regional authorities, professional associations and the affected population. • Develop awareness-raising activities dealing with safe shelter and Disaster Risk Reduction (DRR), in coordination with the CRCh and local authorities.
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Progress: Up until the reporting period, the project is in its closing stage having completed distributions in the field and currently in the evaluation phase. The total number of ReD cards distributed and issued was 9,363. The overall distribution was as follows: 3,788 cards were distributed in the Maule region and 5,441 cards distributed in the Biobío region. 134 cards should be added to this, the location of which was not identified, as the team is currently triangulating the information to determine the location where they were distributed.

After an initial financial analysis, it can be said that all the operational costs of this project (approximately 64,322 Swiss francs) represent 2 per cent of the total project budget (3,395,687 Swiss francs). These operational costs are divided 50 per cent between the National Society and the costs of the International Federation consultant. Within the National Society's operational costs, the majority of the costs represent the National Society personnel (35 per cent), transport and vehicle costs (34 per cent) and volunteer costs (14 per cent). Including the PSSR, it can be said that the efficiency level of the system used for the ReD card project reaches 91 per cent, considerably reducing logistics costs such as transport and storage and costs linked to services and administration.

The evaluation process of the ReD card project was finalized with the data entry corresponding to the ReD card distribution receipts (internal distribution control measure) and the sale notes that correspond to the products invoiced by the *MTS* chain backed by the accounts. Conclusions and lessons learned regarding the use of the card will be gathered in the following months.

On the other hand, the training of volunteers will end in November 2011 to start the implementation of ReD card's user satisfaction questionnaires. It is estimated that 848 questionnaires will be applied in proportion to the number of cards distributed in each region, 351 will be applied in the Maule region and 497 in the Biobío region.

While the target of distributing 10,000 cards was not achieved, the outreach of this project is of significant relevance as it benefited 9,363 families that were most affected by the earthquake in the abovementioned regions. In the Maule region, 3,788 cards were distributed, of which 2,464 were distributed to female-headed households. In the Biobío region, 5,441 cards were distributed, which benefited 3,303 female-headed households. While these isolated figures do not allow for many conclusions, it can be assured that distributing to single-parent families, particularly female-headed households, shows that the project reached the most vulnerable groups within the affected families.

The CRCh and the IFRC continue collaborating with the Ministry of Housing and Urban Planning (MinVU) and the Chilean Association of Municipalities in a training school project in the Valle del Itatá district (Biobío region). The project studies the use of *adobe* as a local material to reconstruct or repair homes as part of the activities within the agreement between UN-Habitat and the Chilean government to establish a resource centre for technical assistance to local municipalities, authorities and organizations. The second joint evaluation and dissemination mission of the project by the CRCh-IFRC and the Chilean Association of Municipalities is planned for November 2011.

Emergency health

Outcome 1: The medium and long-term health risks of the emergency on the affected population are reduced through the provision of targeted preventative and community-based health interventions, including hygiene promotion, recruitment of voluntary and non-remunerated blood donors, disease prevention and psychosocial support to the affected communities.

Outcome 2: The affected communities will benefit from curative healthcare through the deployment of field healthcare facilities and the provision of equipment.

Outputs	Activities planned
<p>Health risks of at least 10,000 families are reduced over a period of 36 months through the provision of community-based preventative health care.</p> <p>Selected affected groups and communities receiving psychosocial support have reinforced their capacity to adapt and strengthened their coping mechanisms.</p>	<ul style="list-style-type: none"> • Design medium and long-term community health programmes for volunteers using standard Federation tools and approaches (CBHFA, PHAST, epidemic control, voluntary blood donor recruitment). • Organize training sessions and workshops for volunteers and community members. • Monitor and evaluate activities. • Translate, validate at the local level and publish Federation PSP Toolkits. • Train CRCh volunteers and develop skills in community-based psychosocial support and psychological first aid. • Provide psychosocial support to selected groups and communities affected by the disaster. • Identify the need for and locations of field hospitals and other healthcare facilities. • Mobilize healthcare ERUs and other healthcare services as required in the field. • Offer health training for national disaster intervention teams focusing on health in emergencies and epidemic control.

Progress: The CRCh national health department has been strengthened in the following areas:

First Aid: The CRCh governing board approved the new first aid curriculum and manual for volunteers. This manual has up to date information used by the Movement and national and international institutions specialized in the topic. During the reporting period, 5 refresher courses for first aid instructors were held in the Metropolitan, O'Higgins, Valparaiso, Maule and Biobío regions. Fifty-eight volunteers passed the course (12 men and 46 women). Basic first aid courses also took place, one for 20 students from a primary school (12 boys and 7 girls were trained) and another for 25 female inmates in the Santiago women's prison. In addition, an advanced first aid course was held for 26 volunteers from the Maria Luisa Torres branch.

Psychosocial support: Through the earthquake operation, the Chilean Red Cross has supported the design of the psychosocial support for volunteers (PSV) module. The revision of the draft documents for the first pilot course "NIT health in emergencies with an emphasis on psychosocial support for volunteers" was completed at the end of June. Seven National Societies from the region have also participated in the process (Colombia, Costa Rica, Ecuador, El Salvador, Mexico, Nicaragua and Paraguay). Including the CRCh this sums up eight National Societies working in the topic jointly with the CREPD and the International Federation.

This module, or specialization, in psychosocial support for volunteers will provide basic knowledge, techniques and tools for the development of volunteer skills in the management of psychosocial support in the different stages of a disaster or crisis, reducing the negative impact in communities and in the Red Cross personnel. The module also contributes to the design of the Americas strategy to unify criteria in the issue and to have a standardized training tool in psychosocial support that can be used by National Societies staff and volunteers across the continent.

In August, 21 volunteers (15 women and 6 men) from the La Florida, Chillan, Tome, Curicó and Santiago branches, and the regional branches of Araucanía, Biobío and Maule, and the Central Committee participated in the pilot course "NIT health in emergencies with an emphasis on psychosocial support for volunteers". The course was facilitated by instructors from the CREPD, the Colombian Red Cross Society, the Mexican Red Cross and the Paraguayan Red Cross and the IFRC health in emergencies delegate based in Chile.

In addition, 18 volunteers (11 female and 7 male) between the ages of 13 and 19 were trained in psychosocial first aid in the Metropolitan region.

As a strategy to recruit specialized volunteers that able support the Chilean Red Cross in the programme when needed, the CRCh presented a proposed agreement to the University of the Americas to encourage the integration of psychology students into volunteering. Activities that will take place up to December were planned, starting with the training and induction of psychology students in the institutional doctrine, guidelines of the psychosocial support programme and community intervention. The selection of communities to work with will then take place. The National Society continues meeting with other universities to establish similar agreements.

Community health: the National Society continues working on community health interventions with fishing communities. Volunteers from the Concepción, Chiguayante, Tome, Lota, Cañete and Coelemu branches in the Biobío region are validating community assessments with each of the fishing communities (El Soldado, Los Bagres, Lirquén, Perone and Cerro Verde).

In July, a representative from the Japanese Red Cross Society participated in an activity with the Los Bagres in the Tome community (Biobío region), where volunteers carried out community work using the CBHFA methodology.

In August, the Chilean Red Cross faced difficulties to continue the intervention in the El Soldado community (located on land that is owned by the armed forces). The armed forces have not allowed conducting further community visits as they consider this community to be “an illegal settlement”. The National Society continues raising awareness with the armed forces in order for them to allow the CRCh to work with this community.

The first instructors training course was held in July on Community-Based Health and First Aid (CBHFA) “in action” in the Metropolitan region. IFRC personnel facilitated the course alongside facilitators from the Argentine, Colombian and Venezuelan National Societies. Twenty-one volunteers (15 women and 6 men) from the regions of Araucanía, Biobío, Maule and O’Higgins were trained as well as the technical team of the American Red Cross LARRA project. As a result of the course, action plans were created for each region.

Water, sanitation and hygiene promotion

Outcome: The health of affected communities is improved through the provision of clean water, basic sanitation and hygiene promotion.

Outputs	Activities planned
Up to 10,000 households have access to safe water and take part in community-based hygiene activities.	<ul style="list-style-type: none"> • Conduct rapid emergency health, and water and sanitation needs and capacity assessments in coordination with the relevant local authorities. • Develop a strategy aimed at both beneficiaries and the community in coordination with local authorities. • Train and mobilize CRCh volunteers in water, sanitation and hygiene promotion teams using the participatory hygiene and sanitation transformation (PHAST) methodology, and a technical team for testing water. • Set up mobile water purification units or contract out water distribution trucking, to ensure safe water distribution according to SPHERE standards. • Conduct hygiene promotion activities (personal and community hygiene, solid and human waste disposal, water handling). • Offer specialized training in water, sanitation and hygiene promotion to national disaster intervention teams.

Progress: At the end of June, the CRCh Water, Sanitation and Hygiene Promotion programme officially presented its strategy to the national health department for its approval. In addition, it set up a technical team composed of 5 volunteers (1 woman and 4 men) from the Araucanía, Biobío, O’Higgins and Coquimbo regions and developed a chronogram of activities.

Between 6 and 8 June, the National Society trained 11 volunteers (7 women and 4 men) from the regional branch of Biobío and from the Concepción, Coelemu and Curanilahue branches in the *Participatory Hygiene and Sanitation Transformation (PHAST)* methodology and in key hygiene promotion messages. The aim of the workshop was to promote key messages in an integrated way with the technical activities carried out in the communities, where the CRCh works, that were affected by the earthquake and tsunami.

Regarding the connection of the 25 individual sanitation modules³ in the community of 12 de Abril in Arauco (Biobío region), the National Society was forced to halt the work in July. Some regulations were omitted by the mayor’s office, and therefore, the CRCh has established an adjustment plan for the works in order to finalize the connection of the modules. A meeting was held with the community members to inform them about the situation and the new alternatives to provide a solution to the potable water connection issue, which was understood and accepted by the community.

During June and July, the National Society identified communities in rural areas of the Lumaco and Puerto Saavedra municipalities in the Araucanía region. Shortly after, assessments of the communities’ situation were

³ These individual modules consist of 1 latrine, 1 shower and 1 sink.

carried out and an action plan was presented. In August, the CRCh published tenders for work to take place in these communities.

From 23 to 25 August a Chilean Red Cross volunteer, member of the Water, Sanitation and Hygiene Promotion technical team, participated in a regional workshop on lessons learned in water and sanitation organized by the International Federation. National Societies jointly committed to continue actively participating in this area to further develop the thematic in each National Society and in the region.

Livelihoods	
Outcome: The most vulnerable affected groups and families have the ability to restore, improve or diversify their livelihoods through livelihood support or substitution activities.	
Outputs	Activities planned
<p>2,500 families are actively involved in early recovery actions and benefit from livelihood support or livelihood substitution activities.</p> <p>Communities and groups participating in livelihood restoration and income-generating projects improve their financial well-being and recover economically.</p>	<ul style="list-style-type: none"> • Assessments and participatory planning. • Selection of beneficiaries. • Provision of alternative livelihood inputs such as seeds, fertilizer, pest control kits, tool kits and machinery, through direct distribution or through the distribution of debit cards/vouchers for the purchase of products. • Vocational and technical skills training, and support for re-establishing small businesses. • Identification of key sectors (i.e. small-scale cooperatives or neighbourhood groups dedicated to agricultural production or commerce). • Training and capacity building for CRCh staff and volunteers to enable them to implement this programme and integrate it with other areas (shelter, comprehensive healthcare, etc).

Progress: The CRCh livelihoods department has focused on two projects that work on livelihoods sustainability in communities, these are: development and recovery of livelihoods in agricultural communities; and the recovery of work inputs (boats and engines) of fishing communities.

Project to improve agricultural livelihoods: This project, financed with funds from this appeal, aims to benefit 2,500 families dedicated to agriculture in the Biobío and Maule regions.

At the end of May, 1,095 surveys carried out during previous months by volunteers from branches in the area were processed and tabulated. The surveys were conducted with the aim of obtaining a register of beneficiaries to allow for the selection of families dedicated to agriculture. The families selected will benefit from the distribution of 2,000 seed kits and protection kits for agricultural work.

In order to support and coordinate volunteer activities in the field, an agricultural engineer and two coordinators (an agricultural technician and a agricultural and livestock technician) one for the Biobío region and the other for the Maule region.



Beneficiaries of the seed kit and the protection kit in San Javier participate in a short course on the effective use of the items distributed. Source: Chilean Red Cross

In June and July the project team developed a guide outlining how to give the best use to the seeds and the personal protection gear for the sensitization and training course. The course lasts for two hours and is held together with the local authorities (INDAP and PRODESAL). During the reporting period, workshops were held with 327 beneficiaries from the communities of San Javier, Empedrado, Cauquenes, Hualañé, Quirihue, San Carlos and Cohelemu. The National Society acquired materials and visibility items for volunteers for this course (jacket and t-shirt).

The first distributions of seed kits and personal protection gear took place in June. A remainder of 12.38 per cent of kits was pending to be distributed, as 108 beneficiaries did not turn up to the distributions. The distribution of these kits was completed in July and August during the sensitization and training sessions with beneficiaries.

Region	Municipality	No. of beneficiary families	No. of volunteers	CRCh branch
Biobío	Chelemu	162	12	Chelemu
	Quirihue	76	4	Chelemu
	San Carlos	132	20	San Carlos
Maule	Cauquenes	113	6	Cauquenes
	Empedrado	106	4	San Clemente
	Hualañé	61	4	Curicó
	Sagrada Familia	121	5	Molina
	San Javier	101	4	Linares
Total	8	872	59	

Protection kit	Number of items per kit	Seed kit	Quantity (grams) of seed per kit
Overall	1	Tomato	10g
Protective eyewear (with UV filter)	1	Squash	10g
Mask	1	Chard	10g
Gas filters	4	Onion	5g
Pair of gloves	2	Carrot	10g
Hat	1	Lettuce	20g
Alcohol (500ml)	1	Parsley	5g
Bag	1		

In addition, the project leader participated in the “cash transfer programme” workshop organized by *Cash Learning Partnership* (CaLP) with International Federation support.

The Chilean Red Cross implements another community project to support agricultural livelihoods targeting 55 families in the 12 de Abril settlement, in the Biobío region. To date, the project has been designed and approved jointly with the Arauco municipality. The project consists of creating a community allotment enclosed with meshing, which will include 2 greenhouses (90m²), 2 warehouses to store tools and agricultural inputs, a compost bin, a seedbed⁴ and a tank with a pump to supply the drip irrigation system.

Project to improve livelihoods in fishing communities:

This project, which is bilaterally financed by the Japanese Red Cross Society, seeks to recover the livelihoods of fisherfolk who lost their boats in the tsunami, through the distribution of boats and engines. By the end of August 2011, 52 boats and 55 engines had been distributed to fisherfolk from fishing villages in the Biobío and Maule regions. The tender for the procurement of 72 additional outboard engines has been closed and a second pick-up truck was purchased. Overall, the project expects to benefit some 160 fishing communities.

Disaster preparedness and risk reduction	
Outcome: The risks associated with future disasters are reduced through strengthening of disaster management mechanisms, carrying out national contingency planning, and undertaking volunteer training using International Federation tools so that knowledge can be replicated with community-based groups and institutions.	
Outputs	Activities planned
<p>The CRCh has increased the role of disaster preparedness and risk reduction (DRR) in its programming and Institutional strategy.</p> <p>3,000 households vulnerable to natural risks establish early warning systems linked to broader systems to monitor disaster and climate-related risk, through workshops, micro-projects, simulation, training and awareness raising.</p> <p>Volunteer and staff capacity to deliver sustainable DRR programming is enhanced through workshops and training courses.</p>	<ul style="list-style-type: none"> Review the CRCh response plan, including coordination with the government's national response plan. Work with local and national civil defence institutions to promote the creation of coordination mechanisms. Develop a group of DRR trainers who can replicate knowledge at branch and community levels. Identify hazards and effective early warning systems. Implement a pilot project of DRR training in selected communities, building on lessons learned from other disasters to ensure sustainability. Train CRCh volunteers and staff in DRR tools and methodologies. Train National Intervention Teams in the areas of health in emergencies, epidemic control, as well as water, sanitation and hygiene promotion.

Progress: The national risk management department has been strengthened in the following areas:

⁴ The seedbed is where seeds are planted before being planted in their final location.

Risk Reduction: In August, the CRCh carried out the first Risk Management Level I course for instructors. During the training, the modules that will finally comprise the course were validated and future instructors were trained in the instructor training methodology. The aim is that trained instructors implement this methodology during the Risk Management Level I training courses for volunteers. Fourteen volunteers passed the course and 6 qualified for the instructor training course.

In addition, the National Society has continued working with the Vulnerability and Capacity Assessment (VCA) methodology to prepare community diagnoses that will contribute to the creation of local plans in the targeted communities.

Furthermore, the CRCh has finalized the country document on disaster risk reduction, which will soon be published.

Disaster Intervention: The activation and emergency response plans were finalized; however, the CRCh has had to respond to new emergencies (such as the eruption of the Cordon Caulle and heavy snowfall in Lonquimay), which has impeded further progress in fulfilling the objectives. The quality of the response to these emergencies, however, has improved as the National Society gains experience and the designed procedures are implemented and validated.

Strengthening of the National Society

Outcome: The Chilean Red Cross is better prepared to respond to this and future emergencies through the development of efficient, effective and competent governance, management, and volunteer and communications structures.

Outputs	Activities planned
<p>The CRCh governance structure is strengthened to provide improved National Society and social leadership.</p> <p>The CRCh management structure (administrative, financial and human resources procedures) is improved and better organized.</p> <p>The CRCh has reinforced its corps of active, trained volunteers.</p> <p>The CRCh has positioned itself and highlighted both its own and the Movement's actions and principles with the media, donors and business partners.</p> <p>Twenty-three CRCh branches have been repaired and fixed.</p> <p>Branches in the affected regions have access to radio, satellite and internet communication systems to facilitate communication with CRCh national headquarters and other branches.</p>	<ul style="list-style-type: none"> • Analyse the current state of the CRCh including a strategic planning process and national and local response systems. • Strengthen administrative and financial procedures. • Revise the CRCh Strategic Plan and the 2011-2012 operational plan. • Develop and revise CRCh job descriptions for both staff and volunteers. • Update and maintain the national volunteer register. • Establish standardized volunteer training. • Ensure effective management of new volunteers and incorporate them in the relief operation. • Develop information materials to provide information on a regular basis to various stakeholders. • Improve CRCh communications materials (web page, magazine, and other printed and virtual materials) to better reflect the actions of CRCh volunteers, sister National Societies and the International Movement in this operation and in general. • Provide initial and on-going training for the establishment of an IT/Telecom team in selected branches and at national headquarters. • Install and ensure the proper use of IT equipment by CRCh volunteers.

Progress: One of the most important objectives within the “Chile earthquake operation 2010” lies in institutional strengthening. The earthquake exposed the urgent need to prepare the CRCh in the event of future disasters or crises. This need is tackled through the improvement of four fundamental areas: organizational development, improvement of infrastructure, implementation of an integrated information network and volunteering development.

Organizational Development: During July, support started to be provided to the Chilean Red Cross governing board for the development of a more defined institutional vision for the future. This is essential considering that the National Society is in a transitional phase, with the aim of consolidating itself as a relevant humanitarian actor in the Chilean context. The governing board should therefore lead the process that will bring the whole institution closer towards this

vision. An external adviser is providing support to the board and the aim is that the board can present a governing plan, in line with the new context, by the beginning of 2012.

In relation to the planned output to improve and better organize the CRCh management structure, in line with the new circumstances of the National Society, the CRCh created the position of Operational Coordination of the Executive Management. This position is responsible for ensuring that the operational departments are implementing their operational plans adequately. In these three months, the CRCh has paid special attention to solve the delays in the implementation of the plans. In addition, the National Society has improved coordination between financial monitoring and the monitoring of activities, as a result of improved analysis of budgetary implementation developed by the finance department.

In August, the CRCh defined the next steps to mobilize resources by creating the Strategic Resource Mobilization Committee. This committee will define the strategic priorities to be developed by the National Society. It is expected that in September the committee will start operating and define an integrated structure. The committee is made up of members of the governing and management bodies and will also have personnel with different specialities, such as finance and communications. It is important to note that the Executive Management will coordinate this committee, thereby responding to the integrated approach that is sought.

During these months, emphasis has been placed on how to adequately integrate the different initiatives underway and avoid that initiatives are seen as isolated or external to the National Society, especially the projects implemented through PNS and Federation funds. The LARRA programme, funded by American Red Cross, has been particularly complex to integrate. Finally in August, a structure was established with more defined roles that will enable further participation from branches in the community activities.

The CRCh maintains its interest in promoting an adequate application of the Fundamental Principles of the International Red Cross and Red Crescent Movement. During these past months, the application of fundamental principles in practical situations faced during the fulfilment of a mission has been developed with the support of ICRC and the Federation. The National Society has organized special sessions targeting directors and coordinators, where theoretical analysis was combined with practical application.

The national development department is strengthening the CRCh planning, monitoring, evaluation and reporting (PMER) team, which monitors the operational plan and all activities carried out by the National Society. With this objective in mind, a technical position was created that concentrates the functions of head of PMER and information management. Once the recruitment process has been finalized, it is expected that the necessary support will be in place for the revision of programme and project plans and the definitive uptake of the PMER cycle in the National Society.

At the end of July, the National Society decided to create the position of Volunteer Coordination to support the volunteer management process. This position aims to provide special attention to the renewal and growth of the CRCh's volunteer base and to ensure that volunteers' needs are appropriately channelled. The National Society has developed an analysis on how to address volunteering development at the branch level and its strategic significance. It is expected that by September the National Society will have a clear strategy on this issue.

The national youth department organized the implementation of activities in the field and now has in place an overall Coordination for Educational Units.

The national human resource department together with the Executive Management defined the members of staff that will continue to be financed with appeal funds until 2012. This is an important step in terms of organizational development as it allows for the National Society to propose to its authorities which positions will be covered with their own resources and also establish which strategic areas should be maintained by the Chilean Red Cross. Furthermore, it has internally encouraged the need to develop serious and professional resource mobilization processes within the National Society.

In June, for the first time in its history, the Chilean Red Cross carried out performance appraisals for all paid staff in the headquarters. It is expected that this will be the first step in a permanent performance appraisal process.

The information technology (IT) department is finalizing the installation of a new internal network, as it was necessary to expand the connectivity network in the headquarters (due to the large quantity of new equipment connected and the implementation of new technologies).

The planned objectives of this department for the year were fulfilled adequately and ahead of time. These objectives included implementing an internal email service, harmonization of software used, implementation of a technical support service for the different departments, evaluation and renewal of technical equipment available, completion of inventories, and transference of this structure to the regional committees. As a result, the IT department is capable to provide adequate support to other departments and focuses on assessing new needs with the aim of proposing new goals, particularly linked to the purchase and development of software that is appropriate for the National Society and its different departments.

Infrastructure improvement: To complement institutional strengthening, one of the planned outputs in this appeal seeks to improve the physical and technological conditions of the Chilean Red Cross branches. The progress made during the reporting period is presented in the following table:

Region	Branch	Works completed	Month
Metropolitan region	Independencia	Patio and kitchen floor	June
	Talagante	Repair of walls and ceilings	August
Bernardo O'Higgins	Graneros	Repair of bathrooms, halls and fence	June
	Santa Cruz	Repair of walls, hall and office	September
	Donihue	Repair of walls	June
	Peumo	Construction of perimeter fence	June
Maule	Parral	Repair of internal walls and perimeter fence	August
	Linares	Repair of internal walls	August
	Molina	Repair of internal walls and perimeter fence	July
	Cauquenes	Repair of internal walls and perimeter fence	June
	San Clemente	Repair of ceilings, windows and walls	August
Cohelmu	Chiguayante	Repair of walls and offices	June
	Chillan	Repair of walls, bathrooms and perimeter fence	June

Telecommunications

The telecommunications department continues working on connecting the entire CRCh under one HF and VHF radio communication network at the national level.

In June, the analysis of the coverage of the IV, V, VI, VII, VIII, IX, XII, III and the Metropolitan regions was finalized, this activity also included the installation of equipment. By August, the CRCh has VHF stations in the VI, VII, VIII, IX and Metropolitan regions, which represents 67 per cent progress against the target at the national level, as well as respective HF stations in the regional committees. HF stations have also been installed in Arica and Iquique and in the regional branch of Antofagasta, which represents 70 per cent progress against the target of installing HF stations at the national level. The telecommunications department continues monitoring the regional branches' stations in Santiago, Rancagua, Talca, Concepción, Temuco, Valdivia, Arica, Iquique and Antofagasta.

The installation of equipment is complemented through training for branch volunteers, as well as the development of a procedures manual, adapted to the needs of each branch.

Logistics

The CRCh national logistics department (NLD) coordinates all of the actions that involve the procurement of new products and services, travel coordination, storing materials and vehicle fleet management. The support of the IFRC and PNS through the earthquake operation has been key for strengthening this department.

As part of the renewal of equipment in the "Seminario" warehouse, the tender process and purchase was completed for a crane and storage racks. In addition, some of the pre-positioned humanitarian relief materials have been stored. The NLD carried out an inventory and maintenance of the materials from the health and water and sanitation ERUs.

In June, two officers joined the team, a fleet officer and a procurement officer, to support these two areas. In addition, the American Red Cross has provided a 4x4 pick-up truck. The NLD has ensured that the entire vehicle fleet is correctly identified with the Chilean Red Cross emblem and finalized the Fleet Manual for its approval.

During this period, the NLD completed the tendering process for the second group of boats and engines for the Japanese Red Cross Society bilateral project. The department also provided logistic support for the agricultural ReD cards and completed the electrical wiring in the headquarters of the CRCh.

The strengthening of the NLD has enabled the department to provide logistical support not only to new response operations in the country (for example the DREF operation in Araucanía - MDRCL007) but also to other sister National Societies in the region. A clear example of this was the dispatch of 887 hygiene kits for the Paraguayan Red Cross (DREF operation), the first international service carried out by the CRCh logistics department.

Communications – Advocacy and Public Information

The national communications department, with IFRC support, has developed materials featuring key messages with the aim of developing a communications strategy that positions the Chilean Red Cross in the international arena of the Movement. The materials inform about the National Society's change process, which has a clear focus on developing relevant and sustainable services for vulnerable communities. These materials will be presented during the Movement's Global Communications Forum in September 2011.

In terms of internal communications materials, the CRCh Corporate Use Manual was finalized, edited and distributed. In addition, the department has created a Protocol and Communications Manual, which is ready for revision and printing. This manual addresses issues from web design to the writing of press releases and defines profiles for volunteers collaborating with the department.

The communications department carried out two evaluation surveys with branches. The first survey was related to training needs of volunteers that work in communications and the second was focused on assessing volunteers' capacities in managing technological tools, mainly those responsible of communications in each branch. These two surveys were carried out with the aim of defining key points to be integrated in the department's plan.

Finally, the communications department continues to support other departments in communication issues and marketing with the aim that each project and programme has a communications strategy in line with its objectives.

Contact information

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How we work

All IFRC assistance seeks to adhere to the Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the Humanitarian Charter and Minimum Standards in Disaster Response (Sphere) in delivering assistance to the most vulnerable.

The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.



The IFRC's work is guided by *Strategy 2020* which puts forward three strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.

MDRCL006 - Chile - Earthquake

Appeal Launch Date: 02 mar 10

Appeal Timeframe: 27 feb 10 to 02 mar 13

Interim Report

Selected Parameters	
Reporting Timeframe	2010/1-2011/11
Budget Timeframe	2010/1-2013/02
Appeal	MDRCL006
Budget	APPEAL

All figures are in Swiss Francs (CHF)

I. Consolidated Funding

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
A. Budget	16,075,870					16,075,870
B. Opening Balance	0					0
Income						
<u>Cash contributions</u>						
<i>American Red Cross</i>	2,709,823					2,709,823
<i>Andorra Government</i>	28,694					28,694
<i>Andorran Red Cross</i>	13,759					13,759
<i>Argentine Red Cross</i>	221,694					221,694
<i>Australian Red Cross</i>	180,601					180,601
<i>Austrian Red Cross</i>	1,029					1,029
<i>British Red Cross</i>	1,373,595					1,373,595
<i>British Red Cross (from DFID - British Government)</i>	304,374					304,374
<i>China Red Cross, Hong Kong branch</i>	69,803					69,803
<i>China Red Cross, Macau branch</i>	13,400					13,400
<i>Croatian Red Cross</i>	97,673					97,673
<i>Danish Red Cross</i>	59,424					59,424
<i>Finnish Red Cross</i>	28,472					28,472
<i>Great Britain - Private Donors</i>	71					71
<i>IFRC at the UN Inc (from Alcatel Lucent)</i>	713					713
<i>IFRC at the UN Inc (from Heinz H.J. Company foundation)</i>	10,002					10,002
<i>IFRC at the UN Inc (from Kraft Foods Company)</i>	50,011					50,011
<i>IFRC at the UN Inc (from Mellon Bank)</i>	1,354					1,354
<i>IFRC at the UN Inc (from United States - Private Donors)</i>	2,985					2,985
<i>IFRC at the UN Inc (from White & Case LLP)</i>	25,880					25,880
<i>Irish Red Cross Society</i>	9,204					9,204
<i>Japanese Red Cross Society</i>	533,203					533,203
<i>Kuwait Red Crescent Society</i>	1,905,040					1,905,040
<i>Liechtenstein Red Cross</i>	730					730
<i>Luxembourg Red Cross</i>	4,175					4,175
<i>New Zealand Red Cross</i>	45,848					45,848
<i>New Zealand Red Cross (from New Zealand Government)</i>	391,000					391,000
<i>Norwegian Red Cross</i>	20,148					20,148
<i>Norwegian Red Cross (from Norwegian Government)</i>	2,549					2,549
<i>On Line donations</i>	44,685					44,685
<i>OPEC Fund For International Development</i>	231,160					231,160
<i>Peruvian Red Cross</i>	894					894
<i>Red Crescent Society of the United Arab Emirates</i>	5,304					5,304
<i>Red Cross of Monaco</i>	50,576					50,576
<i>Red Cross of Viet Nam</i>	15,955					15,955
<i>Singapore Red Cross Society</i>	160,248					160,248
<i>Singapore Red Cross Society (from Singapore Government)</i>	52,915					52,915
<i>Slovenian Red Cross</i>	1,601					1,601
<i>Swedish Red Cross</i>	296,609					296,609
<i>Swedish Red Cross (from Swedish Government)</i>	736,041					736,041
<i>Switzerland - Private Donors</i>	323					323

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<i>The Bahamas Red Cross Society</i>	3,723				3,723
<i>The Canadian Red Cross Society</i>	957,437				957,437
<i>The Canadian Red Cross Society (from Canadian Government)</i>	1,109,948				1,109,948
<i>The Netherlands Red Cross</i>	23,251				23,251
<i>The Netherlands Red Cross (from Netherlands Government)</i>	214,900				214,900
<i>The Republic of Korea National Red Cross</i>	95,175				95,175
<i>The Republic of Korea National Red Cross (from Republic of Korea - Private Donors)</i>	15,745				15,745
<i>United States Government - USAID</i>	836,179				836,179
<i>United States - Private Donors</i>	161				161
<i>Venezuela - Private Donors</i>	2,766				2,766
<i>VERF/WHO Voluntary Emergency Relief</i>	2,500				2,500
C1. Cash contributions	12,963,347				12,963,347
Inkind Goods & Transport					
<i>American Red Cross</i>	136,358				136,358
<i>Austrian Red Cross</i>	15,823				15,823
<i>British Red Cross</i>	106,210				106,210
<i>China Red Cross, Hong Kong branch</i>	54,083				54,083
<i>Luxembourg Red Cross</i>	108,886				108,886
<i>Norwegian Red Cross</i>	703,556				703,556
<i>The Canadian Red Cross Society</i>	666,222				666,222
<i>The Netherlands Red Cross</i>	247,562				247,562
C2. Inkind Goods & Transport	2,038,700				2,038,700
Other Income					
<i>IFRC at the UN Inc allocations</i>	2,086				2,086
C4. Other Income	2,086				2,086
C. Total Income = SUM(C1..C4)	15,004,133				15,004,133
D. Total Funding = B + C	15,004,133				15,004,133
Appeal Coverage	93%				93%

II. Movement of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
B. Opening Balance	0					0
C. Income	15,004,133					15,004,133
E. Expenditure	-11,126,830					-11,126,830
F. Closing Balance = (B + C + E)	3,877,303					3,877,303

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III. Consolidated Expenditure vs. Budget

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
A							B	A - B
BUDGET (C)		16,075,870					16,075,870	
Relief items, Construction, Supplies								
Shelter - Relief	635,712	635,712				635,712	0	
Shelter - Transitional	3,408,886	3,408,886				3,408,886	0	
Construction Materials	962,351	336,132				336,132	626,219	
Clothing & Textiles	296,726	198,843				198,843	97,883	
Seeds & Plants	177,902	47,547				47,547	130,355	
Water, Sanitation & Hygiene	1,101,181	499,960				499,960	601,221	
Medical & First Aid	150,046	85				85	149,962	
Teaching Materials	85,669	68				68	85,601	
Utensils & Tools	1,033,932	591,164				591,164	442,768	
Other Supplies & Services	654,689	10,178				10,178	644,511	
Total Relief items, Construction, Supplies	8,507,094	5,728,575				5,728,575	2,778,519	
Land, vehicles & equipment								
Vehicles	178,830	93,737				93,737	85,093	
Computers & Telecom	184,141	102,897				102,897	81,245	
Office & Household Equipment	38,241	20,317				20,317	17,924	
Others Machinery & Equipment	31,759	31,758				31,758	1	
Total Land, vehicles & equipment	432,971	248,708				248,708	184,263	
Logistics, Transport & Storage								
Storage	74,558	53,820				53,820	20,738	
Distribution & Monitoring	1,372,142	1,298,731				1,298,731	73,411	
Transport & Vehicles Costs	222,582	172,739				172,739	49,843	
Logistics Services	47,766	45,695				45,695	2,071	
Total Logistics, Transport & Storage	1,717,048	1,570,985				1,570,985	146,063	
Personnel								
International Staff	1,213,758	791,917				791,917	421,841	
National Staff	68,594	68,594				68,594	0	
National Society Staff	761,735	536,142				536,142	225,593	
Volunteers	133,265	105,213				105,213	28,052	
Total Personnel	2,177,352	1,501,867				1,501,867	675,485	
Consultants & Professional Fees								
Consultants	254,207	168,335				168,335	85,872	
Professional Fees	100,000	75,999				75,999	24,001	
Total Consultants & Professional Fees	354,207	244,334				244,334	109,873	
Workshops & Training								
Workshops & Training	766,135	412,605				412,605	353,530	
Total Workshops & Training	766,135	412,605				412,605	353,530	
General Expenditure								
Travel	404,155	270,316				270,316	133,839	
Information & Public Relations	185,551	117,811				117,811	67,740	
Office Costs	151,170	76,129				76,129	75,041	
Communications	97,842	59,975				59,975	37,867	
Financial Charges	150,789	125,379				125,379	25,410	
Other General Expenses	31,566	26,866				26,866	4,699	
Shared Office and Services Costs	39,762	18,086				18,086	21,676	
Total General Expenditure	1,060,834	694,562				694,562	366,272	
Operational Provisions								
Operational Provisions		38,365				38,365	-38,365	
Total Operational Provisions		38,365				38,365	-38,365	

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III. Consolidated Expenditure vs. Budget

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
A							B	A - B
BUDGET (C)		16,075,870					16,075,870	
Indirect Costs								
Programme & Services Support Recov	981,156	623,913				623,913	357,243	
Total Indirect Costs	981,156	623,913				623,913	357,243	
Pledge Specific Costs								
Pledge Earmarking Fee	79,072	51,616				51,616	27,456	
Pledge Reporting Fees		11,300				11,300	-11,300	
Total Pledge Specific Costs	79,072	62,916				62,916	16,156	
TOTAL EXPENDITURE (D)	16,075,870	11,126,830				11,126,830	4,949,040	
VARIANCE (C - D)		4,949,040					4,949,040	