

Always
There...



Vision

A sustainable, effective and trusted humanitarian organization serving present and future generations.

Core Values

Innovation

For us, this means creating opportunities and creative solutions: we will continue to identify and explore uncharted opportunities for growth and sustainability, mitigate risks, and provide the best humanitarian services that we can.

Respect

We will serve with respect, honouring the people we serve, our communities, partners and one another. We will highly value the relationships we build with our communities, partners, stakeholders and each other.

Integrity

We will be consistent, honest, accountable and transparent in what we say and do. We will safeguard the integrity and dignity of those we serve.

Service to Humanity

Embodying responsibility, accountability and commitment – we will faithfully execute the duties and responsibilities entrusted to us and maintain the highest ethical and professional humanitarian standards.

Fundamental Principles

KRCS's programmes and projects are designed and implemented according to the International Red Cross and Red Crescent Movement's fundamental principles:

HUMANITY

To prevent and alleviate human suffering wherever it may be found. Our purpose is to protect life and health and ensure respect for the human being. KRCS promotes mutual understanding, friendship, cooperation and lasting peace amongst all people.

IMPARTIALITY

KRCS makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

NEUTRALITY

In order to continue to enjoy the confidence of all, the Red Cross Movement does not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

INDEPENDENCE

The Movement is Independent. The national societies while auxiliaries in the humanitarian services of their Governments and subject to the laws of their respective countries, must always maintain their autonomy so that they are able at all times to act in accordance with the principles of the Movement.

VOLUNTARY SERVICE

It is a voluntary relief movement not prompted in any manner by desire for gain.

UNITY

There can be only one Red Cross or Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

UNIVERSALITY

The International Red Cross and Red Crescent Movement, in which all Societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.



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ABBREVIATIONS

AARs	After Action Reviews	ECOSEC	Youth Economic Security Project
ACF	Action Against Hunger	ELS	Elborte Electrical Shop
ACOY	African Conference of Youth	EMONC	Emergency Obstetric and New Born Care
ADRA	Adventist Development and Relief Agency	ERP ERP	System
ADSRH	Adolescence Sexual Reproductive Health	EU	European Union
AEA	American Evaluation Association	EUTF	Emergency Trust Fund
AfrEA	African Evaluation Association	EWS	Early Warning Systems
AGMs	Annual General Meetings	FAO	Food and Agriculture Organisation
AMCROSS	American Red Cross	FbA	Forecast-based Action
ANC	Antenatal Care	FBF	Forecast-based Financing
ASALs	Arid and Semi-arid Lands	FDRS	Federation-wide Databank and Reporting System
AtC	Accountability to Communities approaches	ForPac	Forecast-based Preparedness Action
ATCN	Advanced Trauma Course for Nurses	FP	Family Planning
BFCI	Baby Friendly Community Initiatives	GA	General Assembly
BMC	Board and Main Committees	GBV	Gender Based Violence
BoU	Bank of Uganda	GF	Global Fund
BRC	British Red Cross	HCWs	Health Care Workers
BSC	Balanced Score Card	HEI HIV	Exposed Infants
CALP	Cash Learning Partnership	HHs	HouseHolds
CAS	Cooperation Agreement Strategy	HNSS	Health, Nutrition and Social Services
CBD	Central Business District	HR	Human Resources
CBM	Christian Blind Mission	HTC	HIV Testing and Counselling
CBMNH	Community Based Maternal New born Health	IAVE	International Association for Volunteer Effort
CDA	Coast Development Authority	IAWG	Interagency Working Group
CEA	Community Engagement and Accountability	ICCM	Integrated Community Case Management
CHVs	Community Health Volunteers	ICHA	International Centre for Humanitarian Affairs
CHX	Chlorohexidine	ICRBP	Integrated Community Resilience-Building Project
CLTS	Community Led Total Sanitation	ICRC	International Committee of the Red Cross
CPD	Continuous Professional Development	ICT	Information and Communications Technology
CSDS	Child Survival and Development Strategy	IFAs	Iron Folic Acid
CSOs	Civil Society Organisations	IFRC	International Federation of Red Cross and Red Crescent Societies
CTCs	Cholera Treatment Centers	IGAD	Intergovernmental Authority for Development
CTP	Cash Transfer Programme	IGAs	Income Generating Activities
DFID	Department for International Development	IHOP	Integrated Health Outreach Project
DHIS	District Health Information Systems	IMAM	Integrated Management of Acute Malnutrition
DM	Disaster Management	IMC	International Medical Corps
DOT	Digital Opportunity Trust	INGO	International Non-Governmental Organisation
DRC	The Danish Refugee Council	JRCS	Japanese Red Cross Society
DRC	Danish Red Cross	KANCO	Kenya AIDS NGOs Consortium
DRM	Disaster Risk Management	KEFRI	Kenya Forestry Research Institute
DRR	Disaster Risk Reduction	KEPSA	Kenya Private Sector Alliance
DSW	Deutsche Stiftung Weltbevoelkerung	KHSSP	Kenya Health Sector Strategic Plan
ECHO	European Civil Protection and Humanitarian Aid Operations		

KIRA	Kenya Inter-sectoral Rapid Assessment	PRRO	Protracted Relief and Recovery Operations
KMA	Kenya Medical Association	PSS	Psychosocial Support
KMC	Kangaroo Mother Care	PWID	People who Inject Drugs
KNASF	Kenya National AIDS Strategic Framework	PWID	People who Inject Drugs
KNASP	Kenya National AIDS Strategic Plan	RCATs	Red Cross Action Teams
KPA	Kenya Ports Authority	RCM	Red Crescent Movement
KRCS	Kenya Red Cross Society	RCRC	Red Cross and Red Crescent
LARC	Long Acting Reversible Contraceptive	RDQAs	Routine Data Quality Assessments
LLINs	Long Lasting Insecticide-treated Nets	RDRT	Regional Disaster Response Team
M&E	Monitoring and Evaluation	RDTs	Rapid Diagnostic Tests
MEA&L	Monitoring, Evaluation, Accountability and Learning	RERO	Regional Reporting Officers
MHM	Menstrual Hygiene Management	RMNCH	Reproductive, Maternal, Newborn and Child Health
MIYCN	Maternal, Infant and Young Child Nutrition	RTA	Road Traffic Accident
MNCH	Maternal, New born and Child Health	RTE	Real Time Evaluation
MNH	Maternal and Neonatal Health	SABRE	Superior Achievement in Branding, Reputation and Engagement
MNPs	Micro Nutrient Powders	SAMEA	South African Monitoring and Evaluation Association
MoH	Ministry of Health	SCL-GRC	Governance, Risk and Compliance
MoU	Memorandum of Understanding	SDGs	Sustainable Development Goals
MSM	Men who have Sex with Men	SGBV	Sexual and Gender-Based Violence
MUAC	Mid-Upper Arm Circumference	SMART	Specific, Measurable, Attainable, Relevant and Timely
NASCOP	National AIDS and STIs Control Programme	SRH	Sexual Reproductive Health
NCCAP	National Climate Change Action Plan	SRs	Sub Recipients
NCDs	Non-Communicable Diseases	TBAs	Traditional Birth Attendants
NDMA	National Drought Management Authority	TOTs	Trainer of Trainers
NEC	National Executive Committee	UER	Upper Eastern Region
NEMA	National Environment Management Authority	UK	United Kingdom
NER	North Eastern Region	UN	United Nations
NFIs	Non-Food Items	UNFPA	United Nations Population Fund
NGOs	Non Governmental Organisations	UNHCR	United Nations High Commissioner for Refugees
NMS	National Malaria Strategy	UNICEF	United Nations Children's Fund
NRC	Norwegian Refugee Council	UNOCHA	United Nations Office for the Coordination of Humanitarian Affairs
NS	National Society	VSO	Voluntary Service Overseas
OD	Organisational Development	WASH	Water, Sanitation and Hygiene
ODF	Open Defecation Free	WFP	World Food Programme
OFDA	Office of U.S Foreign Disaster Assistance	WHO	World Health Organisation
ORS	Oral Rehydration Salts	WRUAs	Water Resource Users Associations
PCA	Programme Cooperation Agreement		
PFA	Psychological First Aid		
PHTLS	Pre-hospital Trauma Life Support		
PMER	Planning, Monitoring, Evaluation and Reporting		
PMTCT	Prevention of Mother to Child Transmission		
PNC	Post Natal Care		
PR	Public Relations		

ABOUT Kenya Red Cross SOCIETY

The Kenya Red Cross Society (KRCS) was established on 21 December 1965 through the Kenya Red Cross Society Act. (Chapter 256 Laws of Kenya). Its Constitution is based on the Geneva Conventions of 1949 and their Additional Protocols of 1977 to which Kenya is a signatory.

The National Society was officially recognized by the Government in the Kenya Red Cross Society Act (Chapter 256 Laws of Kenya) as a voluntary aid Society auxiliary to the public authorities in the humanitarian field and as the only National Red Cross Society that carries out its activities in the Kenyan territory. In relation to public authorities, the Society maintains an autonomy, which allows it to act at all times in accordance with the Fundamental Principles of the Red Cross and Red Crescent Movement.

As auxiliary to the national and county governments, we will work with our communities, volunteers and partners to ensure we prepare for and respond to our humanitarian and development needs. We will focus our collective capabilities and resources to alleviate human suffering and save lives.

Over the years, KRCS has remained the leading humanitarian agency and the strongest humanitarian brand in Kenya, the East Africa region and Africa. This is evident with the level of expectation and confidence that the communities in Kenya have bestowed on the Society. At national level, operations are spearheaded by a management team led by the Secretary General while at county level, KRCS is governed by boards and administratively managed by a Regional Manager.



**“ The Kenya Red Cross Society
(KRCS) was established on
21 December 1965 ”**

WHO WE ARE

01 **The Kenya Red Cross Society (KRCS) is a humanitarian organisation created through an Act of Parliament, Cap 256 of the Laws of Kenya on 21 December 1965, and is auxiliary to the public authorities (national and county governments). It is a voluntary and membership organisation.**

02 **OUR STRUCTURE**
KRCS operates through a network of 64 branches and eight regional offices spread throughout the country. At national level, operations are spearheaded by a management team led by the Secretary General, who reports to a national board. At the county level, KRCS is governed by a board and is administratively managed by a county branch coordinator. Each county branch has several staff and volunteers.

03 **OUR PARTNERSHIPS**
Partnerships are the foundation of the work of KRCS. By working with various partners including, multilateral, and bilateral, such as the corporate sector, governmental and individual donors at macro and micro levels, KRCS makes a meaningful contribution to the alleviation of suffering throughout the country. KRCS also drives policy and thought-leadership in the humanitarian field.

04 **OUR COMMITMENT TO ACCOUNTABILITY**
KRCS is committed to meeting international standards of quality and accountability, while ensuring communities have a say in planning, implementing and evaluating the response. KRCS measures its impact through monitoring activities, as well as conducting internal and external evaluations. In all practices, KRCS works with professionalism and transparency.

05

OUR WORK

- Water, Sanitation and Hygiene Department: Focuses on hardware activities, which encompass physical infrastructure development, and Software activities, which encompass community capacity building in hygiene promotion and project management.
- Disaster Risk Management Department: Focuses on Disaster Risk Reduction, Climate Change Adaptation, Food Security and Livelihood and Environment Management and Restoration.
- Disaster Management-Operations Department: Focuses on Protracted Relief and Recovery Operations (PRRO), Refugee operations in Dadaab and Kalobeyei, Tracing and Restoration of Family Links and Disaster Management Strengthening.
- Organizational Development Department: Focuses on Institutional Development and Governance, Youth and Volunteer Management, Membership Management and Dissemination.
- Health and Social Services Department: Focus Curative, Preventative and Promotive health care service among the most vulnerable; advocacy and informing policy; demand creation for service uptake; health care services provision; health systems strengthening, including community health systems strengthening, capacity enhancement and infrastructural support, blood donation and nutrition.
- International Centre for Humanitarian Affairs: Focuses on Research, Policy and Advocacy, and Training.
- Global Fund: Focuses on Prevention of Mother to Child Transmission, Care and Support, Most at Risk Populations, HIV Testing and Services, Post Exposure Prophylaxis and Leadership and Governance
- E-Plus Ambulance Services (Affiliate): Focuses on emergency medical services, First Aid training and the sale of First Aid kits.

06

OUR MANDATE

The Kenya Red Cross Society is mandated:

- To provide relief to victims of catastrophe or disasters.
- To carry on and assist in the work for the improvement of health, the prevention of diseases and reduction of suffering in times of peace or war.
- To provide aid to the sick, wounded and non-belligerents in times of war, to prisoners of war and civilian and relieve the effects of war.
- To promote the Junior Red Cross Movement among the youth of all races.
- To propagate the ideals and humanitarian principles of the Red Cross, with a view to developing a feeling of solidarity and mutual understanding among all human beings and all nations.

NATIONAL EXECUTIVE COMMITTEE



Francis Masika
Governor



Dr. Asha Mohammed
Secretary General



Dr. Jacqueline Kitulu
1st Deputy Governor



Julianne Njeri Kamau
2nd Deputy Governor



Mohamud Salat
Treasurer



Ismail Mohammed Garat
Member



Dr. Henry Simiyu
Member



Quinter Atieno Ouso
Member



Jillo Galma Dabasso
Member



Dr. Ramadhan Marjan
Member



Francis Koech
Member



Lucy Muriuki
Member



Isaac Ochieng
Member



John Kenduiwo
Member



Dr. Sultani Matendehero
Member



In the year 2019, the Kenya Red Cross Society members held a national delegates conference which elected new governance officials as mandated by the KRCS constitution. On behalf of the new National Executive Council and all Kenya Red Cross members, I commend the previous governance team under the leadership of Dr. Momahamud Said for the commitment and dedication they demonstrated over the last six years.

We will continue to uphold our auxiliary role to with government of Kenya both at the National and County levels as we engage all the 47 county governments. Currently 29 county governors have committed to become KRCS patrons at the branch level. This is vital for effective implementation of humanitarian work in the country.

I want to salute our management teams and volunteers for continuing to live the mission, vision and the objectives of the Society well throughout 2019. Last year we responded to a number of disasters starting from the unfortunate attack on DUSIT-D2 hotel in Nairobi, drought and floods emergencies. During all these disasters, Kenya Red Cross volunteers were there to provide the immediate needs of the affected populations.

In 2019, we celebrated our volunteers during the annual Kenya Red Cross Volunteer Awards for their efforts in responding to the challenges that face our communities. The Society was also honored to host the 2nd Good Deeds conference, that brought together volunteer involving organizations from across the world to take stoke of the state of volunteerism and appreciate persons who have dedicated their lives to serving humanity.

As part of efforts to enhance service delivery as a National Society, in 2019 the National executive council made the decision to separate the operations of the business entities from those of the Society. Consequently, the Kenya Red Cross commercial entities- Emergency Plus Ambulance Services, the Boma Hotels, Boma International Hospitality College, and Switch TV are now run separately from the national society humanitarian operations.

I would like to urge the Branch, Regional and the National Board members to remain true to the principles of the Red Cross movement and play their oversight role in ensuring an accountable Society delivering quality humanitarian services to all.

Francis Masika
Governor

STATEMENT FROM THE SECRETARY GENERAL



KRCS has endeavored to uphold operational excellence, strengthening our partnerships and enhance our organizational capacity even as we support the government of Kenya agenda in our auxiliary role. Communities have been at the center of KRCS humanitarian work, ensuring accountability and addressing their needs in times of disasters.

In the year 2019 our programmes widened their scopes to engage more in thematic areas of interest and community need including Non communicable diseases, Neglected Tropical Diseases (NTDs), climate smart agriculture, prevention of violent extremism amongst other areas. KRCS hosted and supported development and national launch of the first ever National Breaking Transmission Strategy for NTDs in Kenya. The national society works within the government of Kenya guidelines and agenda; in that regard in 2019

KRCS was a key participant in the operationalization of the government Universal health care agenda in which KRCS facilitate Coverage of Community Health Units in Tharaka Nithi and Bomet counties.

The launch of the Lamu Rehabilitation Center was a major highlight too. This ultramodern rehab center, the first of its kind in Lamu and the entire Coastal region offers youth who have been ravaged by the drug menace an opportunity to rehabilitate and become responsible members of Society. The organization responded to disasters across the counties including floods, drought, road traffic accidents and terrorist attack that targeted Dussit complex earlier in the year. KRCS as a non-state Principal recipient continued creating demand for health services from the community through: increasing access to community HIV testing and counselling; expanding services for HIV prevention; providing community HIV care and support and strengthening community health systems. Community engagement has been our central focus while undertaking interventions. This has ensured our accountability to the people we serve through managing their feedback and enhancing programmes' transparent communications. Our research, knowledge management and advocacy function undertaken through the International Centre for Humanitarian Affairs has enabled analysis of gaps to inform programs management. Through all its programmatic interventions, KRCS reached 3,88,1868 community members directly.

Our volunteers and membership network across all the 47 county branches in the country remains to be the backbone of our humanitarian mandate and as such various capacity strengthening initiatives were undertaken including trainings and exchange programmes with our partner national societies. The year 2019 saw the organization change its governance and management teams as guided by the KRCS constitution. This has since seen a separation of the business ventures from the mainstream programs arm of the Kenya Red Cross. The new governance has appreciated the years of great achievements by the outgoing teams and ensured that the KRCS strategic plan objectives have continued to guide the national society. To enhance and enable the transition of the governance teams, trainings were conducted to the Counties, Regional and National main boards.

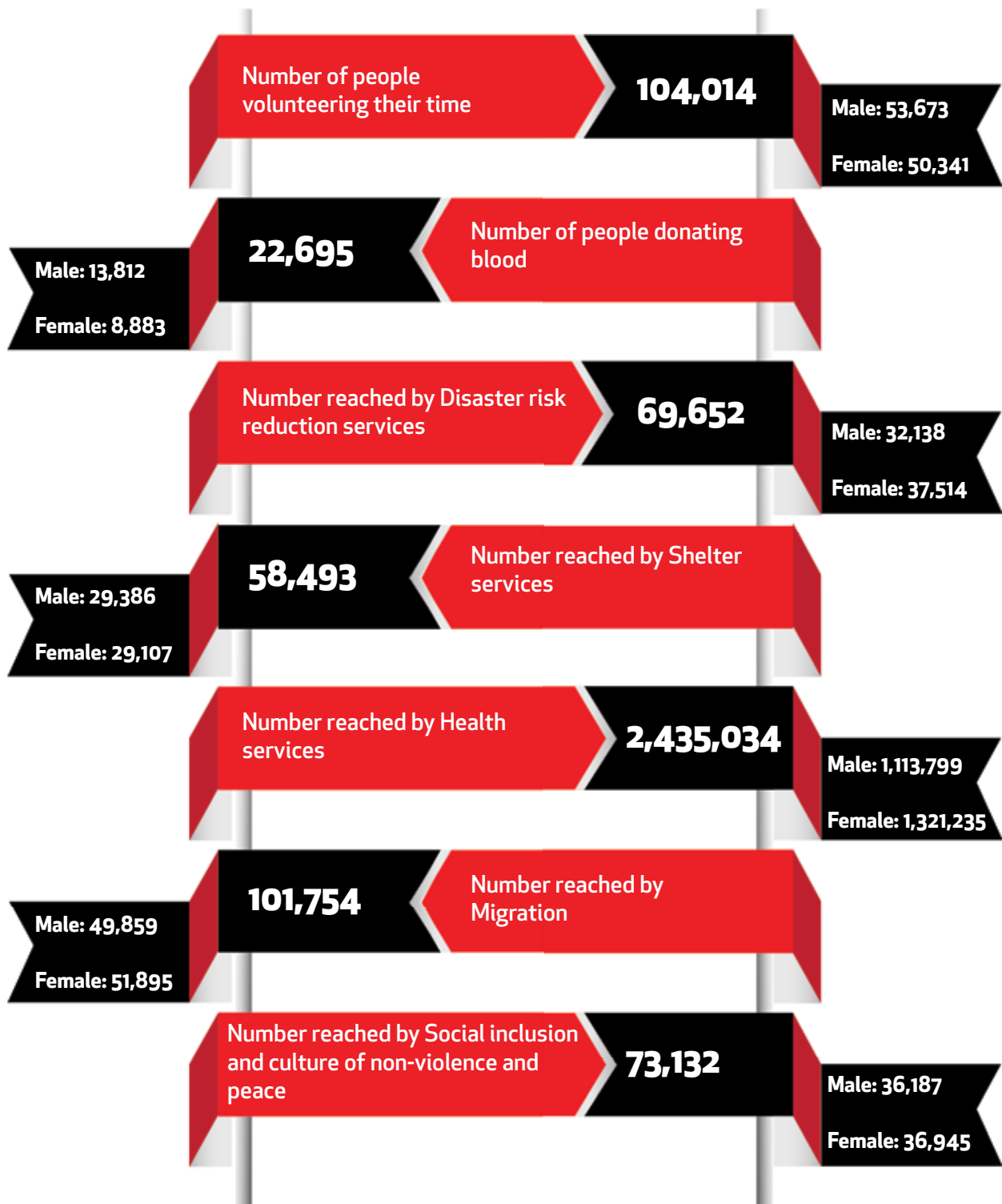
I wish to thank my predecessor Dr. Abbas Gullet and all former National Executive Council (NEC) members lead by Dr. Mohamud Said and board members that left office in 2019 for all the good work done in the humanitarian sphere. I also wish to congratulate the current NEC members chaired by Mr. Francis Masika and all board members at our county and regional branches. Thank you to all our staff and volunteers for the continued exemplary work and let us all be encouraged to exceed excellence in the humanitarian circles.

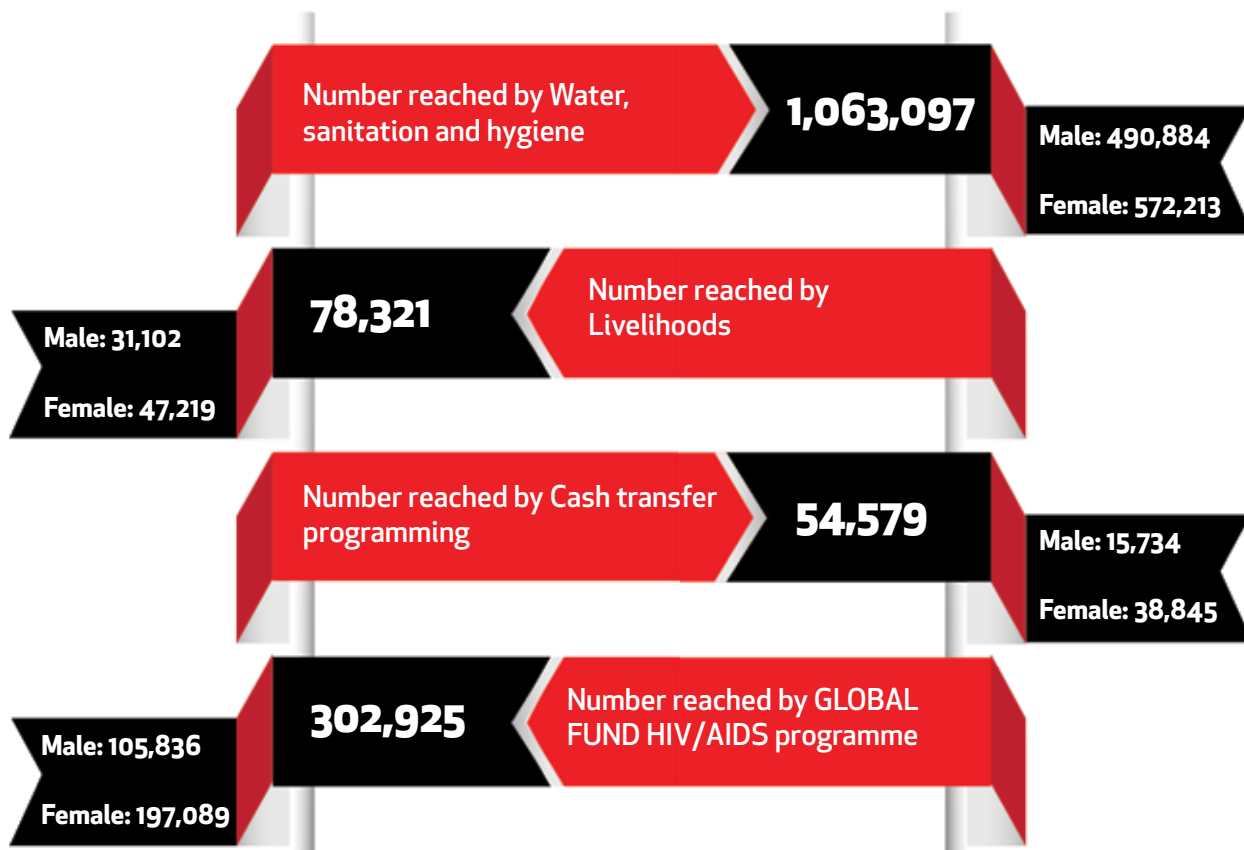
Dr. Asha Mohammed
Secretary General



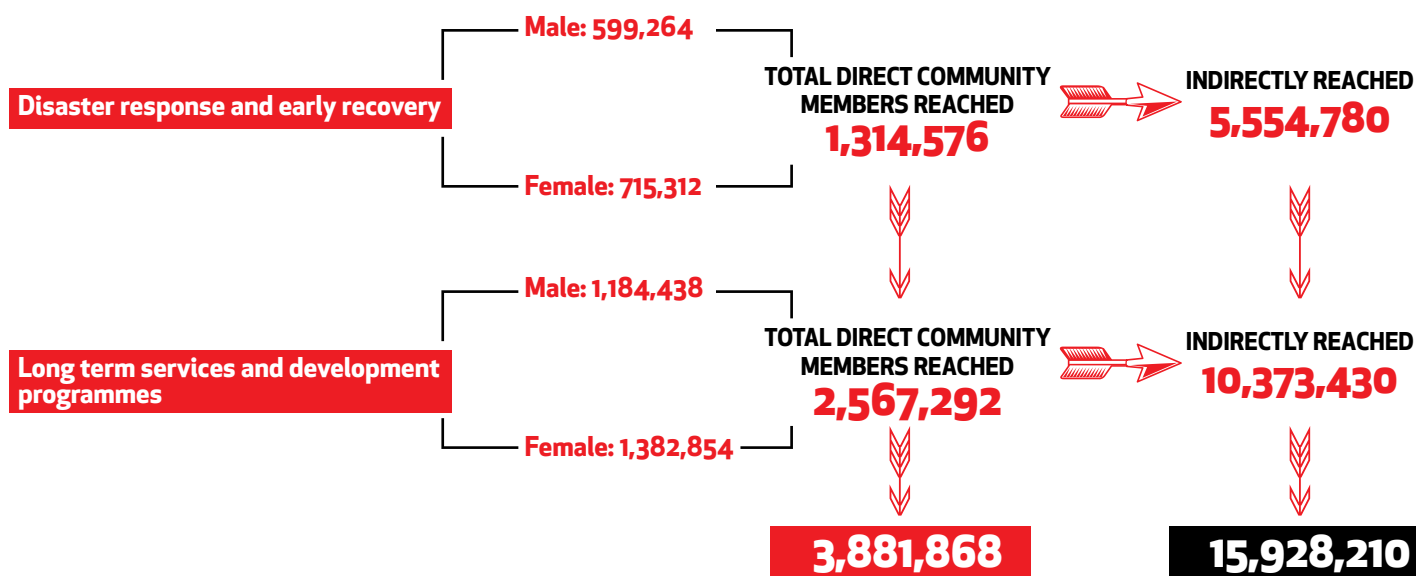
THE YEAR IN NUMBERS

COMMUNITY MEMBERS DIRECTLY ENGAGED





IN SUMMARY TOTAL DIRECT COMMUNITY MEMBERS REACHED IN 2019



TOTAL REACHED BOTH DIRECTLY AND INDIRECTLY IN 2019 19,810,078

PROGRAMMES







The DRM department has been spearheading Prevention of Violent Extremism (PVE) programming activities as part of its DRR work.



1. INTRODUCTION

The KRCS Disaster Risk Management(DRM) department supports interventions that make communities better able to resist and cope with recurrent hazards. Its programmes are prioritized through engagement with communities, public, private and civic sector actors.

Projects/programmes in DRM aim to build the resilience of communities (women, men, boys, girls), infrastructure and the natural environment through reducing vulnerability and building on the strengths, knowledge and experience of people. Sub themes within the DRM department include: climate change mitigation and adaptation, food security, sustainable livelihoods, urban risks, disaster risk reduction and management, early warning and early action, resilience building, environment management and restoration and counter violent extremism.

Sustainable Development Goals; Sendai Framework for Disaster Risk Reduction, Paris Agreement and nationally by Vision 2030 and constitution 2010 and KRCS Resilience framework continued guiding the undertakings of the programme in the reporting year.

In 2019, focus was on mid to long term interventions aimed at strengthening the resilience of communities to the impacts of disasters with the main hazards being drought, floods and fires. The programmes were mainly integrated, cognizant that to achieve resilience requires multi sectoral efforts. There was close coordination with water and sanitation, health and social services, emergency operations and research and learning department in the design and implementation. Innovation featured prominently in the departments work through promotion of approaches and interventions to maximize impacts.

2. KEY ACHIEVEMENTS

The department continued to work with vulnerable and at risk communities mainly located in the Arid and Semi-arid lands and in the urban informal settlements. In this regard the department implemented a total of 9 integrated programs in 2019.



Food security and livelihood programmes continued with implementation throughout the year. Climate smart agriculture approaches were promoted as part of drought risk reduction with projects utilizing drip irrigation to enhance water efficiency implemented in Moyale and Garissa. Support was given in 5 counties (Makueni, Kwale, Garissa, Samburu and Moyale) as part of recovery to the 2018 floods in order to restore livelihoods and improve food security.

Recognizing that Urban Risks are different and require a unique approach, KRCS has been a champion in the movement through its Urban Resilience programme in the informal settlements in Nairobi. The programme focuses on reducing risks from multiple hazards including fires, floods and disease outbreaks. Innovation and partnerships have been central to enhance the resilience of communities. Communities were supported in promotion of livelihood options, improved connection with government and other key stakeholders for service provision and enhanced social cohesion through approaches such as the young men resilience that seeks to rehabilitate young men in taking an active role in society through improved life skills.

As part of the departments environment programme, KRCS continued to support various branches in establishment of tree nurseries. This initiative will not only contribute to the sustenance of the natural environment in the country, but also increase income in the county branches to boost KRCS activities. In addition to the tree nurseries in Dadaab, Kwale and Migori, other tree nurseries were established in Mombasa, Kilifi, Lamu, Tana River, Taita Taveta, Makueni, Kitui, Karen Langata, Machakos, Bomet, Nyeri, Embu, Tharaka Nithi and Kiambu KRCS branches in an effort to join the County's mandate of growing 1 million tree annually. Recycling of plastic waste continued in Dadaab Refugee camp with support from ICRC. The objective of this project is to establish a functional waste return scheme that will facilitate the collection and recycling of plastics, thereby contributing to improved livelihoods while safeguarding the environment. The waste recycling pilot supported 8 incentive workers and also managed to collect 28MT of waste during the reporting period.

The DRM department has been spearheading Prevention of Violent Extremism (PVE) programming activities as part of its DRR work. The programme focuses on addressing the key drivers including push and pull factors of Violent Extremism(VE). The EU funded project continued its work in 8 counties (Garissa, Mandera, Wajir, Mombasa, Kilifi, Lamu, Kwale and Tana river). The project finalized market assessments and an operational research during the reporting year. In addition, youths in the target areas were supported through competency based trainings, business startup kits, establishment of cooperatives and groups savings and linked with micro finance institutes. The project is in its final year and has developed an exit plan.





Advocacy remained a key area of focus for the department through policy dialogue projects and involvement in supporting the organization in working with national and county governments to develop and pass the DRM Bill. Through the Partners for Resilience (PFR) project, KRCS with support from the International Centre for Humanitarian Affairs worked with county governments (Isiolo, Samburu, Laikipia, Tana river, Kilifi) in the development/review of DRM policies and bills with a lens of mainstreaming integrated risk management. The counties are at different stages in development of their bill and policies. KRCS also supported the National Platform for DRR in its mandate of implementing the SFDRR through development of a National Action Plan for DRR.

2.1 Projects

During this period, the department implemented 9 projects which were in the thematic areas of Urban Resilience, Food security and livelihoods, policy and advocacy and Prevention of Conflict and Violence extremism.

Food security and livelihoods continued to be implemented

in the ASAL promoting climate smart agriculture practices. Focus counties included Garissa, Marsabit, Makeni, Kitui and Kilifi. Floods rehabilitation interventions also targeted the same counties as most of the farmers were impacted losing their crops and also having their farm infrastructure damaged. Rehabilitation efforts included supply of farmers with seeds and agro chemicals, land preparation, capacity





building and repair of irrigation infrastructure. The Climate smart agriculture project in Kulan, Garissa Phase 2 continued with support from IGAD with an aim of strengthening the resilience of the most vulnerable population in the area to environmental shocks and impacts of climate change. Through the support of the WASH department, the construction of the 100 cubic metres elevated tank and its connection to the borehole and fixing of 80 drip kits and accessories covering 20 acres of land was completed. The upgrade of these irrigation system sought to address water use efficiency and water productivity. 203 beneficiaries were reached through activities on soil and nutrient management and resilience ecosystems whilst training offered on rangeland management and sustainable management of the intervention. The project support was done to December 2019 and a field mission by IGAD member states conducted for purposes of learning and sharing experiences. Walda Adaptation project continued with implementation after being supported through floods recovery interventions that saw farmers plant and harvest assorted fruits and vegetables.

Urban resilience project

The urban resilience project made several milestones and achievements towards building the resilience of communities

in Mukuru, Nairobi. The project continued to build the capacity of the county government and community structures to oversee and implement Disaster Risk Reduction (DRR), health interventions, business engagement and emergency responses aimed at reducing the vulnerability of the target population. The project reached a total of 65,753 people including 36,820 Female and 28,933 Male. The implementation process was greatly supported by a team of community volunteers including 60 CHVs, 25 YMR champions and 96 CBDRTs. The county government through their sector heads provided technical assistance to different thematic areas supporting trainings, supervisions and community dialogues. Partnership with both the county and national government has been heightened this reporting year through the different project interventions.

A multihazard contingency plan for Nairobi county was developed targeting the various sectoral actors. Mitigation, preparedness and response plans were well defined based on the different scenarios. Increased awareness sessions, early warning actions and activation of the contingency plans saw a reduction in flash floods incidences. Engagement of partners from Mukuru Special Planning Area (SPA) including Health, Environment Education, Water and Sanitation consortium

The Urban Resilience Project
reached a total of **65,753** people
including **36,820** Female and
28,933 Male.



members in developing sector brief with proposed actions to improving well-being of the communities. The consortium meetings have contributed in strengthening synergy and collaborations in key areas of implementation. One major hackathon in partnership with ICHA and UN was conducted in June targeting the youth to develop and present solutions to certain cyclic problems in informal settlement.

The focus was to find solutions to the poor waste management and increased incidences of fire in Mukuru informal settlement. One of the key achievement was that new ideas were born, the youth had an opportunity to present their ideas and of course use of hackathon as a tool to catalyse innovative ideas. Lessons learnt was that hackathon events do not necessarily generate new ideas and build on existing concepts.

With support from ICRC programme continued to implement the plastic waste recycling pilot project in the Dadaab refugee camp with the objective of turning it into a financially sustainable business. The project managed to collect 28.262 tons of hard plastics from June 2019 up to November 2019.

The project managed to establish twelve new collection points covering all the three Dadaab refugees' camps i.e. Hagadera camp four collection points, Ifo camp two collection points and in Dagahaley there are six collection points. The project generated a revenue of Kshs. 178,300 from the sale of 5,180 kgs of blow plastic to Premier Industries.

Under the partners for resilience project, the department working closely with the international center for humanitarian affairs continued to engage in advocating for vulnerable communities affected by disasters. This included input and follow up on the National DRM Bill and Policy and the same in 5 counties while also supporting development of the National DRR Action Plan. KRCS in addition supported the National DRR Symposium bringing together government, UN agencies and civil society with discussion around prevention of damage to critical infrastructure.

Through the European Union Trust Fund (EUTF) and the Global Community Engagement Resilient Fund (GCERF), KRCS is among the first National Society in African to penetrate in

the field of PVE with significant success on the same. Strong partnerships with various stakeholders has been a key pillar in achieving this. In the 8 supported counties, the department has supported initiatives that strengthen C/PVE approaches. During the reporting period 140 youths have been trained on competency based courses that are related to the market performance in terms of job placement and internships .61 of these completed the TVETS, 27 employed and 15 are on internships. A private partnership engagement was developed with Mabati technical training institute in Kilifi county to train youth in courses and offer internship and job placements.

In addition, the project support start-up kits to youths to implement alternative livelihood options. Youth groups in Kilifi, Mombasa, Kwale and Lamu counties received in kind support of business kits ranging from machines, computers, maize milling, fishing boats, deep freezers and rental fees for operational structures .8 youth cooperatives were established

and supported in marketing of agricultural products. Support to linkage of youth to MFI and other support networks that helped the youth in financial literacy, group savings and loan associations as well as application and acquisition 240 Security actors were trained on conflict management and 40 KRCS staff and volunteers trained on Accountability to communities.

2.2 Strategic Partnerships

The department maintained Key donor partnerships (Partner national societies, IFRC, ICRC, EU, IGAD/World Bank), national and local government and communities in the implementation of its projects. New partners engaged during the reporting period included OFDA under strengthening DRR and emergency response and Enable supporting Vocational Education and Training in Mandera.

KEY CHALLENGES AND RECOMMENDATIONS

Challenges	Recommendations
Funding on Food security programmes	Scouting of opportunities and improving KRCS capacity in implementation of Food security programmes
Documentation	Documentation is a key form of communication and important to highlight changes or outcomes of the project. Few of the projects integrated documentation as part of its deliverables. In 2020, the department will ensure documentation is part and parcel of the projects through most significant change stories, case studies and video production in order to showcase key achievements.

DISASTER MANAGEMENT OPERATIONS



The October to December rains caused severe flooding across the country affecting about 31,564 households with at least 5,000 displaced.



1. INTRODUCTION

The Disaster Management-Operations' department aims at promoting efficient and effective disaster preparedness, response and early recovery interventions to address the needs of communities who are vulnerable and those affected by disasters and crises. Common disasters handled in 2019 include drought, floods, conflicts, terror attacks, road traffic crashes, fires, structural collapse/building collapse and epidemics.

There were a number of structured projects implemented by the DMOps department in the reporting period as highlighted below;

- a) Tracing and Restoration of Family - links is a program that is implemented with support from the ICRC that focuses on maintaining and restoring family links amongst those affected in disasters, armed conflicts and situations of violence.
- b) The Refugee operations in Dadaab, and Kakuma – As a lead agency in two refugee camps KRCS undertakes health and nutrition interventions (primary, secondary and tertiary health services), WASH interventions, fire responses, and environmental conservation activities. The refugee programmes are implemented in partnership with the United Nations High Commissioner for Refugees (UNHCR) and with financial support from partners within the Red Cross Movement.
- c) PRRO- The project aimed at improving the food systems of vulnerable communities that have opportunities from the production, harvesting, value addition and marketing aspects, in line with the WFP Country Strategic Plan 2018-2023. A total of 35,000 beneficiaries were reached with 3192 metric tonnes of food commodities.
- d) EOC- Data collected indicated that 40,292 households were affected as a result of the rains received, twenty-two people were reported injured while 10,441 households were displaced. The DM operations supported 7,666 households through Shelter and WASH interventions in Turkana, Marsabit, Mandera, Garissa, Isiolo, Trans Nzoia, West Pokot, Wajir, Taita Taveta, Mombasa, Tana River, Busia, Makueni, Elgeiyo Marakwet, Baringo, Meru, Kilifi, Machakos and Nakuru while unconditional cash transfer reached 460 households in Marsabit



2. KEY ACHIEVEMENTS

2.1 Stakeholders and Beneficiaries perspective

2.1.1 Projects

During the year 2019, KRCS responded to both drought and floods between April to September and October to December respectively. The response efforts were geared towards reducing the effects of both drought and floods on the vulnerable communities.

The drought response was primarily informed by the 2018 Short Rains Assessment (SRA) report which indicated that 800,000 people were in Crisis IPC 3 and required immediate food assistance. A subsequent assessment done in March 2019 by NDMA indicated that 843,900 people were in IPC 3 and a further 267,600 people were in IPC 2 bringing the total food insecure population to 1,111,500 people.

The OND rains caused floods severely affecting about 31,564HHs (approx. 189,384 people) since onset of the October – November - December 2019 rains season, with 5,249 households displaced, 90 persons reported dead and over 26,277 livestock deaths and 2,540 acres of farmland being destroyed in 29 counties across the Country.

In response to the climate related disasters, the department placed two different appeals which received either unilateral funding through IFRC or bilaterally as follows: Drought DREF, Appeal and BRC, DRC bilateral funding.

Through the floods response, KRCS implemented the USAID/OFDA Floods Response and Recovery Project which ended on 30th September 2019. The project aimed to support households affected by floods cope with and recover from its effects through provision of emergency shelter support, health and nutrition interventions, water sanitation and hygiene actions as well as support community livelihoods recovery. Through this project, a total of 268,015 people were reached with actions in the project sectors.

KRCS through refugee camps implemented the health and nutrition program in IFO 1 with its main focus on primary, secondary and tertiary health care services to the refugees. These services were offered in the main hospital and four health posts which are health post 1, health post 5, health post 7 and health post N12 that offer primary health care services mainly, outpatient consultation, antenatal and post-natal, nutrition services and immunization services while the main hospital offers both outpatient and inpatient services. Data collection and recording was done on





a daily basis using outpatient registers which are available at every facility and Samsung tablets installed with IRHIS app. The data generated is summarized and synchronized by the HIS focal person at the end of every calendar week and submitted to UNHCR.

During the year 4,731 admissions were made in the Inpatient department and 159,738 (Male=74,090 and Female=85,678) consultations were done in Ifo 1 outpatient. The cumulative morbidity summary is presented below with the average consultations per clinician per day being 73. Breakdown by age and gender is; (<5F=33,918, <5M=35,793 and >5F=40,712, >5M=49,855).

Restoring Family Links project team responded to emergency situations of Riverside D2 Dusit Attack and Ethiopian Airline Crush assisting 94 families to re-establishing contact with their families. The teams also participated in the RFL Strategy Implementing Group and Leadership Platform Meetings held in Geneva. The RFL team during this reporting period equally supported transit of 915 asylum seekers from border Towns through Trans-nzoia to Kakuma Refugee Camp. A total of 118,461 tracing calls were made with 98,877 being successful.

2.1.2 Strategic partnerships

- New funding was received from IFRC through DREF and later unilateral contributions to the Appeal from the following partner national societies; Netherlands RC, Japanese RC, Swedish RC, Chinese RC and American RC to support those affected by drought and floods.
- Danish Red Cross and British Red Cross also contributed bilaterally to the drought response.

2.3 Internal processes perspective

The biannual review of the multi-hazard plan was carried out during the year. The aim of the plan is to improve organization planning through identification of risks, a listing of likely needs which result in development realistic scenarios for anticipated situations. The contingency plan also supported KRCS in resource mobilization for preparedness and response.

Continued capacity building was carried out during the year through sensitization on CVA for response teams. Cumulatively 70 KRCS volunteers were sensitized.



KEY CHALLENGES AND RECOMMENDATIONS

Challenges

Poor network coverage in some areas hampered effective delivery of assistance especially cash to affected communities

Persisting resource shortfalls for responding to small to medium scale disasters and emergencies.

Recommendations

Invest more on strengthening links with the community volunteers and local authorities who are key informants on the situations on the ground. More focus on strategies of community engagement.

To enhance organizational funding streams for small and medium scale emergencies, the National Level Disaster Fund needs to be operationalized at the regional and national level. This will be followed by increased dissemination to regional teams on requirements for accessing the funds

Operationalize the emergency fund guidelines establishing the disaster kitty.



Through the **USAID/OFDA** floods recovery project we supported **268,015** people.

HEALTH, NUTRITION AND SOCIAL SERVICES (HNSS)



Over 1,000,000 people were reached in the year. Amongst the vulnerable people reached were 6,228 persons with disabilities.



INTRODUCTION

The focus of the HNSS department is to build individual and family resilience through prevention of disease and promotion of overall wellbeing of all members in the communities KRCS works with. The organizational focus is on supporting the National and County Governments to make gainful strides towards attaining Universal Health Coverage. For this reason, the department prioritizes investing in Primary Health Care, reaching the last mile and ensuring that no one is left behind. The bigger health focus is to complement the Government efforts to deliver preventive and promotive health care services among the most vulnerable.

In 2019 the department continued to embrace integration approach to continuously ensure affordable, accessible and equitable community based health care. The interventions are anchored in the KRCS'2016-2020 Strategy, National Health Sector Strategic Plan III, Vision 2030 social pillar, the sustainable Development Goals and the Big 4 agenda of the Jubilee Regime.

KEY ACHIEVEMENTS

In the year 2019, the Department made major strides and achievements towards the set goals and outcomes in the context of providing health care services to Kenyan communities particularly the most vulnerable and the under served in society. The implementations were undertaken informed by evidence based findings and tested High impact interventions. The key achievements are described in the following subheadings:

Advocacy and informing Policy

Supported in the review of the Reproductive Health Commodity Security Strategy, and to develop the Total Market Approach strategy to help coordinate efforts towards ensuring commodity security for reproductive health/family planning commodities. The process was spearheaded by UNFPA and Ministry of Health. Participated in the development of Kenya National Action Plan II for the implementation of United Nations Security Council Resolution 1325 and related Resolutions. The UNSCR 1325 is the first of many resolutions on "Women, Peace and Security" (WPS). It builds on a body of international human rights laws and



legal instruments. (UNSCR 1325) is a ground-breaking resolution which recognizes that armed conflict impacts women differently from men. It reaffirms the role of women in the prevention and resolution of conflicts and peacebuilding and stresses their importance in decision making and full involvement in all efforts for the maintenance and promotion of peace and security.

In partnership with IFRC, the department supported and hosted the National CSO UHC High Level Meeting in Kenya. The department hosted and supported development and National Launch of the 1st ever National Breaking Transmission Strategy for NTDs in Kenya. The department facilitated and hosted an International workshop on data validation for NTD elimination fronting elimination through implementation of the Breaking Transmission Strategy. This workshop brought together key international and local partners in the NTD space. The department participated in the National UHC Conference held in Kisumu where KRCS showcased its contribution to UHC efforts countrywide. The department supported review of the National Primary Health Care Strategy in Kenya to align it with the UHC roadmap. The department further supported MOH in drafting and development of the Community Health Financing Model as a key ingredient in the UHC roadmap. The department remains a key participant in all the Technical Working Groups and Advisory Groups within the MOH departments, Divisions and Units through which policy recommendations are made.

Demand creation for service uptake

The department continued to work closely with the counties and the community structures through multiple forms of mediums to create awareness and educate the communities on health, nutrition and social services and create demand for these services. Over 1,000,000 people were reached in the year. Amongst the vulnerable people reached were 6,228 persons with disabilities. The highlights under this section are as follows:

In 2019, KRCS endeavored to facilitate Tharaka Nithi and Bomet counties to improve their coverage of Community Health Units as the first point of Primary Health Care service delivery. The objectives were to recruit, train and strengthen the capacity of CHVs, CHCs and CHA to effectively offer CHS services in over 72 units and 111 units in Tharaka Nithi and Bomet counties respectively.

To operationalize the CHUs across the two target counties, KRCS also successfully supported equipping of the CHVs with MOH reporting tools, CHV Bags, Community chalk boards (MOH 516), MUAC tapes, Reflector Jackets for identification. A total of 720 CHAs, 432 CHCs, 1110 CHVs and 999 CHCs were recruited and trained on community health service modules. Each of the formed CHU was allocated two CHAs by the county.

The department supported two research interventions which aim at strengthening community structures for





PHC delivery. These are the Volunteers Retention research in Tana River and the High Risk Pregnancy Referral Cards project in Siaya and Bomet Counties. These initiatives targeted 280 CHVs and are key in generating evidence for high impact and transformative interventions.

Community health volunteers (183) being the drivers of the primary health care were also trained on the packages of community based services including identification of TB presumptive through systematic verbal screening, community referral, reporting and follow up of results. The trained CHVs were engaged in community based TB case finding in the refugee camps/settlements. The Prevention and Control of Non Communicable Diseases (Diabetes & Hypertension) Project in Imenti South, Meru County has built the capacity of 30 frontline workers from all the 6 sub-counties in Meru County on clinical NCD management.

Health care services provision

During this period, a total of 28,846 fisher-folks were reached with health information sessions through splash inside out (SIO) and Shuga II EBIs. Through the NCD project in Meru, the project screened a total of 696 people for blood sugar and blood pressure out of which 25 had raised blood sugar and 211 had raised blood pressure. Through the IGAD project 21,857 were tested for HIV and 107 who tested HIV positive were linked to care.

Health systems strengthening: Community Health Systems strengthening, capacity enhancement and infrastructural support.

The Lamu Rehabilitation center was operationalized in 2019 and with enhanced community component on Harm reduction, the center has remained a critical facility for Lamu county and surrounding communities. The Centre is a modern, state of the art addiction treatment and rehabilitation center. The services include medical care, psychosocial support, spiritual empowerment, de-addiction and life skill and vocational training.

Through the IGAD project KRCS helped **21,857** people know their HIV status with **107** who tested HIV positive linked to care.



Financial stewardship

The 2019 program budget for HNSS was KES 915,200,010.00 for a total of 22 projects. 69% of the budget (KES. 627,162,002) was pledged which the program has realized 99%. This was in addition to the opening balance of KES. 51,778,681.00. By the close of the year 2019, the implementation and absorption

rates for the department was about 83%, and the variance was attributed to the high number of health emergencies which occurred in Kenya over that period. Resource mobilization efforts were made through existing donors and new departmental and KRCS integrated proposals and concepts

KEY CHALLENGES AND RECOMMENDATIONS

Challenges

Stock outs of medical and nutrition commodities- (mainly for management of moderate acute malnutrition) at link health facilities greatly affected quality of curative services. There were a number of industrial strikes of frontline healthcare worker and this interrupted continuity of health services provision.

Most of the link facilities especially dispensaries are run by one nurse only. This led to a scenario of competing priorities during medical outreaches. Health emergencies particularly resulting from floods did not help the situation either.

Recommendations

Support of health facilities for improved adherence to LMIS system for improved supply chain services. There is need to find a lasting solution to frequent health staff strikes by improving the workplace conditions, provision of sufficient tools of trade and employing additional technical staff

Continuous advocacy for improved human resource at level 2 by county government

Need to coordinate nationally the interventions so as to align partner and government projects to UHC efforts.

INTERNATIONAL CENTRE FOR HUMANITARIAN AFFAIRS (ICHA)



Recognizing that ICHA engages in a lot of trainings and capacity building efforts, there is need to continuously harmonize schedules, content and standards of the initiatives across the different departments.



INTRODUCTION

The International Center for Humanitarian Affairs (ICHA) strives to create an appropriate and effective knowledge management framework that synthesizes multiple information technologies to collect, analyze, and, manage information and knowledge for supporting decision making in humanitarian action, disaster relief and improving community resilience.

ICHA's vision is to have empowered and resilient societies where communities effectively collaborate and invest based on viable knowledge and data through the contribution of extensive knowledge that will alleviate human suffering through building safe, resilient and sustainable communities.

ICHA's is divided into four units that work synchrony towards effective humanitarian service delivery:

- Research and Learning
- Policy and Advocacy
- Innovation
- Training and Capacity Development

KEY ACHIEVEMENTS

Research and Learning Unit

The unit facilitated production of 11 Publications:

Strengthening Flood Response: Investing in Radar Satellite Imagery for Effective Flood Response.

Rebuilding Safer shelter: A Mixed Approach to Shelter Response Following the 2018 Floods in Kenya.

Forecast-based Financing in Kenya: Opportunities and Challenges, The Case of Dashboards in Humanitarian Action - Community Risk Assessment Dashboard.

Barriers of Using Climate and Weather Forecasts in Managing the Impacts of Drought: Planning and Decision Making, Community Perspective of Non-Communicable Diseases and Conditions: A Case of Nairobi and Nyeri Counties.

Early Warning Late Action: Why Impacts Matters.

Integrating Forecast-based Action in an Existing Early Warning System: Learning the Context.

Climate Financing Mechanisms in Kenya: Building Resilience and Adapting to a Changing Climate.



Flood Impact-based Forecasting for Early Warning Early Action in Tana River Basin Kenya and Humanitarian action and science: A marriage of reason: Bridging excellence and evidence towards a science-based movement in 2030.

Four events were organized under this unit:

1. The International Conference on Humanitarian Transitions in Kenya: Actors, Dynamics and Ethics - Co-hosted with the French Red Cross Foundation.
2. The First National Dialogue on Early Warning and Early Action: Anticipatory Approach to DRM - Co-hosted with NDOC & WFP, Co-hosted with others a side event during the 33rd International Conference in Geneva to launch the Research (RC3) Consortium.
3. Cash conference on innovation and technology for humanitarian financial assistance - co-hosted with BRC.

Innovation Unit

The innovation unit achieved the following during the reporting period:

- Hosted two innovation challenges:
 - o Together with the policy unit, hosted the Youth Urban Resilience Hackathon with Danish Red Cross and Karen Langata Branch in April 2019. One of the winning solutions has been

incubated through the Urban Resilience Programme

- o Cholera Prevention Innovation Challenge under the Pwani Innovation Week in partnership with Swahilipot hub Mombasa and Danish Red Cross, with one winner in December 2019. The solution will be piloted in Jomvu, in 2020.
- Through a partnership with Airbus Foundation, used Airbus helicopter services during floods response in Isiolo to reach more than 100 households in Iresaboru. The safe partnership enabled access to satellite imagery services
- 121 Personal Cash Aid project funded by GSMA on digital identity kicked off in June 2019 after which National and County level inception meetings and co-design workshops with the communities were held in Isiolo County
- Installation of three water purification units that use plasma technology in Mukuru informal settlement in Nairobi to enhance access to safe water.
- Kick off of the Remotely Piloted Aircraft Systems (RPAS) project:
 - o 15 participants trained as RPAS pilots - this included KRCS staff and representatives from KCAA and KDF





- o Missions carried out include flood risk mapping in Narok, crop monitoring in Magarini, Floods response in Moyale and landslide response in West Pokot
- o Purchase of 2 multirotor drone and 1 fixed wing drone

Training and Capacity Development unit

The unit under ICHA launched a new training programme - Diploma in Paramedic which received 24 students. The overall student admission summary is as below:

Type of course	Number
Academic	157
Occupational Health & Safety	4702
Short Medical - CPD	943
Other short courses	1222
Grand Total	7024



Policy and Advocacy Unit

The following milestones were achieved by the unit:

- Climate and conflict roundtables- In partnership with ICRC, the Climate Centre, ODI and the University of Nairobi, ICHA held a high-level round table on the interconnected vulnerabilities and impacts of climate and conflict. Senior representatives from governments, financial institutions, international organizations, think tanks and universities gathered to generate a humanitarian perspective on what's become known as the 'climate and conflict nexus'.
- Supported the Development of disaster risk management laws and policies in the following counties: Samburu, Baringo, Garissa, Tana River, Kilifi, Makueni, Siaya, Narok and Kwale.
- Strengthened County governments flood preparedness systems in Makueni, Narok, Siaya and Kwale by developing comprehensive flood risk maps and flood early warning communication strategies for these counties.
- Conducted trainings for county government technical staff, key government agencies and community members on Disaster risk management and flood early warning and

Total Planned Budget for this reporting period was **KES 283,940,860** and the amount raised was **KES 266,426,048**



early action in in Makueni, Narok, Siaya and Kwale.

- Hosted the first annual Environmental Law Moot Court Competition- the competition saw 10 universities in Kenya compete on thematic areas of disaster law and climate change law. The best student won a 6-month paid internship in ICHA.
- Partnered with UNDP, UN Women, UNISDR, NDOC, NDMA, the DRM department and the Nairobi County Branch in cohosting the National Symposium on DRR and celebrating the International Day for Disaster risk that was held in Isiolo County.
- Hosted and facilitated a capacity building session for 8 CSOs in East Africa on effective media engagement for policy dialogue, policy dialogue for CSOs and partnerships for policy dialogue.

Financial stewardship

Total Planned Budget for this reporting period was KES 283,940,860 and the amount raised was KES 266,426,048. Resource mobilization approaches used include: Alumni and existing partnerships, Direct Marketing, Tenders and Proposals.

RECOMMENDATION

Recognizing that ICHA engages in a lot of trainings and capacity building efforts, there is need to continuously harmonize schedules, content and standards of the initiatives across the different departments.





In 2019, the program reached a total of a total of 302,925 community beneficiaries (294,063 – 97% direct beneficiaries and 8,862 – 3%).



INTRODUCTION

The goal of the program is to contribute to achieving Vision 2030 through universal access to comprehensive HIV prevention, treatment and care for all. The grant is focused on creating demand for health services through a community-facility continuum of care model. The aim is to increase access to community HIV community HIV care and support and strengthening community health systems.

The key areas of interventions include increasing access and uptake of HIV testing services through promoting community based approaches to testing, increase retention in treatment, care and support for people living with HIV through intensified treatment literacy, adherence support and defaulter tracing at household level, elimination of mother to child transmission (eMTCT) through mentor mother approach to reaching and supporting expectant and lactating HIV positive mothers, and HIV prevention programs for sex workers, men who have sex with men, people who inject drugs and adolescents and young people aged 10 – 24 years to reduce their vulnerability and risks to HIV.

The Kenya Red Cross Society being the non-state Principal Recipient (PR) for the Global Fund HIV Grant, running from January 2018 to June 2021, is committed to ensuring that the vulnerable communities in the country have access to much needed services in the most efficient, effective, reliable and trusted manner at any time and whenever required.

In 2019, the program reached a total of a total of 302,925 community beneficiaries (294,063 – 97% direct beneficiaries and 8,862 – 3%).

The programmes have been in line with the organization's fundamental principles, core values, mission and vision. The grant focuses on creating demand for health services from the community through: increasing access to community HIV testing and counselling; expanding services for HIV prevention; providing community HIV care and support and strengthening community health systems.

KEY ACHIEVEMENTS

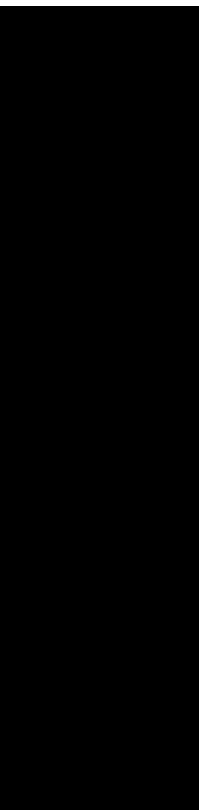
Kenya Red Cross Society demonstrated tremendous achievement in 2019 across all its program areas, thus closing the year with an overall average performance of 106%.

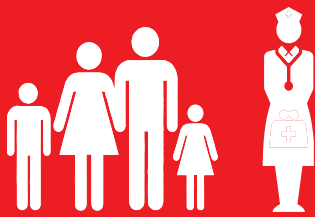


The performances of the specific program areas were as follows: Female Sex Workers program performance stood at 96%, People Who Inject Drugs (101%), Needle and Syringes distributed per year per person who inject drugs (115%) and MSM (111%) reached with HIV prevention programs.

Other indicators included (95%) PLHIV receiving care and support services outside facilities and that (115%) adolescent girls and young women (AGYW) reached with HIV prevention programs. The improved performance in 2019 were mainly due to scaling up the implementation of Adolescent and Young Population module in 5 counties (Machakos, Turkana, Kilifi, Kisii and Siaya); cohort maintenance through intensified gap analysis to highlight missed opportunities in service provision and remedy approach across all the service points. These were realized through a total of 73 organizations, which includes 35 sub recipients, 10 AYP organizations and 28 networks (12 PLHIV and 16 KP networks). The organizations trained and engaged a total of 4,799 CHVs, 1,147 PEs, 117 OWs and a number of social workers to support and provide services at the community and reach out PLHIV and key population community.

The program has also enhanced optimization of the available resources for higher efficiency to reach more beneficiaries with services. The program realized most of its milestones through enhanced





provision of services during cash transfer exercise, reaching out to 30% and 85% beneficiaries with HTS and STI screening. A total of 15,772 AYPLHIV already identified are linked with CHVs, PEs and CATs for follow up outside health facilities.

Additionally, 16 AYP organizations implemented the HRG modules in 5 AYP counties, carrying out legal literacy on know your rights campaigns and legal aids clinics, community mobilization and norms change, gender based violence prevention and management and advocacy forums to duty bearers. Community facilitators and County Supervisors were sensitized on know your rights from both PLHIVs networks and AYPs focused counties. The community facilitators have been instrumental in the roll-out of the know your rights campaigns among PLHIV and AYPs. A total of 32 religious leaders drawn from the PLHIV networks and AYPs focused counties, were sensitized on stigma and discrimination towards PLHIV. The period also saw the program engaging two (2) consultants to lead the process of developing the training manuals, focusing on the AYP and PLHIVs manuals respectively. The manual will assist in strengthening the capacity of AYPs to effectively respond to gender-based and sexual violence and include measures to prevent sexual violence against women and young girls.

The program scaled up the implementation of Human Rights

A total of **32** religious leaders drawn from the PLHIV networks and AYPs focused counties, were sensitized on stigma and discrimination towards PLHIV.



and Gender (HRG) module by conducting paralegal training and engaging a total of 310 (151 KP and 159 PLHIV) drawn from PLHIVs and KP communities. The PLHIV paralegals are from the following counties: Mandera, Garissa, Wajir Kitui and West Pokot (due to high stigma index), Tana River, Kiambu, Samburu, Elgeyo Marakwet, Turkana, Kwale and Taita Taveta (due to low viral suppression among PLHIV which is attributed to stigma). The KPs counties include: Kisumu, Nairobi, Mombasa, Kwale and Kilifi (due to high number of key populations). Others included Nakuru and Kisii (due to high level of violence among key populations). The paralegals intend to support the empowerment of key populations and PLHIV to actively claim their rights and address the current barriers to HIV services. They have already been linked to pro bono lawyers and senior paralegals for mentorship and support.

The program consistently monitored the utilization of resources across the program areas, activities, outputs and quality of the program. This is to identify gaps and missed opportunities in the program implementation, program and data qualities as well as recommend key mitigation measures for improvement. The program also adopted the new national key population tools. During the period, monitoring and evaluation relied on the program monitoring visits conducted by the PR to the SRs sites, spot checks, GF country team visits, KCM Oversight visits to the PR and SRs sites, audit reports, monthly report reviews, routine data quality assessment conducted to all sites. The recommendations from these initiatives have helped strengthen the program and data quality as well as PR-SR engagements. The program has also ensured timely sharing of reports to TNT (PR1), HIV Interagency Coordinating Committee (ICC) and Kenya Coordinating Mechanism (KCM) through quarterly dashboards to demonstrate the status of the fund absorption and programmatic achievement of results. The sharing has ensured that bottleneck during implementation are addressed through multi-sectoral approach. The period saw the AGYW Baseline report validated across all the five counties, strengthening reporting by the SRs to the national level through training on

Community Activity Progress Report (CAPR), monitoring and improving DHIS reporting by SRs. Other approaches applied to strengthen SRs' capacity for monitoring and evaluation includes: coaching, mentorship and onsite supportive supervision.

The bulk of capacity building efforts focused on the 12 PLHIV networks, 10 AYP organizations, and also the key population networks (2 FSW, PWID/MAT and 1 MSM networks) that had been identified in the previous semester to enhance coverage of services to the key populations. For the 12 PLHIV networks, an institutional capacity strengthening mentorship program. In addition, a TOR was developed for sustainability income generating activities (IGAs). Various implementing partners submitted proposals for these IGAs and discussions are underway to engage a structured technical assistance provider to guide the development of the IGA initiatives. Further still, the implementing organizations were sensitized on communication and documentation after which they developed action plans for documentation. A review of the progress on documentation was done during the quarterly review meeting with the 27 organizations.

2.1.2 Strategic partnerships:

The organization strengthened its partnership and collaboration with the National and various county Governments through provision of technical support as well as human resource capacity geared towards increasing efficiency and effective provision of services to the beneficiaries. Through NASCOP (under the ministry of Health), KRCS entered into a partnership to coordinate the implementation of Differentiated Care Programme. A total of 319 mentor mothers have been recruited in all the 47 counties are being supported by KRCS through stipend payment and mobilization. The program has also actively participated in ensuring the achievement of 90-90-90 targets. The program has supported the implementation of various rapid result initiatives for adolescents and close relatives to the index clients in the country.



2.1.3 Community Members Reached

Program/ Module	0 to 5 Yrs		6 to 12 yrs		13 to 17yrs		18 to 29 yr		30 to 39 yrs		40 to 49 yrs		50 to 59 yr		60 to 69 yr		70 to 79	
	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	
Direct Beneficiaries																		
FSW	-	-	-	1	-	276	-	23,391	-	13,675	-	2,902	-	339	-	26	-	-
MSM	-	-	2	-	21	-	15,906	-	2,864	-	390	-	76	-	8	-	-	-
PWID	-	-	-	-	28	5	3,437	640	5,325	663	2,004	174	244	18	27	1	4	-
PLHIV	615	736	2,509	3,030	2,206	2,717	3,275	12,590	6,810	20,200	7,968	14,528	4,593	6,881	2,213	2,880	584	-
AYP - CTP	-	-	-	2,527	-	3,873	-	3,044	-	-	-	-	-	-	-	-	-	-
AYP - MHMC	-	-	-	1	3,392	10,038	-	-	-	-	-	-	-	-	-	-	-	-
AYP - HCBF	-	-	3,396	10,056	38	40	-	-	-	-	-	-	-	-	-	-	-	-
AYP - SHUGA	-	-	-	-	-	16	2,697	12,641	-	-	-	-	-	-	-	-	-	-
AYP - FMP1	-	-	-	-	-	1	16	349	36	870	169	1,142	137	854	132	720	83	-
AYP - FMP2	-	-	-	-	-	2	111	557	365	2,214	527	1,903	378	961	267	573	131	-
AYP - S2S	-	-	-	9	-	370	-	964	-	4	-	-	-	-	-	-	-	-
AYP - Outreaches	-	-	7,722	7,517	4,605	4,404	8,243	9,033	-	-	-	-	-	-	-	-	-	-
HRG - Outreaches	-	-	-	-	1,778	1,700	3,184	3,490	1,760	1,764	1,073	1,066	652	646	372	394	202	-
Indirect Beneficiaries																		
CHVs	-	-	-	-	-	-	85	199	296	879	531	1,377	266	800	120	216	15	-
EBI Facilitators	-	-	-	-	1	-	371	492	143	239	24	55	6	1	1	1	-	-
KP - PEs	-	-	-	-	-	-	312	199	191	289	70	69	8	9	-	1	-	-
KP - OWs	-	-	-	-	-	-	26	15	22	27	12	13	-	2	-	-	-	-
Paralegals	-	-	-	-	-	-	85	66	47	33	29	20	18	12	-	-	-	-
Teachers/TO Ts	-	-	-	-	-	-	72	79	40	40	24	24	15	15	-	-	-	-
KMMP	-	-	-	-	-	-	-	64	-	145	-	63	-	13	-	1	-	-
PE/CATs	-	-	-	3	3	9	190	320	-	-	-	-	-	-	-	-	-	-
Total	615	736	13,629	23,144	12,072	23,451	38,010	68,133	17,899	41,042	12,821	23,336	6,393	10,551	3,140	4,813	1,019	-

2.2 Financial stewardship

Total Planned Budget for 2019 was USD. 22,578,583 against a total expenditures of USD 21,366,557 (94.6%). On the other hand, the overall cumulative grant absorption rate has improved from 56% in the previous period to 76% in the current period. The general improvement of the grant absorption is as a result of acceleration in key interventions such as Treatment, care and support - Differentiated ART service delivery COMBO; Prevention programs for adolescents and youth, in and out of school: Cash transfer for the adolescents; Programs to reduce human rights-related barriers to HIV services - Stigma and discrimination reduction & Legal Literacy (“Know Your Rights”).

The cash transfer program is continuing in 2020 as a result of an extension despite originally being budgeted to end in 2019 so will see an increase in funds absorption. Additionally, most of the interventions under the human rights module

commenced in last quarter of 2019 and will spillover to 2020, thus will improve funds absorption. Further, most of the other unabsorbed funds have been reallocated in the revised SRs’ budgets for 2020-21 and this will consequently increase funds absorption for the remainder phase of the grant. During the reporting period, the grant strengthened the capacities all implementers on financial and risk management to improve the management of finances and internal controls risks at implementation level as well as enhance accountability and quality of the program.

2.3 Internal processes perspective

The program team has fully embraced Enterprise Risk Management both at the PR and SRs levels. An annual risk based audit plan is in place. This is informed by updated PR and SR risk registers, recurrent audit issues; reports from routine data quality assessments and requests from the program/finance teams. During the period, the capacity of the

9 yr	80+ yrs		TOTAL			
	F	M	F	Male	Female	Total
1	-	-	-	-	40,611	40,611
-	-	-	-	19,267	-	19,267
1	-	-	-	11,069	1,502	12,571
651	108	80	-	30,881	64,293	95,174
-	-	-	-	-	9,444	9,444
-	-	-	-	3,392	10,039	13,431
-	-	-	-	3,434	10,096	13,530
-	-	-	-	2,697	12,657	15,354
408	1	8	-	574	4,352	4,926
273	4	6	-	1,783	6,489	8,272
-	-	-	-	-	1,347	1,347
-	-	-	-	20,570	20,954	41,524
232	124	175	-	9,145	9,467	18,612
14	1	-	-	1,314	3,485	4,799
-	-	-	-	546	788	1,334
1	-	-	-	581	568	1,149
-	-	-	-	60	57	117
-	-	-	-	179	131	310
-	-	-	-	151	158	309
-	-	33	-	-	319	319
-	-	-	-	193	332	525
1,581	238	302	-	105,836	197,089	302,925

audit team was enhanced by acquiring additional staffing to ensure effectiveness in the design and implementation of controls at both principal and sub recipients' levels. The number spot checks were enhanced, through targeted approaches and integration during program monitoring and evaluation visits to the sites. This has led to increased understanding of the program and early identification of potential challenges that may affect program implementation thereby adopting mitigation measures; comprehensive audit including program design, implementation and financial reviews; capacity of organizations in terms of understanding stakeholders and developing internal controls as well as root cause analysis especially for recurring audit issues. In addition, technical assistance was provided during the coordination meetings to review and update on the progress on enterprise risk management including updating of the risk registers. KRCS will continue carry out its risk based audit and spot checks to ensure value for money on donor funds especially for activities that are being fast tracked.

2.4 Learning and Growth Perspective

The implementation of capacity building plans continued through to December 2019 using targeted approaches. The organizational capacity strengthening development consisted of the core package including: strengthening of: registration status and profile; organizational governance structures; office infrastructure; organizational policies and guidelines; project cycle management; human resources including volunteer management; membership functions; strategic planning; and organizational sustainability and resource mobilization.

The bulk of CB efforts focused on the 12 PLHIV networks, 10 AYP organizations, and also the key population networks (2 FSW, PWID/MAT and 1 MSM networks) that had been identified in the previous semester to enhance coverage of services to the key populations. For the 12 PLHIV networks, an institutional capacity strengthening mentorship program was implemented in partnership with 2 national PLHIV networks (NEPHAK and WOFAK). Specific support provided included formulation and operationalization of governance structures, development and review of organizational policies and guidelines, and strengthening of membership services among others. Furthermore, during the period 27 implementing partners were further sensitized on organizational sustainability and resource mobilization. Further, the PR and SR staff participated in international conferences including the International AIDS Conference (IAS) and International Conference on AIDS and STIs in Africa (ICASA) where key progress and lessons from the work being implemented in the program was show-cased.

The Global Fund Management Unit staff have been supported to attend local and international workshops and conferences related to their technical areas to ensure the staff are up to date with new development in HIV programming.

KEY CHALLENGES AND RECOMMENDATIONS

Challenges

Lack of the manuals on "know your rights" focusing on people living and affected by HIV and Adolescents and Young People (AYP) as well as training manual for health care providers and facility administrators on human rights.

Lack of transition of Key Population implementation from some counties by PEPFAR partners

Stock out of commodities i.e. condoms, STI drugs and lubricants.

Recommendations

The programme team to continue working with NACC, NASCOP, EGPAF, HAT, KELIN, NEPHAK, INERELA and UNDP to finalize on the manuals

KRCS to engage with NASCOP to continue streamlining the implementation sites.

The National Treasury procured some commodities and would be distributing the commodities to GF supported sites.

MONITORING, EVALUATION, ACCOUNTABILITY AND LEARNING (MEA&L)



Funding for the function was mainly through integration of MEA&L activities in existing project budgets.



INTRODUCTION

The department supports tracking of organizational and programmatic activities and targets while ensuring quality reporting and data management. Branch level reporting facilitates tracking of the organizational milestones against the strategic plan that is coming to an end in the year 2020. The unit equally spearheads project evaluations and promotes uptake of the findings to support programming.

KEY ACHIEVEMENTS IN 2019

2.1 Stakeholders and Beneficiaries Perspective

The MEA&L team continued engagement within the movement's PMER and CEA networks through experience sharing and peer to peer support. One of the team members equally supported the Tanzania RC in CEA training and one other supported CEA in hurricane Dorian Response in the Bahamas response.

Concerning engagement with communities, a total of 2,404 community feedback have been documented since the start of the current strategic period 2016 to 2020 as

displayed in the figure below. Most (89%) were complaints, 7% were appreciations, 4% were suggestions/recommendations with the least (0.5%) being documented as rumors. Complaints raised were mainly on delay of cash transfer and distribution of NFIs during floods and drought responses. Rumors documented were on the quantities that were to be distributed and in cases where household members believed that chlorine used in water treatment contributed to infertility.

Appreciations were generally from the households that received support and were excited especially about credit worthiness of their households following cash transfer and also the dignity that accompanied shelter reconstructions of which most completed shelters were found to be much better than the original houses owned. Appreciation was also about people that called back to express gratitude that their complaints were addressed once they reached out to KRCS. There was less feedback in 2016 as KRCS was just starting to establish CEA approach and feedback mechanisms. From 2017 there has been increased sensitizations and use of the feedback mechanisms and mostly being documented during active responses during floods and drought.



Figure 1: Type of Feedback by Year (n=2404)

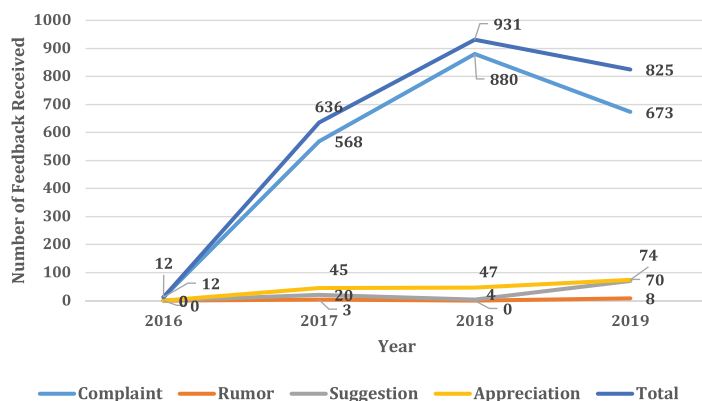
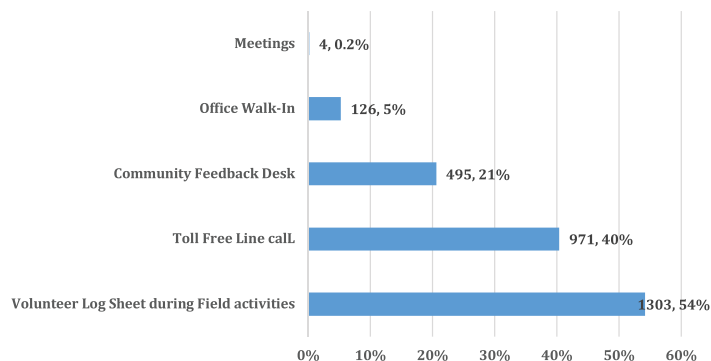


Figure 2: Feedback Channels utilized



The year 2019 floods response saw the active use of feedback boxes in camps where many households were sheltered. The Regional MEA&L teams ensured an improvised box and desk was established in the camps and there was always a volunteer that spoke local language to support translations. Camps set up in West Kenya recorded an increased need for HIV/AIDs and TB drugs which saw the county health facilities send in personnel to undertake health outreaches in the camps. Need for sanitary towels was also raised severally across camps in other counties and these were availed in partnership with the county government and private sector organizations.

Most (54%) of the community feedback were channeled through volunteer’s log sheets documented during field activities. 40% preferred the toll free phone line, 21% feedback desks which were set up in the last two months of the year following the floods response. 5% preferred office walk ins and less than 1% raised issues during community review meetings. Following experiences in the Bahamas hurricane Dorian surge support, the use of feedback boxes was enhanced in KRCS relief operations. The toll free line and volunteer logs have been common channels used but currently the unit has enhanced the establishment of feedback desks and boxes manned by trained volunteers to ensure effective collation and handling of feedback.

2.2 Financial Stewardship

Funding for the function was mainly through integration

of MEA&L activities in existing project budgets. IFRC supported the department with 2.6 M Ksh meant for CEA activities. The MEA&L accountant ensured that all financial reports were of good quality and addressing contractual commitments.

2.3 Internal Processes Perspective

Project evaluation processes in the year 2019 ensured dissemination of findings to stakeholders and communities. Data quality was enhanced through use of mobile data collection approaches and promotion of the red rose platform for all distributions undertaken at the communities’ level. Learning was enhanced through regular quality and timely reporting and documentation of community most significant change stories. While the M&E system automation had stalled, a consultant was re-engaged in the last quarter of 2019.

2.4 Learning and Growth Perspective

A number of the team members participated in different trainings including coordination skills for CEA, Collaboration, Learning and Adaptation, Indaba concept sensitization, CEA global surge training and data management for Neglected Tropical Diseases. On job training for staff and volunteers continued to happen with all regions being capacity strengthened in key MEA&L aspects during quarterly coordination meetings.



ORGANIZATIONAL DEVELOPMENT DEPARTMENT (OD)



The goal is to build strong and resilient regions and branches that are able to serve their communities sustainably.



INTRODUCTION

Organizational Development (OD) department's main role is to support efficient service delivery to the most vulnerable through staff and volunteers in regions and branches countrywide. This is guided by the theme of a well-functioning National Society and branches with strong governance, legal framework and strong auxiliary role to national and county governments. The department works to increase the membership and volunteer base, disseminate KRCS policies, and work towards safer access and acceptability. The goal is to build strong and resilient regions and branches that are able to serve their communities sustainably. The department also engages in strengthening the oversight role of the governance arm through regular governance platforms, where issues are deliberated and feedback provided. The objective is to provide high-level support to KRCS branches and regional teams, both at management and governance level, to help steer a robust leadership towards sustainability.

KEY ACHIEVEMENTS

Elections: The year 2019 was very intensive being an election year for the Elections at the County, Regional and National Elections.

Elections at all levels were conducted successfully by the IEBC who were supported by the Election committee and members of staff. 47 boards were elected at the County Level, 8 Regional Boards were elected at the Regional Level and one at the National level which included the main board and the youth committee.

To enhance and enable the transition of the governance teams' governance trainings were conducted to the Counties, Regional and National main boards. Youth Governance trainings however will be conducted in the month of March 2020.

All Eight Regions conducted successfully quarterly coordination meetings with representation of key support teams from Headquarters. In addition, quarterly branch board meetings were conducted across board as well as Development Committee Meetings. The department also managed to coordinate Annual Events including the National First Aid competitions, the National Youth Camp and the National Volunteer Awards 2019 among others.

Institutional Development: OD aims at strengthening organizational competencies and human resources by enhancing



organizational learning; promoting effective internal and external relationships and coordination, mobilisation, utilization of resources; and strengthening the capacity of Branches. This continuous building of the regions and branch capacity will provide the crucial platform for delivery of KRCS programmes as well as the vital link across the different levels of the organization (headquarters, regions and counties) Twinning co-operations between local branches and branches of other National Societies around common emerging issues, for mutual capacity building and international understanding will be explored further.

Governance support: The department supported the Regions and Branches by participating and offering technical support during their AGM and Coordination Meetings. The AGM and general elections conducted in 2019 saw boards of governance changes with new teams in place. The first round of governance induction and trainings were conducted across board. The area

management teams will work closely to enhance capacity of the boards through refresher trainings, regular meetings, continuous support and engagement to enable these boards execute their mandate effectively.

Strategic Partnerships and Resource Mobilization:

OD focused on ensuring that regions and branches developed and actioned the resource mobilization and partnership plans to steer towards financial sustainability through the diversification of funding sources and increased unrestricted funding for institutional development. Key focused areas included development of resource mobilisation plans, capacity building of resource mobilisation teams, diverse fundraising activities, developing partnerships with key actors including the government institutions, building networks, alliances and consortia for joint programming, advocacy and resource mobilization.

This continuous building of the regions and branch capacity will provide the crucial platform for delivery of KRCS programmes





Membership: Under the Membership recruitment and volunteer management, the organization managed to recruit 47,000 in 2019 new members and volunteers. The main contributing mechanisms that saw the realization of this were youth membership renewals ahead of the elections, public membership recruitment campaigns. The essence of these campaigns was to create awareness on the importance of becoming Red Cross members, but also foster volunteerism.

Volunteer Engagement Strategy: The unit held a nationwide strategy workshop that aims to have an impact on the current and future volunteers of the society by ensuring volunteer voices are heard. For this reason, the workshop presented a platform for volunteers to reflect on their career and individual paths whilst highlighting their challenges and successes. This resulted in open discussions and instant feedback on key issues affecting volunteers. During the sessions, different phases of the volunteer's careers, as well as key questions from recruitment to retention are mapped to create national recommendations.

Through using participatory narrative methods and a rotating idea storm sparking group discussions, the workshops provided valuable grass-roots data on topics such as enhancing recruitment, engagement, and retention of volunteers. The Volunteer Engagement Strategy also aims to provide tools for addressing challenges that the volunteers might encounter on their volunteer path, while it will give the National Society valuable insight on how to enhance volunteer retention. The Volunteer management team is working on developing three handbooks; Volunteer Manager handbook, Volunteer Engagement Strategy and Volunteer Handbook. National Volunteer Forum will be held in 2020 with participants representing all the counties. The draft strategy will be shared with the participants for approval.

AWARDS 2019 and International collaborations / recognitions: Kenya Red Cross Society was selected as the co-recipient of the 2019 IFRC Volunteering Development Award for the category: "Use of innovation in engaging and

Under the Membership recruitment and volunteer management, the organization managed to recruit 47,000 in 2019 new members and volunteers.



mobilizing volunteers, including new forms of volunteering". The Volunteerism development team applied for the award earlier this year to showcase the societies strengths recruiting, deploying engaging and retaining volunteers. The unit also held a successful National Volunteer awards on 29th November 2019 focusing on volunteer recognition an event which acknowledges accomplishments, and reinforcing their efforts as a sign of appreciation. The unit through the Volunteerism development coordinator gave support to the IFRC Volunteer Alliance as a member of the working group on volunteering in dangerous situations and presented a case on the volunteer insurance experience of the KRCS during the volunteer managers training held in Madrid Spain in September 2019.

Information and Dissemination: In 2019, the threat of extremist violence continued to plague the Nation. Radicalization amongst Kenyan youth and their recruitment for violent and illegal activities lay at the center of the security debate. In addition, KRCS staff and volunteers are exposed to various threats and challenges as they respond to different humanitarian emergencies. KRCS embarked on preparedness building to guarantee effective response to any humanitarian situations which may arise. The operational communication created a forum and opportunities for interaction, creating synergies and building social relations among key stakeholders at the county and regional level. It provided a platform for KRCS to advocate for humanity in partnership with different stakeholders.

The unit conducted 12 Operational Communication sessions conducted across the country in conflict prone areas targeting opinion leaders, community youth, and elders, National and County Government official and other weapon bearers among others. Emblem perception trainings were conducted followed by an emblem perception survey in 27 counties in partnership with ICRC and KRCS that used

Focused group discussion methodology targeting area chief, religious leaders, community non beneficiaries, People living with disabilities, community youth, KRCS volunteers, village elders, county admin, OCS/Police, community leaders, county commissioner, OCPD, assistant chief, deputy county commissioner, on volunteers, community members, deputy director of inspectorate and interns.

Police sessions which targeted IPOA officers were conducted in Upper Eastern, Lower Eastern, Central and North Rift Regions. In addition to strengthening information and dissemination skills a number of activities were conducted including a TOT training for Focal Persons from the 47 counties was conducted, Productions of IEC materials which was distributed to our counties and regions. Media seminars conducted jointly with ICRC and PR team, and Media field trips conducted jointly with ICRC and PR team as well.

Safer Access/EPR: Safer access framework is a set of actions and measures that can be taken by a National Society to prepare for and respond to context-specific challenges, to reduce and mitigate the risks that it may face in sensitive and insecure contexts, and to help it earn the trust and acceptance of people and communities with humanitarian needs, as well as of those who control or influence access to them. In 2019, two safer access trainings were conducted in Malindi on 14th-18th April 2019 and in Nakuru on 21st-30th May 2019 where a total of 30 participants were reached derived from various county branches targeting volunteers. A round table review workshop was conducted targeting the regional managers, county coordinators from conflict prone counties and managers at the headquarters level to further the KRCS understanding of what it takes to increase its acceptance and access; and to develop a plan of action to structure KRCS approach towards taking actions and measures that will increase its acceptance, safety and access to help those in need.

REGIONS







CENTRAL REGION

INTRODUCTION

Kenya Red Cross Society, Central Region consists of 8 counties, namely: Kiambu, Murang'a, Kirinyaga, Embu, Tharaka Nithi, Meru, Laikipia and Nyeri. 2019 has been a fruitful year for the region, as there have been so many activities that were successful. The region has enjoyed the continued presence of projects like CHS, CP3, Water treatment, tree seedlings and the new MHeM and NCD. These have helped in enhancing the relationship between the county governments and other stakeholders. Throughout the year, the branches have engaged in a number of activities. These included dissemination to individuals, corporates and school, registering new members.

The branches have also engaged in humanitarian activities

such as clean-ups of their towns and markets, Chapati forum by the Youth who prepared meals for street boys, children homes visits, donations to the needy. The branches were involved in marking several international days, together with other stakeholders. In Meru County, the youth organized a youth camp while in Murang'a, they organized a dissemination competition. Meru also held a unique event- the prison pageant, which was the end of the year even for the youth.

The region has successfully held 2 coordination meetings in the first two quarters of the year. All the branches have also successfully held various meetings: Life members meeting, Youth meetings, RCAT meetings, volunteers' meeting, board meetings, the AGM, which was marked with board elections. This was followed by a re-election of the youth board both at the counties and at the region, successfully.



Key achievements

- The region recruited over 1,000 members in 2019. The membership is managed through a membership database for each county.
- The branches continue to send bulk SMS to their stakeholders and members concerning different updates and interventions in the Central Region.
- During the year, the branches held their volunteer awards and every branch awarded every category. This was also done during the regional AGM, where those nominated from the branch were vetted and once they qualified, they were awarded. The region nominated people for the national awards and they won several positions.
- During the year, the county branches have managed to hold 50 first aid trainings both basic and occupational training in institutions.
- Central Region also participated in the First Aid competitions and Nyeri Branch scooped the first position in the senior's category, first position RCAT and several other awards.
- This year the Region conducted a total of 11 fundraising events, raising approximately Kshs 8,000,000, out of a targeted Kshs 12,800,000. Every branch has held at least one successful fundraising event, the annual walk, while Meru branch conducted a fund raising dinner and Embu conducted a Marathon. All the branches are still selling merchandise. These include T-shirts, wrist bands and scarves. The branches are still working to increase their resource base and have some more stable sources of income.
- During the year, several projects have been ongoing. These include CHS, water treatment and CP3 in TNC, MHeM in Murang'a and Laikipia and the new NCD in Meru.
- In 2019, Central Region established three strategic partnerships with the County Governments through signing MoUs. These include Tharaka Nithi, Meru and Laikipia counties. The partnerships cut across key thematic areas of Health, Water and Sanitation, agriculture, irrigation, disaster management, youth and gender equality. The branches have been working to ensure that the partnerships still work, although only TNC has had an elaborate work plan and funded some of the activities.
- Other partnerships enhanced include NEMA and KFS during floods assessments and tree planning activities, NDMA during drought assessments and response, Special programs during response of accidents, KMD during floods' monitoring and response and many more. They have also partnered with corporates to help in alleviating human suffering, as indicate in their individual county's reports.
- In 2019, the Region facilitated 2 training workshops for staff and volunteers, intended to enhance the performance of the county branches. These included policy and advocacy training, dissemination, psychosocial first aid training and Community Engagement and Accountability. Through these trainings, the branches are able to identify immediate needs of the affected people and respond to them.
- The volunteers have also attended national and county camps where there were different learning points for them, which they cascaded to the other youth.
- The Region had about 50 operational clubs that have about 2,500 members. These clubs included those in primary, secondary, university chapters and corporates. Some of the activities conducted by these clubs were; tree planting, first aid drills, community clean ups, children home visits and chapatti forums. In total for the year, approximately 2,600 members were deemed to be very active.



KEY CHALLENGES AND RECOMMENDATIONS

Challenges

- Inadequate funds for volunteers to facilitate activities such as response to incidences, conducting disseminations and other follow up activities.
- Logistics to move and respond to emergencies quickly, as most branches do not vehicles.

Recommendations

- Every programme should have a branch support cost to enhance the development of the branch from which it is implemented.
- Volunteers and staff to be taken though the ICT trainings.
- Facilitation of transport means to undertake the various activities in the branch.



COAST REGION

In the year 2019, the region implemented 16 projects.

INTRODUCTION

Kenya Red Cross Society, Coast Region consists of 6 counties, namely: Lamu, Tana River, Kilifi, Mombasa, Kwale and Taita Taveta. In the year 2019, the region implemented 16 projects and embraced Innovation and technology during activities and operations such as the use of Red Rose in managing distributions, mobile phone data collection in evaluations, use of GIS in floods hotspot mapping among many others. In order to promote learning and growth perspective, the region staff and volunteers in the various counties have been engaged in several trainings including online IFRC courses, Cash transfer programming, PGI and GIS. The region also responded to various disasters in the counties. During the October November December (OND) 2019 floods, the region responded with food items, non-food items and cash transfer to the affected households.





Key achievements

- Membership recruitment: During the year, Coast Region recruited over 300 members.
- Elections: The branch elections for all the branches and the regional elections were all conducted successfully
- Shelter reconstruction: Achieved completion of floods shelter recovery interventions which supported completion of construction for 1823HH out of 1825 HH in Tana River County.
- Partnerships: All counties in the region are members of their respective counties, County Steering Groups (CSGs) and supported the county governments in responding to the floods in the county where KRCS was the lead agency in the responses. As well, the region involved counties in design, planning and implementation of all its 16 interventions by conducting county inception meetings.
- Fundraising: The region also managed to raise Kes. 125,215,121.74 from IGA representing 48% of the target.
- Projects: The region implemented 16 projects in 2019, 8 in Health, Nutrition and Social Services, 3 in Water Sanitation and Hygiene, 1 in Economic Security and 4 in Disaster Management.
- Coordination: The Coast Region Counties staff attended the 4 coordination meetings planned in the year and other programmes specific coordination meetings. As well all the Branch and regional committee meetings were conducted and minutes shared with the regional and county teams for action.

KEY CHALLENGES AND RECOMMENDATIONS

Challenges

- Dwindling resources including human resource with the coming to an end of major long term projects. Logistic-Access to other areas due to insecurity and security clearance in Lamu County.
- Inaccessibility of the harm reduction services by the PWUDs in Lamu Islands due to cost, high dependency and expectation from the recovering PWUDs.
- The blood donor program reported lack of IEC materials, postponing of blood donor sessions due lack of logistics from regional blood transfusion and delays of the technical team and the public especially the adult population have not taken blood donation seriously hence resulting to low turn ups during the holiday months.

Recommendations

- Initiate IGAs for recovering People Who Use Drugs (PWUDs) to support them socioeconomically.
- Need to re-programme blood donor programme in light of the existing realities and challenges.
- Need more targeted dissemination among the security personnel, identification for volunteers and their visibility during activities especially in Lamu County to enhance safer access.

LAMU - County Community Story

Project Name: Lamu rehabilitation center

“

It's often said that rock bottom is the foundation that people get to build their life on.



Musa Sahali walked into the Lamu rehabilitation facility supported by KRCS on 8th March 2019 for drug use assessment. He said that he would want to be helped to be substance free, that he was tired and he did not want to lose his family because of his Substance Use Disorder. He also mentioned that he would like to volunteer at the facility after his discharge so as to help cement his recovery and healing process. After the assessment, he was confirmed fit to be an inpatient client and was admitted the following day.

It's often said that rock bottom is the foundation that people get to build their life on. In the world of addiction, we say you don't have to hit rock bottom in order to know that you have a problem. Musa, had seen how his life was hitting a downward spiral and he was determined to make things right; to have a fresh start.

A bend on the road is not the end of the road unless you fail to take a turn, during his treatment period, he was focused to know himself better, to deal with the shame and guilt and to love himself. He was able to understand his triggers and how to deal with them.

At Lamu Rehabilitation Centre we acknowledge that Addiction is a family disease and we put emphasis on helping the family heal as well as the client does. In regards to family support, the wife was very supportive of his recovery to date. And for real the wife was a pillar towards his recovery because she really knew what hell the drug abuse has done to the family.

During his stay at the centre, Musa showed a lot of interest in the kitchen and the wife confirmed that he is very good in food preparation and general cleanliness. He is equally a fast learner and has a teachable spirit. After his discharge, the facility accepted his request to volunteer in the kitchen something that he has been doing diligently to date.

Even though he has been assigned to support in the kitchen, he has been very instrumental in helping new clients settle in the treatment program and also deterred some from terminating or absconding their treatment early. Wholesomely, he is a proof that recovery is possible and that recovery rocks!



LOWER EASTERN REGION

The region expanded its services and reached more beneficiaries through integrated programming that focused on building community resilience.

INTRODUCTION

The Lower Eastern Regional Office is located in Machakos Town within the KRCS Machakos Branch's Red Cross complex, along the Main Nairobi-Machakos Highway. The region is comprised of 5 counties branches; Kitui, Makueni, Nairobi, Machakos and Kajiado; 14 outposts; Nairobi, Parklands, Karen-Langata, Athiriver, Kinyaata, Itunduimuni, Ikaatini, Ikombe Oloitokitok, Kitengela, Ngong, Namanga Health center, Mwingi and Ikutha) and 15 functional community-based disaster response units located along Mombasa road and within various informal settlements in Nairobi.

The region expanded its services and reached more beneficiaries through integrated programming that focused on building community resilience. The county teams implemented programs on Safe Shelter reconstruction, food security, Menstrual Health Management, HIV prevention, maternal and child care, nutrition and emergency health whose major focus was on behavior change and universal health care. The regional teams offered technical support to the Counties in efforts to actively expand KRCS' participation in the County platforms and collaborated with strategic partners in health, water, sanitation and disaster risk management.

In the reporting period, all county branches as well as the region conducted their respective AGMs and general elections to elect their respective main and youth board, all of which were successful thus having new elected boards and co-option of members to the boards where necessary. Governance trainings were also successfully conducted for all the county and regional board. The teams leveraged learning to further strengthen the society's internal strategy and policy guidelines. The boards across the region conducted quarterly board meetings in fulfilment of the society's constitutional requirements.



KEY ACHIEVEMENTS

Projects: The region implemented a number of projects across the counties. These were; the Urban resilience Programme (URP) in Nairobi, Early warning early action (EWEA) in Makueni, Nairobi and Kitui, the Water Plasma Project in Nairobi, the shelter reconstruction project in Makueni, Kitui and Kajiado counties, the MHeM project in Makueni, Nairobi and Kajiado, and the regional wide sustainable environmental restoration program (SERP) in the five counties. There continues to be a reduction in the number of funded projects, however, the regional as well as the county teams are making concerted efforts in proposal writing to increase the chances of getting more funded projects into the region.

Strategic partnerships: Nairobi county managed to partner with I-solutions, a cyber-security firm in providing food items to over 200 households affected by fire within Kibra sub county. Makueni county continued its partnership with the county government through the SFSP Project and a partnership with Makueni Prison Department in the establishment of a tree nursery, as well as through participation in CSG meetings for OND floods response. Machakos county partnered with the National government and Machakos County Government during disaster response, Hygiene and sanitation awareness campaigns, Tree planting exercises, Celebration of International days for example the day of the African Child, Environmental days, Volunteer day and World Literacy day, as well as in Blood donation drives. Other partnerships include those with VSO Kenya, NGOs and Local Civil Society organizations, that saw the county celebrate the International Volunteer Day with VSO volunteers as well as

participate in awareness creation on disability, Community service and Road safety awareness campaigns.

Kajiado county created a new partnership with DWB Foundation. The county branch continued with its partnership with Do It with Boldness Foundation in distribution of female dignity kits to 247 girls of AIC Girls Rescue Center Kajiado. The branch also conducted a counseling and mentorship boot camp with Do It With Boldness Foundation for girls rescued from early forced marriages ostracized for shunning FGM and teenage pregnancy among other forms of sexual and gender based violence.

Kitui county continued to work with the both national and county governments to ensure that communities were reached on time especially during a shock. Notably, the county government. Supported the branch in hosting a radio spot and carrying out sensitization barazas across the sub counties on safety during the flooding season. This had a great impact in regard to drowning cases compared to the previous years, the branch responded and recorded to only 8 drowning cases compared to 2018 where 42 cases were recorded.

Internal Processes

The Region has a total of 4,404 volunteers (2,264M and 2,140F) and 65,715 members. The region was served by a total of 16 staff (9M and 7F) and a dedicated team of focal persons supporting different projects and programs. In the reporting period, the regional governance conducted county supportive visits to all county branches to assess progress on implementation of County branch plans and budgets, assess level of boards understanding and to jointly discuss board's





development plans. Three coordination meetings were held in the region in this reporting year, and the meetings were attended by all County Coordinators and project staff and a few volunteers.

Learning and Growth

In the reporting period, staffs and volunteers were trained on different courses across the different thematic areas to enhance their skill and improve on their capacities to deliver as per the society's requirements. The trainings supported this year included: RR Collect/Red Rose training for the purpose of beneficiary data collection and distribution of

commodities, Community Engagement and Accountability (CEA) trainings, attended by volunteers and members of staff across the region; training on Navision and MEA&L tools especially on the ITT done during the Q2 coordination meeting supported by HQ staff in the respective departments.

Recruited volunteers have been oriented and engaged on Red Cross key activities /projects and a large number have accomplished the IFRC online courses for training and certification. Mentorship sessions have been done to volunteers by staff members across the region as well as from the HQs too.



KEY CHALLENGES AND RECOMMENDATIONS

- Volunteer retention has continued to be a challenge facing the region as a whole. There is need for continuous activities at the field offices/outposts and county projects that engage volunteers, this will encourage volunteer retention within region.
- Low staffing is a challenge for the region, as 2 branches (Kajiado and Kitui) are operating without branch accountants. This has affected the operations of the branches and financial status as well as resource mobilization.
- There is shortage/lack of branch vehicles in four counties (Kajiado, Kitui, Machakos and Makueni) which has proved to be a hindrance to timely response to some emergency incidents.
- Lack of funded projects across the region continues to be a big challenge facing the counties, however, efforts are made to continue proposal and concept note writing to increase the chances of getting funded projects in the counties.



SOUTH RIFT REGION

Throughout the year the region implemented a total of 11 projects.

INTRODUCTION

South Rift Region covers six county branches i.e. Bomet, Baringo, Kericho, Nyandarua, Nakuru and Narok. Throughout the year the region implemented a total of 11 projects. The beginning of the year was characterized by less-than-average amounts of precipitation. This in turn putting a strain on the environment leading to food insecurity and water scarcity. This necessitated the need for support of the adversely affected households in Baringo and Nyandarua with food packs. In addition to the effect of lack of water there was reported cholera outbreak with 162 Cases and 2 fatalities in Narok. To reduce the impact, a cholera treatment center managed by the KRCS and the Ministry of health was set up. As the year came to an end, flash floods were experienced in the region with the most adverse effects in Nakuru and Baringo where households' were displaced.





KEY ACHIEVEMENTS

Throughout the year the region implemented 5 new projects and 4 Ongoing projects including:

- Strengthening Disaster Risk Reduction and Emergency Response which is funded by USAID/OFDA implemented in Baringo and Samburu counties where the team managed to conduct a baseline survey.
- UNICEF supported WASH Response in Baringo & West Pokot Counties implemented hygiene and sanitation promotion reaching 3251 HHs.
- High Risk Pregnancy Project (HRP) funded by Philips Foundation managed to participate/ hold National and County Inception meetings and conducted a baseline survey.
- Menstrual Health Management project supported by county first ladies conducted various activities including holding sensitization sessions with patrons and religious leaders in Nyandarua, Baringo and Nakuru.
- CERF project funded by UNFPA trained 10 Health care workers on clinical management of rape. In addition, 39 HCWs, 31 CHVs, 40 community responders and 10 KRCS staff were trained on Minimum Initial service package on provision of SRH and GBV services.
- Nutrition Early Action for Emergency Response funded by UNICEF conducted integrated medical outreaches in 24 hotspots sites mapped in Baringo reaching 2410 and 4715 through health messaging.
- UNICEF FLEXI II supported a malaria surge in Baringo
- Satellite Disaster Risk Reduction (SatDRR) project conducted a two-day training on Earth Observation (EO) imagery while fixed satellite communications was done by Airbus foundation targeting 2 KRCS volunteers, 1 staff and 7 government officers
- Community pandemic and endemic preparedness

project, funded by IFRC is being implemented in Bomet and Narok counties aimed at strengthening community preparedness on zoonotic diseases.

- Bomet Integrated Development Programme (BIDP) is a partnership between Kenya Red Cross and Bomet County Government. The key activities conducted include establishment of 40 school environmental school clubs, 80% infrastructural repairs of the Nogirwet Irrigation Scheme and 223 farmers supported through Contractual farming of French beans. The Programme also supported the community units to conduct dialogue days, action days, quarterly review meetings and support.

Regarding financial stewardship, the total amount raised in the regions is KES 5.2M, with the utilization at KES 4.4M. The main income generating activities across the region included First Aid training, sale of merchandize, mileage, Conference income, Gala dinner, membership recruitment and Annual humanity power walks.

In line with strengthening internal processes, all the six branches and the region held their annual General meetings, followed by the county First Aid competitions and Regional level competitions. The region also managed to hold 3 regional coordination meetings throughout the year and Audit Meeting entry and exit. The region was also instrumental in capacity building its staff and volunteers in the different fields by having representatives attend scheduled trainings. The staff/volunteers have participated in various trainings i.e. 11 volunteers and 6 staff participated in the community engagement and accountability/ Psycho-social First Aid training at the regional level, 16 and 12 volunteers participated in the dissemination training and volunteer engagement training respectively. In addition, a governance training was conducted to board members from the 6 counties.

Hope for Areekai

Project name: UNICEF-Nutrition in Emergencies

County: Baringo

Area: Kapunyany Dispensary, East Pokot

Person telling the story: Chepkor Naomi-Nutritionist

Gender: Male

Age: 14 months

Person writing the story: Caleb Kibet

Malnutrition is a medical and humanitarian emergency that contributes to the deaths of between 3.5 and 5 million children younger than five each year. Those most vulnerable to under-nutrition, and who suffer the most devastating and long-term consequences, are young children between the ages of six months to two years old. Although people usually associate malnutrition with famine and disasters, it is in fact a chronic condition in many places where we work – a silent killer out of the media spotlight.

In September 2019, KRCS support the county government of Baringo, East Pokot sub-county by deploying 4 staffs to support the facility in addressing Malaria upsurge and nutrition situation which had deteriorated mainly due to food insecurity with low milk production that cumulated from negative effects of the below average, short rain and late rains. Kapunyany facility was sited and upon deployment and stay, I identify several cases of Severe acute malnutrition (SAM) and Moderate Acute Malnutrition (MAM) cases among children 6-59 months after conducting nutrition assessment which needs appropriate interventions.

Chepokisiran Nguriareng a mother of 6 children, brought in a child 14 months old, Areekai Nguriangeng Male with severe acute malnutrition to facility for nutrition follow up. Clinically, I could see how the child was skinner and weaker. On further inquiry with the caregiver (mother) she indicated that she exchanges nutrition commodities for sale and shares the products among other siblings. This is highly attributed lack of enough resources. Areekai was admitted as a new client on 22/03/2019 with anthropometrics of: MUAC=9.0CM, WEIGHT=2.1KG, HEIGHT=59CM, WHZ=<-3SD and was provided with 1.5 of RUTF sachet per day given as per his body weight. We also noticed that Areekai has never received immunization at 9 months both measles and yellow fever. Advice was given to attend facility static clinic and he was able get immunized. At each TCA done after every 2 weeks, the caregivers attend nutrition clinics for monitoring not only on child's health and nutrition status but also awareness about the connection between healthy hygiene and good nutrition. Key massages and measures on behavior change was communicated. Information on child spacing was also communicated.

On 20th September 2019, change started taking shape when the child indicators showed improvement despite the care giver expressing feelings of hopelessness and giving up as she couldn't see any substantive growth. The readings were MUAC=9.5CM, WEIGHT=3.6KG, HEIGHT=59.1CM, WHZ=<-3SD with no complications but still a SAM case. The mothers hope was renewed and she committed herself to continue take care of the baby. On 18th October 2019 MUAC=9.8CM, WEIGHT=4.2KG, HEIGHT=59.1CM, WHZ=<-3SD. Indicators with no complications but still a SAM case with improvement. Also provision of VIT

A at 1.5 years was given to boost immune system. Continuous provision of RUTF sachet 2 per day as per his weight.

The child was discharged on 13th December 2019 MUAC=10.6CM, WEIGHT=5.1KG, HEIGHT=62.2CM, WHZ=<-3SD. Areekai health and nutrition status improvement was as a result of a concerted effort from mother, community, health care providers, CHVs. A significant effort also was spearheaded by local officials e.g. chiefs.

Quote from the Beneficiary

"watu walikuwa wananiangalia nikiteseka na wananiita "mwendawazimu". Hakuna mwenye alikuja kunisaidia na watoto wangu. Nimechagua kuskiliza mawaitha yenu madaktari na ninatumaini mtoto wangu ataja tembea kama watoto wengine. Nitang'ang'ana kutafutia familia yangu chakula, lakini usaidizi wa chakula, makazi na nguo utakapopatikana naomba mnisaidie. Pia nashukuru kwa mafunzo niliyoyapata kwani naelewa vile usafi wachangia kwa kuhara na mwishowe watoto kutokuwa na lische bora.

Naapa kufuaitlia na community health volunteers kunieleza mambo yanayo husiana na afya ya watoto wangu kwa kweli nimeona mabadiliko kwa mwananguna na inanipa furaha kila siku nikianangalia ile mtoto wangu wamenufaika.

"Areekai moning po Naomi"!! (meaning Areekai is Naomi's Child.)"

Sere Nyooman!





NORTH EASTERN REGION

The KRCS regional office in Garissa, continues to play pivotal role in fostering and implementing KRCS mandate in North Eastern Kenya.

INTRODUCTION

The North Eastern Province is one of the former provinces in Kenya with a land area of 127,358.5 Km². It has a semi-arid and hot desert climate. The North Eastern region has key unique characteristics: First, the counties in the region have significantly larger uncharted terrains which were predominantly undeveloped before devolution. Wajir covers an area of 55,841 Km², Garissa occupies an area of 45,720 Km² and Mandera occupies an area of 22,789 Km². Secondly, the counties were before devolution considered as heavily marginalized with minimal infrastructural. Thirdly, the region has been occasioned by incessant spates of terror attacks and general clashes that could have in more ways than one hampered development and trade.

The KRCS regional office in Garissa, continues to play pivotal role in fostering and implementing KRCS mandate in North Eastern Kenya. In 2019, the region faced various humanitarian needs ranging from floods, Cholera outbreak, terrorists' attacks and desert locusts' invasion. As part of floods recovery initiatives, all the county branches distributed nonfood items, food and integrated medical outreaches to the displaced households.

The region implemented both long term and emergency interventions during the year funded by different donors. The implementation sectors included integrated medical outreaches, RMNCH, Global Fund, WASH, livelihoods, agriculture and refugee operations. Cash transfers approaches were also conducted as emergency responses in the region. Shelter reconstruction was initiated in Garissa County towards assisting 2018 floods affected households. KRCS coordinated with the respective county government departments and other donors in partnering and responding to emergency interventions.





The region has continued to invest in building the capacity of both staff and volunteers by conducting regular first aid refresher trainings within the branches given that the region is placed on a volatile area and vulnerable to terrorists' attacks. Community Engagement and Accountability has been integrated in all project areas and interventions as an integral part of our business and thus strengthening our responsibility to each other and bearing success in all aspects; handling feedback and community participation.

ACHIEVEMENTS

Key achievement in the region in 2019 was focused on the number on projects implemented as detailed below:

- Climate Smart Agriculture (CSA)-This project is situated at Kulan, Dadaab sub county. The project is undertaking training of the targeted population on the application of the climate smart adaptations that will increase resilience to the community as a result of environmental related hazards with a target of 203 households.
- Conflict prevention, peace and economic opportunities for youth in Kenya (CPEOYK)-This is a project funded by the European Union (EU) under the EU Trust Fund: "For Stability and Addressing the Root causes of Irregular Migration and Displaced persons in Africa". It focusses on providing livelihood skills and vocational training for youths in eight target counties: Kilifi, Mombasa, Lamu, Tana River, Kwale, Mandera, Wajir and Garissa and facilitate youth dialogues to examine issues affecting them and relevant solutions.
- Economic Security (Ecosec)-Ecosec represents itself as one of the largest economic improvement interventions

in the coastal area (Lamu county) and part of lower Garissa County (Ijara Sub county) by trying to improve the communities income and savings by trying to accelerate the country's GDP and the per capita income of Garissa county thus in the long run help in building more prosperous, productive and peaceful communities thus shifting youths energy, mentality and perspective from the negative coping mechanisms. The project has 700 beneficiaries as its target.

- Shelter Reconstruction-This was a GOK funded programme that aimed to give alternative and better housing to those affected by the 2018 floods.
- Dadaab Refugee Operations- KRCS has been supporting health, nutrition, environmental protection and rehabilitation and fire safety.
- UNICEF FLEXI-An emergency response and resilience building programme geared towards reducing the impact of drought, floods and epidemic diseases including Cholera.
- Family Planning advocacy project-The project targeted key health decision makers & stakeholders in Mandera county including; Family Planning stakeholders, County Health Management Team, Chief Officer (public health) and County assembly health committee.
- Nutrition early action for scalable response during emergencies in Kenya-This was implemented in preparedness, response and recovery to Nutrition emergencies. The project targeted under five children (267 boys, 219 girls), Pregnant and lactating women 37,160, Community Health Volunteers, Frontline Health workers, County/Sub-county health management.

KEY CHALLENGES AND RECOMMENDATIONS

Challenges	Recommendations
Payment delays on mileage, volunteers and suppliers	Fast track all payments for smooth implementation
Delay in implementation of Lamahiran farm livelihood project	HQ project team to fast track implementation.
Insecurity in the region.	Surveillance and constant monitoring of the insecurity hotspot areas and advising way forward.
Inadequate training for staffs and volunteers	More capacity strengthening for RCATs in each branch

FARDOSA - Community Member Story

Project name: Protection and Assistance to Somali Refugees and Asylum Seekers in Dadaab

County: Garissa (Dadaab Sub county)

Area: IFO 1

Person telling the story: Fardosa Mohamed Ibrahim

Gender: Female

Age: 31 years

Person writing the story: Cliff Kinyua (MEA&L Officer)

“

Before I could not stand and speak to people about my condition due to stigmatization but nowadays, I advocate for testing and treatment to those living with HIV.



Fardosa Mohamed Ibrahim, an Ethiopian is a mother of one child and is a refugee residing in Kenya (Ifo 1 camp-Dadaab).

“I was forced into marriage by my parents to a wealthy person who infected me with HIV and only for it to be confirmed in 2001 when I gave birth to my first born. After this, my husband ran away and my parents disowned me for good.

It is in 2009, following the 2008 famine in my country, that my sister and I fled to Kenya in 2009 and settled in Ifo camp as refugees. For a period of time, my health started deteriorating for I could not access treatment and I was scared of my condition. In 2012, I developed a very severe diarrhea and admitted in Ifo hospital where I was treated and my HIV status once again confirmed. After discharge I realized my sister had run away. UNHCR took me to block N4 in the camp for protection where after a while the community rejected me and burnt my house.”

Fardosa was later accommodated at Ifo hospital as her safe haven until the community accepted her back again and stigma reduced.

“Starting 2012, Red Cross has been assisting me with a place to live, food, medicine and I appreciate them as my family. The nutrition support we get every month has boosted my health and the constant supply of ARTs we receive has led to viral load suppression (HIV virus are undetectable in the body system). The Comprehensive Care Clinic has also been able to hook me up with a HIV + client through my request, counselled us and soon we will be a husband and wife as I am expectant. I thank Red Cross a lot for the constant and timely supply of ART, we are proud of the Gene Xpert machine which is able to give viral load results within a day as compared to before where they were being sent to KEMRI-Nairobi for analysis.

Currently she is employed by KRCS as an incentive (mentor mother) and together with others, they offer counselling services to women in the camp and advise them on the need of HIV testing at the health facility.

“Before I could not stand and speak to people about my condition due to stigmatization but nowadays, I advocate for testing and treatment to those living with HIV. HIV/AIDS is not a death sentence. It is the high time we accept and move on with life by adhering to ART drugs. Currently I am 72Kgs as compared to 35kgs I had when I first arrived in Kenya.”



NORTH RIFT REGION

The region had a total of six projects in the reporting year 2019 which ensured that the communities who are the key stakeholders are engaged.

INTRODUCTION

The North Rift Region covers seven county branches Nandi, Uasin Gishu, Elgeyo Marakwet, Trans Nzoia, West Pokot, Bungoma and Turkana. The seven counties in the region have a combined population of 6,712,344 (3,335,198 male & 3,377,146 female) people according to 2019 population census. The region is faced with multiple emergencies that contribute to the threat of livelihoods among the communities, ranging from perennial drought, conflict, floods, disease outbreaks and lately in the year massive landslides that were experienced in West Pokot County.

The region had a total of six projects in the reporting year 2019 which ensured that the communities who are the key stakeholders are engaged using community engagement activities from the inception throughout the implementation while responding to the issues through complaints and feedback mechanisms put in place within the branches in the NRR region. The six projects that have been implemented in the region include: Cash Transfer Program-drought response, UNHCR asylum seekers, community pandemic and preparedness (CP3), WASH-UNICEF, nutrition in emergencies and Menstrual Hygiene Management Program.

All the seven branches of the region have continued to raise income from the different IGAs with First Aid and membership drives being the most common way across all counties. The regional manager has embarked on encouraging the staff across the region to embark on resource mobilization in the region through development of proposals among other ways of resources mobilization to ensure that the region remains actively running in terms of the KRCS mandate. In the reporting period, the staff and volunteers of the various counties in the region have been engaged in several trainings such as community engagement and accountability (CEA), GIS Mapping, Dissemination, Volunteer engagement and Psycho-social First Aid.





ACHIEVEMENTS

Projects

During the reporting year 2019 three new projects were implemented with other three projects that were ongoing as follows:

- WASH Project – this is a project that is funded by the UNICEF that is being implemented in West Pokot County
- Cash Transfer Drought Response project – this CTP project has been funded by the Danish Red Cross in response to the drought situation in Turkana County reaching to 2200 households.
- UNHCR 2019 - Protection and Assistance to South Sudan Refugees and Asylum Seekers: - this project covers Trans Nzoia and Kalobeyei in Turkana County. The project is funded by the UNHCR and reached 2680 asylum seekers.
- Community pandemic and preparedness (CP3): - This project is implemented in West Pokot County, with funding from IFRC in order to enhance the county health and veterinary departments embracing the one health approach in addressing epidemics and zoonotic disease in the community.
- MIYCN-e project: - this project, funded by UNICEF, covers 10 hotspots sites reaching a total of 11,400 persons in West Pokot and in Turkana.
- Menstrual Hygiene Project (MHEM): - this project was

implemented in all the counties and was funded by the County First Ladies Association (CFLA).

Strategic partnerships: The main partner has been project donors and the respective county governments' that have mainly supported various emergencies.

Internal processes perspective: As the year began, all the seven branches and the region held their annual General meetings and elections of a new board. This was then followed by the county First Aid competitions and Regional level competitions. The staff and volunteers in the region participated in various trainings including community engagement and accountability/Psycho-social First Aid training at the regional level. During the year, the region managed to hold 3 regional coordination meetings with all county coordinators, project officers and regional staff.



KEY CHALLENGES AND RECOMMENDATIONS

Challenges /issue	Recommendations	Responsibility
Low Resource Mobilization in the region	Need increase the resource mobilization activities in the county branches.	Branch CCs /Regional Staff



UPPER EASTERN REGION

All the projects have been involving partners and the communities who are the sole stakeholders from the inception.

INTRODUCTION

Upper eastern region faced one of the toughest drought situations for the first three quarters of the year which continued to the end of September. All the three County branches reached alarm phase of drought which affected all the livelihood zones pushing the people to the limit. The coping strategies for most of the families in those areas were overstretched with the CTP program coming to an end the 2nd quarter as they were living under stringent budget after the end of the intervention. The outcome indicators like health and nutrition got worse as the data collected during the smart survey this year shows alarming increase in all the three County branches and especially in all sub-counties of Marsabit in terms of GAM rates. However, the situation changed swiftly from drought to flooding in most part of the country. Upper eastern region experienced OND rains from the start of October until December which caused a lot of havoc. It started in Moyale sub-county in Kinisa, Yabelo, nana, Godoma, Dabel, Antut, Ogha, Adhadhi, Amballo, Badanero, Dambala Fachana, Bori junction and some other parts in Sololo affected the most. In order to achieve its set targets, KRCS reached community members through projects in Health and nutrition, DRR and food security. All the projects have been involving partners and the communities who are the sole stakeholders from the inception throughout the implementation stage through the Community engagement activities and responding to the issues through complaints and feedback mechanisms put in place within the branches. All the complaints raised were fully addressed through the review committees in the branches. The region is trying to improve the ways through which resources are mobilized through IGAs in order to sustain it and run some of its activities.

ACHIEVEMENTS

Stakeholders and Beneficiaries perspective

Projects:

During the reporting period the following new projects realised:





- Ending Chronic Hunger Project: This is a project executed with funding from British Red Cross that will be implemented in Modogashe area of Garbatulla sub county.
- Gender Base Violence and Sexual reproductive health project: This is a project funded by UNFPA that was being implemented in Isiolo sub county.
- DREF emergency intervention conducted in Moyale sub-county due to the OND floods.
- OFDA/ USAID Funded disaster risk reduction and emergency response in Samburu County.

Strategic partnerships:

Kenya Red Cross has been enhancing partnerships with the county governments and other partners. The regional team participated in the CSG meetings in all the counties on various issues affecting the people and work the way forward in addressing it. Through the partnership with Ministry of health at the County Level, the Cholera Prevention and MNCH project team trained 20 MOH staffs in IMAM SURG from Laisamis and Moyale. KRCS participated in cross-border meetings held both on Kenyan and Ethiopian side to address and discuss issues on the cholera incidences in Moylae town, Ethiopian regions 4 and 5 border areas. The region was involved in a meeting with the county water technical team and the political team with an aim of having a partnership in delivering a water project and enhancing livelihoods in Sericho ward and specifically Modogashe town under the ending chronic hunger project.

KRCS, through funding from later days sunk a borehole at Ngaremara ward in Isiolo sub county that is meant to

benefit a total population of 3593 people from Aukot, eregae areas. Through funding from IFRC, the region supported rehabilitation of the following boreholes:

- Yakbarsadi Borehole (Where the servicing of the genset will be done)
- Lenguruma borehole (where a pump and motor will be bought and fitted)
- Gotu Springs (Where a pump and motor will be bought and fitted)

Internal processes perspective

During the period, the branches managed to register some members as youths in school, youth out of school, ordinary and life members adding up to 1140. The region organised humanity walks that Isiolo county which sought to activate and engage the Red Cross clubs within Isiolo central schools. There was one engagement forum for Marsabit was held on the month of September to discuss feasible IGAs in the branch to increase income for the office whereas Samburu county branch had one volunteer meeting with the branch youth.

Learning and Growth perspective

During the Quarter, one volunteer was trained on GIS and data collection. The county coordinator and youth leader were taken through the Policy dissemination workshop. Four coordination meetings for upper eastern staff were conducted during the year that were meant to have a trajectory of the subsequent quarters and report on current project status highlighting on the challenges encountered and how they were able to be resolved.

KEY CHALLENGES AND RECOMMENDATIONS

Challenges /issue	Recommendations
Low Membership drive	Need for rollout more Recruitment drives in future
Long turn-around time in terms of response especially when dealing with responses that require NFIs due to the long approval process.	Reduction in the approval process
Inadequate emblems for use by the volunteers engaged on duty.	Provide more emblems to the branches.



WEST KENYA REGION

In this reporting period, the Region successfully conducted yearly audit for the year ended 2018.

INTRODUCTION

West Kenya Region has its headquarter in Kisumu and has 13 branches across the 9 counties in former provinces of Nyanza and Western. Administratively, these branches have been demarcated into 9 counties with different profiles in terms of priorities and demography. In the year 2015, the regional operations were actualized through the county alignment system. The Sub County Branches have hence been done away with leaving the Region with 9 County Branches.

In this reporting period, the Region successfully conducted yearly audit for the year ended 2018. The audit exercise included asset valuation of all assets owned by the County branches and the Regional Office at large. It was noted that there was commendable progress in resource mobilization and financial management of the branch. The Year under review also saw the County and Regional Elections for both youths and main boards being achieved in the first and second quarter During the AGMS. Those elected were taken through governance induction in the month of December held in Siaya County. On Safe Shelter Recovery a total of 139 Households (63Kisumu, 28 Homabay, 18 Busia, 26 Migori and 4 Siaya) were supported with the shelter reconstruction, the project came to an end in March with all the HHS being occupied with the rightful beneficiaries.

The year under review saw the region responding to flash floods ,3398 HHS were assessed and were affected by the floods which destroyed shelter, Sanitation and livelihoods and also led to loss of life. KRCS working together with the National and County Government moved the affected to safer areas to avoid further damage. 2603 HHS were moved to different evacuation camps in Kisumu, Homabay, Migori, Kisii and Siaya Counties the remaining 795hhs optioned for integration at the community level.



ACHIEVEMENTS

Stakeholders and Beneficiaries perspective

Projects:

The reporting year saw the Region having 9 projects of which 3 were new (HRP by Philips in Siaya, FAYA in Homabay, MHEM by County first ladies in Kakamega and Migori). The other projects include, Fisher folks Ziواني in Kisumu Donor being Aphia Plus which majorly focuses on HIV education and awareness among the Fisher folks, RFL in Kisumu, Kakamega, Migori, Busia, Kisii Counties, Nutrition in Emergency by UNICEF in Kisumu, EU Nutrition in Migori, Tree Planting (SERP) in Migori, Siaya, Kisumu and Homabay and Global Fund in Kisumu, Siaya, Busia, Homabay, Migori, Kisii, Nyamira and Vihiga Counties, Safe shelter reconstruction by National Government in Kisumu, Homabay, Busia, Siaya and Migori. All these will proceed to year 2020, while Safe shelter, FAYA and EU Nutrition come to an end. The period also saw the region enhance community engagement through review meetings and introduction of feedback desks at the evacuation camps.

Strategic partnerships:

A number of new strategic partnerships were formed with most partnerships across the Region and they include:

- Partnership with the county government across the Region and department of disaster in the Disaster response
- Partnership with County First lady's office in Migori and Kakamega Counties to distribute dignity kits to the vulnerable students under MHEM project.

- Partnership with County Government and Blood Transfusion centers in Kisii, Migori, Homabay, Busia and Kisumu to Mark World Blood Donor Day on 14th June.
- Partnership with County Government and UNICEF during cholera response in Kisumu County.
- Kenya Red Cross-Kisumu partnered with Tugende which is a new social enterprise that finances productive assets unlocking growth in East Africa and empowering individuals previously considered too risky for credit.
- Siaya branch supported County Government to review and complete work on the Disaster Risk Management laws by reviewing and submitting the revised bill to the cabinet for review and passing.
- Migori branch partnered with Kenya Forest Service, County Ministry of Environment, community members and security department in tree planting at Otacho hills to increase forest cover within the county
- Kisii County Governor was inaugurated as Kisii Branch patron by SG-D in the presence Vice President AMROSS on 19th November 2019. Dissemination of the 5point immunization door to door survey dashboard supported by AMCROSS was presented to the county governor among other officials.
- KRCS supported training of County health records officers on critical health data for decision making in Siaya, Kisumu and Homabay Counties

Internal processes perspective

In the reporting period, complete and timely reports were shared, Community Engagement Approach training done to the staffs and Volunteers, Dissemination of Complaints and





Feedback mechanisms conducted to staffs and Volunteers, Formation of County and Regions Complaints and feedback committee done and achieved. The region also ensured that all her assets in the Region were valued and well documented. The reporting year saw the region having 1,370 Volunteers and 2720 who have been active in different County branches across the Region. The region also held her review and coordination meeting for quarter one to three attended by Coordinators and project staffs from all Counties

Learning and Growth perspective

The following capacity building activities were undertaken:

- Emblem Perception training for 16 staff and volunteers
- Community Engagement and Accountability training reaching 32 staff and volunteers
- Winning awards during volunteer awards: junior Red Cross club of the year award, Michael Sululu
- Quarterly coordination meetings held
- Governance training and induction
- Biometric training to 30 volunteers in Kakamega and Migori Counties
- Red cross Action Team Strengthening (RCAT) where 60 volunteers were reached.
- Data Demand and sensitization training
- A volunteer engagement workshop was conducted at the regional office reaching out to 20 volunteers across the Region



KEY CHALLENGES AND RECOMMENDATIONS

Challenges /issue	Recommendations	Responsibility
Low staffing in the Regional office and across all branches	More staffs be recruited	HR
Late disbursement of project funds leading to delay in implementation	Lobby for early disbursement of funds by the donor	PM
Low membership recruitment	Identify new ways on membership recruitment	CC,RM
Updating of beneficiary tracker tool	Automate the beneficiary Summary sheet	MEA&L



On Safe Shelter Recovery a total of 139 Households **(63 Kisumu, 28 Homabay, 18 Busia, 26 Migori and 4 Siaya)** were supported with the shelter reconstruction, the project came to an end in March with all the HHS being occupied with the rightful beneficiaries.



SUPPORT UNITS





INTERNAL AUDIT AND RISK MANAGEMENT



Internal audit participated in the regional governance trainings in 2019 after the governance elections exercise conducted during the year.



INTRODUCTION

Internal audit and risk management function assists the society achieve its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes. The scope of the unit encompasses the examination and evaluation of the adequacy and effectiveness of the Society's governance, risk management process, system of internal control structure, and the quality of performance in carrying out assigned responsibilities to achieve the Society's stated goals and objectives.

SUMMARY OF 2019 ACHIEVEMENTS

During the year 2019, the department achieved the following:

Stakeholder perspective

The role reports functionally to the audit and risk committee and administratively to the Secretary General. In 2019, the unit continued to provide a secretariat function to the audit and risk committee. The committee, whose mandate is on risk management, governance and controls, was also appraised on updates on Enterprise Risk management and a heat map of the top 10 corporate risks. The committee met 4 times during the year and the unit prepared board reports.

Internal audit participated in the regional governance trainings in 2019 after the governance elections exercise conducted during the year. The board members were trained on their oversight role towards their oversight role on governance and controls as well as risk management.

Financial perspective

Through the roll out of the approved audit plan for the year, the unit performed engagements that were aimed at increasing efficiency and effectiveness of our business processes and systems. Key business processes reviewed include program reviews, procurement reviews, branch audits, stock and asset verifications, HR business process reviews, financial controls review, etc. Key issues highlighted during the reviews were followed up for implementation.



Special assignments as requested by senior management were also conducted for more in-depth reviews on certain key processes arising from whistleblowing complaints. 9 key complaints were investigated during the year and closed out.

Internal audit process

The unit continues use of its governance and risk software in documenting and implementing its audit plan. Most of the audit engagements were conducted on the software. During the year, the unit achieved over 80% status over implementation of the risk based audit plan. Turnaround time over the audit assignments were also monitored with better planning and implementation of the audit assignments. Audit staff were also rotated to the various audit areas to build on expertise with key champions appointed for the various audit areas who will conduct peer reviews.

Learning and Growth

The departments continuously built team capacity through regular trainings. Target 30 training hours per staff member was set for the year. The team attended various training forums during the year such as risk management refresher, forensics and effective report writing.

The audit unit also participated in various staff forums such as regional coordination meetings, program meetings, etc. to facilitate refresher sessions on risk management and internal controls.



INFORMATION & COMMUNICATION TECHNOLOGY (ICT)



INTRODUCTION

Within the department, there are 4 units each with different roles. The infrastructure unit is in charge of design and maintenance of the entire ICT infrastructure for the organization. This includes Network infrastructure, Server and Storage infrastructure and VHF/HF radio communication infrastructure. The KRCS App unit manages the KRCS application which is one of the innovations introduced by the ICT department to help in resource mobilization and providing a platform for the Kenya Red Cross members, volunteers, and the public to interact with the various KRCS programmes. Currently, the app which is available for android and iOS users, has been downloaded 88, 438 times and has raised Ksh. 3,756,432 shillings from launch date in 2016 to date. The app is now positioned to inform, inspire and involve members, volunteers and the general public with the works of Kenya Red Cross and to create affinity and loyalty to the KRCS brand. The website unit covers all website development and management including digital campaigns development and management. The team also manages affiliates digital platforms in line with the strategic objective which helps in sharing resources as well as human capital to deliver on the general KRCS strategy 2020. The applications unit is in charge of development and maintenance of all the applications in the organization. The main applications in the organization that are maintained by the unit are Dynamics Navision, Dynamics CRM, Microsoft SharePoint, MIS system based on Microsoft SharePoint, Red Rose which has played a key role in cash transfer Project through data collection and management of beneficiary data. Kobo for Data collection, SMS applications like RapidPro.

KEY ACHIEVEMENTS

Stakeholders and Beneficiaries perspective

Through the infrastructure unit, we have improved our efficiency and accountability to our stakeholders by introducing digital disbursement of funds through ICT systems like the CTP program. A new KRCS website which is more interactive was developed and the platform is used to share stories from various KRCS projects and updated on regular basis with latest information.

Implemented targeted Social Media promotions to leverage on Kenya Red Cross social media

followers and to improve new app acquisitions and enhance visibility of KRCS projects. We also enhanced engagement and acquisition on the KRCS App by sending bulk SMS with relevant key messaging to a targeted database of approximately 50,000 users.

Projects

The KRCS App in collaboration with the Organizational Department (OD) launched the Online Membership that enables KRCS Members and Volunteers to recruit new members and earn a 10% incentive, an initiative that raised an income of Ksh 2,692,200.

The ICT Team, through the applications unit, supported cash transfer projects by implementing the RedRose platform to manage distribution to beneficiaries.

The Infrastructure unit has undertaken major upgrades to the core ICT infrastructure to improve stability and security of KRCS systems.

- Upgrade of Networking equipment both wired and wireless
- Upgrade of Server resources to improve capacity
- Introduction of TrueNas storage systems to our infrastructure for improved and secure storage of our data
- Quarterly Countrywide ICT support

Strategic partnerships:

We have been able to create partnerships with other KRCS departments and relevant telcos which have supported us in implementing our projects and initiatives.

KRCS/Airtel Partnership: KRCS App has an ongoing partnership with Airtel that kicked off in Q4 of 2018 with the primary objective being user acquisition of the KRCS App that leverages on Airtel subscribers. This partnership was very successful as the app's cumulative user base doubled within one month.

Implementation of the RedRose platform by the applications unit to enable cash transfer and dignity kits distribution for Global Fund.

KRCS/UNICEF Partnership: Partnership with Unicef on Nutrition using Rapidpro platform to communicate with beneficiaries and for commodity tracking. Through this partnership, the applications team also developed and piloted voice messaging for outreaches in nutrition.

Partnership with Concern worldwide and Oxfam for routine

data collection in the informal settlements of Mukuru, Kibera and Mathare.

Internal processes perspective

The KRCS App continued to reach more branches and regions including Global Fund sub-recipients during the annual ICT maintenance missions. The opportunity created a chance to motivate and rally recruiters who participated in the Membership Drive.

KRCS has developed further its Microsoft Dynamics Nav 2016 that was upgraded the previous year. In addition to automation of processes in the finance department, the development has also included automation of HR process such introduction of an employee portal where employees can apply and manage their leaves as well as get historical reports of payslips and P9 forms. The applications team also conducted maintenance of CRM for E-Plus.

KRCS App team implemented in-app payments through the implementation of STK push (C2B), and also B2C payments that enables recruiters to be paid 10% incentive in real time in the ongoing Online Membership Drive.

Financial Stewardship perspective

Optimize resource utilization: We have covered different projects on the KRCS website like Conflict, Prevention and Peace and Economic Opportunities, KRCS Membership opportunities to improve ICT income base. Kicked off strategic partnerships with different programmes like Global Fund and Health departments to generate income.

Learning and Growth perspective

We have been part of different trainings that have improved our capacity as individual members as well as the departmental capacity, for instance the IT&Telecom ERU training undertaken by the infrastructure unit to improve our readiness and preparedness for disasters.

The ICT team conducted regional training of staff and volunteers on the data collection and distribution tools - Red Rose.

KEY CHALLENGES AND RECOMMENDATIONS

There is need to speed up financial and procurement process to enhance service delivery within the ICT department. There is also a need to actively incorporate ICT channels of communication when implementing various KRCS projects as they enhance visibility to the public audience seeking information about KRCS critical projects.. There is also need for more resources to support various projects and improve service delivery in the ICT department.



The legal department continues to provide technical legal advice to County governments in the field of disaster law.



INTRODUCTION

Legal department is tasked with provision of legal advisory services, litigation management, contract negotiation, regulatory compliance and general management of legal risks. It manages the legal exposure of the organization, beneficiaries and partners.

KEY ACHIEVEMENTS

a) Stakeholders and Beneficiaries perspective

At the center of all our contractual engagements are the fundamental Principles which guides all our operations. The department has been involved in contract negotiation and strategic partnership between the organization and other key stakeholders with the main goal is to ensure that all parties adhere to the acceptable legal standards and the said engagements are anchored on sound legal principles.

The organization being auxiliary to both National and County governments, the legal department continues to provide technical legal advice to County governments in the field of disaster law. The department has also advised on various MOUs and legal framework between the organization and various county governments.

b) Internal processes Perspective

The unit has ensured background checks and guided contractual processes for consultants engaged in different departments in the organization. The legal department also manages legal risks and litigation issues affecting the society. In this respect, the department has external legal counsel that assists the society in managing any dispute that may arise. Regulatory compliance is also a key component of the department. Towards this end, the department ensures that the operations of the society is anchored on strict adherence to the national laws, movement statutes and international legal instruments.



The department has integrated with programs not to only draft the agreements and contracts but to fully engage in the actualization of the programme goals and objectives. This is right from inception, meeting with various stakeholders as well as donors. We have taken a step further and actually attended inception meetings right from the national level to the regions. This has led to better and more in-depth interactions with both the written {contract engagement} and actual situation on the ground.

c) Learning and Growth perspective

To achieve efficiency and offer practical solutions, the organization must always adapt to the changes in law and emerging legal trends. In this respect, learning and growth is a key component of the support function of legal department. To achieve this, staff in the legal department are always trained in the emerging areas of law. The department has also taken the initiative to continuously update the management on various changes in law and emerging jurisprudence.



PUBLIC RELATIONS AND COMMUNICATIONS



The weekly publication of Msalaba E-newsletter and website content creation ensured staff, volunteers and partners were updated with various humanitarian activities that took place across all the 47 counties.



INTRODUCTION

The Public Relations (PR) and Communications Department shapes the institution's image through strategic brand building, positioning and messaging. The unit supports all KRCS departments and affiliated institutions. The Department uses various communication tools such as mainstream media, social media, the KRCS App, Information Education and Communication (IEC) materials, audio-visual communication, among others to create awareness on the cross-sector work of KRCS. It further continues to diversify its activities, both locally and internationally, in collaboration with the Red Cross Red Crescent Movement partners, the Government and other stakeholders, thus positioning the KRCS brand strategically among partners and competitors.

KEY ACHIEVEMENTS

In 2019, the Social Media Unit assisted the society achieve its communication objectives by ensuring continuous social media engagement through the various Kenya Red Cross platforms. The unit supported programme departments in highlighting their work, success stories, campaigns and events.

There were increased conversations on KRCS digital platforms on cross-sectoral issues and increased engagement and followers on key KRCS social media pages and website as follows:

- Twitter 1,041,000 Followers
- Facebook 194,000 Likes
- Instagram 6,090
- YouTube 1.27k Subscribers

The unit also carried out effective media engagement to demonstrate the work of Kenya Red Cross as well as strengthening communication/messaging that we are the leading organisation in disaster and emergency response providers of high impact humanitarian interventions. This was done through media seminars across different counties in the country, press releases, TV/ Print interviews, media invitation to cover events, letter to the editors, media advisories among other engagements.



The weekly publication of Msalaba E-newsletter and website content creation ensured staff, volunteers and partners were updated with various humanitarian activities that took place across all the 47 counties. The content covered activities that took place across all the counties giving including documentation of beneficiary stories. The unit also supported departments internally through production of timely reports and branding of materials.

To support programmes and document KRCS activities, the Multimedia Unit covered events, 2019 drought and floods that affected households across counties that was shared with internal and external stakeholders. The production attracted media attention which contributed to KRCS coverage across leading media stations.



SUPPLY CHAIN MANAGEMENT



INTRODUCTION

The Supply Chain Management Department is a commercial enterprise within the organization which aims at adding value to KRCS by delivering efficient, effective and quality services to the Society. The department is responsible for managing the Procurement, Warehouse and Logistics units.

The Procurement unit is responsible for managing the procurement functions for KRCS and the affiliated Business Units. Its strategic objective is to offer quality services to our customers. The procurement unit is very critical in its ability to facilitate timely and adequate provision of various goods, services and works necessary for the society's operations particularly in emergency requirements where lives may be at risk and therefore continues to focus on innovative and creative ways of covering its operational costs to facilitate delivery of quality services to all its customers. In the reporting year the unit finalized the review of its existing procurement policies and procedures to align itself with the current trends in the changing environment in order to provide efficient and effective services to both its internal and external stakeholders.

Warehouse unit is responsible for ensuring storage and effective flow of supplies from the manufacturer to the end users or beneficiaries. The main objective is to ensure we provide effective and efficient procedures to handle all operations and regulate the receipt, dispatch and returns of supplies into the warehouse.

Logistics unit is responsible for ensuring safe, reliable and efficient transport services to KRCS staff and volunteers. The transport services cover both personnel and goods.

SUMMARY OF 2019 ACHIEVEMENTS

The achievements of the department have been presented in alignment to the balance scorecard perspectives as indicated below:

Stakeholder / Beneficiary Perspective

The Procurement Unit, being a service provider, is accountable to both its internal and external



stakeholders. The unit therefore engages stakeholders regularly giving updates on procurement activities to ensure transparency in the procurement process.

In this regard, the unit held weekly tender meetings, monthly meetings with the various KRCS program units and external stakeholders e.g. National AIDS Control Council (NACC), International Network of Religious Leaders Living with HIV or Persons Affected by HIV Kenya (INERELA +), HIV and AIDS Tribunal (HAT), NASCOP and Ministry of Health in order to strengthen strategic collaboration. The unit facilitated and participated in regular partnership forums, responses and appeals. The unit also prepared quarterly reports to the KRCS Board Finance Committee on procurements undertaken and improved the tendering turnaround time for procurement of works and services through the revision of the procurement manual which is in line with the current trends.

- Finalized the pre-qualification of suppliers and operationalized the same. This was presented and approved by the Finance Committee on 26th June 2019
- Finalized the complex emergency procurement for Shelter Reconstruction by purchasing materials for the affected communities in 25 counties
- Facilitated successful procurement of NFIs under the Response and Early Recovery for Floods Project
- Successfully facilitated the implementation of different WASH integrated projects with the Kakamega and Bomet Counties through different funding
- Assisted on the set-up for the new Sub-Recipients and the training of community paralegals focusing on People Living with HIV (PLHIVs) and Key Population (KPs) across the country under the Global Fund new grant
- Facilitated the construction of the Innovation Lab in Lamu under ICHA



- Successfully initiated construction of two Emergency Operation centers in Tana River County under DM Ops

The Warehouse and Logistics Unit has continued to support different departments in implementation of projects through receipts and dispatches across the 8 regions to meet both programs and beneficiaries needs. Some of the major operations the fleet carried out include: Cholera response, malaria response and NFI prepositioning. The unit also responded to the floods disaster that hit the country, mainly in Tana River County by dispatching NFI kits and necessary medication. Towards the end of the year,

- Towards the end of the year, we received 14000pcs tarpaulins, 15000 pcs collapsible jerricans, 14000pcs sleeping mats, 24000pcs blankets, 7000 kitchen sets, 25000pcs bar soap which we later prepositioned to all regions countrywide. In 2019, we received and successfully facilitated customs clearing, dispatch and distribution of huge donations of medicine from UNFPA and UNICEF.
- The department also managed to acquire, receive and distribute medical supplies, NFIs, food products and WASH & Shelter Items in response to the West Pokot tragedy
- The department was actively involved in set up and general operations for Global Fund, Dadaab, Kalobyei, Moyale and Lamu Rehabilitation Center.
- The Logistics Unit grew by 8 new vehicles, 3 motor cycles and 1 tractor

Financial Stewardship

The Procurement expenditure for 2019 was approximately Kes 1.1B and the department was responsible for ensuring that the procurement process was undertaken in a free, fair and competitive manner, ensuring savings were realized, value for money whilst not compromising on quality.

The unit was able to increase value for money through process automation by identifying areas that could accrue savings from best procurement practices.

- The Warehouse and logistics unit managed to dispose 26 motor vehicles out of 51 and realized Ksh.32.8m
- The warehouse had a budget of Kes. 56,151,360.00 but realized Kes. 51,213,362.00. This performance was an improvement from 2018.
- The Logistics unit had a budget of Kes.157.0m but realized Kes.101.4m. The drop is attributed to reduced program activities during the year.
- The Logistics received the following motor vehicles; 8 Land cruisers, 3 motor cycles and 1 tractor

Internal Processes

The Procurement Unit with help from the Audit Unit worked on a risk register to identify the unit's risks and how to mitigate the same in the procurement process. This was cascaded and shared with the



different internal stakeholders for feedback and sensitization. There was continuous improvement on internal and external communication in regards to the procurement operations.

The Logistics unit improved on effective monitoring and analysis of the all the vehicles through the Fleet wave system and also the Fleet direct system to complement the existing systems.

Learning and Growth

The unit has also continuously trained both internal and external stakeholders and the regional teams on proper procurement procedures and donor requirements in order to avoid any audit queries.

The Logistics Unit had an extensive drivers' training program that was facilitated by IFRC that involved road safety, highway code, recovery, vehicle maintenance and 4*4 off-road driving the RLO's also got refresher courses in the fleet wave system.

Key Challenges and Recommendations

The Procurement Unit need to improve working closely in the area of planning with the various programs to enhance effectiveness and proactivity. This will enable the users to appreciate the development of procurement plans to improve efficiency. KRCS has also embarked on a county engagement strategy and procurement is carried out on behalf of the counties. We are therefore seeking ways to harmonize the KRCS and county procurement procedures to avoid conflict and to disseminate the newly approved procurement manual and ensure standardization of the process and documentations across the board.

The Logistic Unit's main challenge was delayed mileage payment by programs. This has resulted in delayed payment to suppliers thus affecting the Societies image. The unit proposed the engagement of ICT and Finance unit on integrating the transport requests and mileage payments on a streamlined system.

