

Scoping Study on the Surge Capacities of Philippine CSOs

Supported by Start Network's
Transforming Surge Capacity
Project



Scoping Study on Surge Capacity of Philippine Civil Society Organizations (CSOs)

Typhoon Yolanda was an eye-opener for all organizations working not only in the humanitarian sector but also for the local CSOs who were also victims and whose partner communities were devastated in 2013. Many international NGOs flew in to help, but Yolanda highlighted the presence and active role of local organizations in ensuring that help gets to the areas where it is most needed.

This scoping study on surge capacity of Philippine CSOs aims to look at how development organizations respond to emergencies. Do they have “surge capacity”? How can their presence be maximized in the disaster-affected areas?

The study also looks at the strengths of CSOs and the challenges they faced during responses.

It is hoped that the result of this study will help in shaping partnership and collaboration models with local CSOs in disaster response.

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This is a project of CODE-NGO supported by START Network



Introduction



Eight months after Super Typhoon Yolanda struck the Visayas region and Palawan, the Department of Social Welfare and Development (DSWD) and UN formally announced the transition from relief phase to recovery. The fast recovery of communities ravaged by the super typhoon impressed UN officials¹. Despite the great news of fast recovery, the country's response to disasters still needs a lot of improvement.

One of the lessons learned in the Yolanda response is the importance of maximizing the involvement of civil society organizations present in the disaster-stricken areas. The local CSOs have always been in the frontline when there are disasters and the natural first- responders. In the Missed Again Report commissioned by a consortium of UK-based international non-governmental organizations: ActionAid, CAFOD, Christian Aid, Oxfam GB and Tearfund, it was highlighted that in addition to involving the local actors there is also the "need to build capacity of national NGOs [NNGOs] to scale up humanitarian response."

With the reality of facing consecutive typhoons with increasing intensity, and the possibility of a 7.2 magnitude earthquake in Metro Manila, among other disasters, the local CSOs are challenged on how to work together in order to effectively prepare and respond to these disasters.

This study entitled "Scoping Study on the Capacities of Philippine CSOs for Humanitarian Response" is conducted for the START Network's Transforming Surge Capacity (TSC). It supports the TSC's objectives of building a national platform of CSOs to support a locally-led humanitarian programming and response. The national platform will be the avenue for the CSOs working in humanitarian response to come together and discuss on how to collaborate towards effective and accountable delivery of humanitarian assistance to disaster-affected communities.

Objectives

The specific objectives of the study are to:

1. Map the local CSOs involved in humanitarian response and disaster risk reduction and management (DRRM)
2. Identify the needs for strengthening surge capacities of local CSOs
3. Discuss points for unity and coordination mechanism among local CSOs for an efficient and needs-responsive humanitarian response

¹ Quismundo, T. (2014, January 12). Fast Yolanda recovery impresses UNDP exec. Philippine Daily Inquirer. Retrieved from <http://globalnation.inquirer.net/96379/fast-yolanda-recovery-impresses-undp-exec>

Methodology

The scoping study was done from June to September 2015 to identify the local CSOs doing humanitarian response and disaster risk reduction and climate change adaptation (DRR-CCA) work. The priority areas for the study were those affected by Super Typhoon Yolanda – Regions 6, 7, 8 and 4-B. In addition to these areas, the scoping study were also done in CAR, Region 5, and Region 13, which are usually in the typhoon path and; NCR in preparation for the BIG ONE earthquake.

There were two tools for the study. One was a simple survey listing the organizations working on humanitarian response, areas of coverage and specific programs/activities related to DRR. The survey results were fed into a database of local CSOs with DRR-CCA and emergency response initiatives. The mapping covered member base organizations (MBOs) of CODE- NGO that are the core group of the DRR Coordination Hubs. Other CSOs with experience on Humanitarian Response were also included, particularly National Secretariat for Social Action (NASSA), START Network members' local partner organizations and Christian Aid partners, among others.

The second tool was the focus group discussion (FGD), which focused on the experiences, lessons learned and perceived gap and needs in surge capacity of organizations in responding to disasters. The FGDs were organized and facilitated by CODE-NGO Member Networks (MNs), and were held in various regions, as follows: [Refer to Table 1]

The results of the scoping study were used as input to the national forum held in September 2015.

Priority Areas	Regions	Facilitator
Priority Areas	6	WEVNET
	7	CENVISNET
	8	EVNET
	4-B	PhiISSA
	NCR	NATCCO
	13	MINCODE
Additional Areas	CAR	CORDNET
	5	CBD

Table 1. Focus Group Discussions Conducted

This forum aimed to gather the local actors identified through the scoping study and agree on points of unity and complementation as the basis for a national platform for coordination.

Results

Ninety-two (92) CSOs responded to the survey; these came from eight regions in the Philippines. Region V had the most respondents (22 CSOs) while National Capital Region (NCR) had the least (4). Respondents were CSOs with disaster risk reduction (DRR) or emergency response initiatives. The scale of operations during emergencies varied widely among the respondents. However, a limitation in the scoping study is that there are several CSOs with known surge capacities that have not participated in the survey, e.g. Philippine Business for Social Progress, World Vision, Balay Mindanaw, and others.

Almost all (96%) respondents were part of the CODE-NGO Network while the rest were Christian Aid partners. Some of most common core programs of participating CSOs are community development, livelihood, gender and DRR; while the most common beneficiary sectors that they serve are farmers, fisherfolk and women.

Many of the CSOs that responded are active in their areas of operations and thus participate in local special bodies. Three-fourths (74%) of the CSOs are part of the local development councils, 63% are part of the local DRRM councils, 34% are part of local poverty reduction action teams, while 19% of them are part of other local special bodies such as school board, local peace councils, or project monitoring teams. Majority of them (57%) are already involved in DRRM/CCA initiatives.

Nine FGDs were conducted from August to October 2015 in eight regions, largely among CODE-NGO affiliates. Representatives from 5 to 12 CSOs participated per FGD, totaling 69 organizations.

Region	No. of Respondents
V	22
IV-B	11
VII	11
VIII	10
CARAGA	9
X	8
VI	6
CAR	6
XI	5
NCR	4
Total	92

Table 2. Geographical distribution of survey respondents

Defining Surge Capacity for Emergency Response

The survey referred to the following definition of surge capacity of an organization in humanitarian contexts: “ability of an organization to rapidly and effectively increase [the sum of] its available resources in a specific geographic location in order to meet increased demand to stabilize or alleviate suffering in any given population.” (People In Aid, 2008)

FGD participants commonly associated surge as the capacity or ability of an organization to respond in an emergency or disaster situation. Specifically, capacity referred to the organization’s protocols on communication, coordination, staff development, rapid disaster needs assessment or staffing roles and responsibilities during disaster response.

At the same time, many respondents were interchanging surge capacity with preparedness, early recovery, sustainability or resilience of communities. Some saw it as part of their development work.

Those organizations who were familiar with the term were the CSOs who have worked with INGOs on emergency response or international NGO participants. There were also participants who have not heard of surge capacity, yet have been responding to disasters already.

Iloilo CODE’s relief operations in Yolanda-affected areas in Northern Iloilo.



Responding to Emergencies

About 80% of the CSOs (74 out of 92) who responded to the survey said that they organize emergency response activities during disasters. The most common emergency response activity was distribution of food or non-food relief items done by 62 out of the 92 survey respondents. Fifty two percent (52%) of these CSOs did both food and non-food relief distribution. Second most common emergency response activity was shelter assistance, which includes distribution of repair kits and construction of temporary or transition shelter. Others conducted psychosocial support; water, sanitation and hygiene (WASH), communications, camp management, medical missions and health-related; and conditional cash transfer activities.

Almost two-thirds (63%) of the CSO survey respondents said that emergency response is an ad hoc effort of their organization while the remaining one-third said that it is one of their regular programs. This means that emergency response efforts of CSOs have largely been in reaction to the disaster and systems or plans are not in place prior to the event.

Response Activities	No. of Responses	Percentage (%)
Relief Operations/ Distribution	62	84
Food Relief	39	63
Non-Food Relief	36	58
Both	32	52
Assistance in temporary/ transition shelter	29	39
Psychosocial (Counseling/ Stress Debriefing)	22	30
Water, Sanitation and Hygiene (WASH)	22	30
Communications	21	28
Evacuation camp management	18	24
Medical missions and health responses	11	15
Search and Rescue	13	18
Conditional Cash Transfers (Food or Cash for Work)	8	11

Table 3. Types of Emergency Response Activities of CSOs

For this reason, a common challenge expressed by CSOs is the absence of internal protocols for deploying personnel during disasters. Some CSOs continued to assist disaster-affected areas with recovery and rehabilitation initiatives (39%). These initiatives include construction of permanent shelters, classrooms, schools and water facilities. Others engaged in livelihood assistance such as farm development and seed capital, regaining documentation for benefits and loans or community organizing.

Strengths of CSOs in emergency response

FGD participants said that CSOs are good in developing and maintaining linkages with other local CSOs, humanitarian actors and LGUs during response. This was most evident in areas where they were already present or had previous projects. Some CSOs were already members of the local DRRMCs and other special bodies and thus already had relationships with those LGUs. As such, these CSOs received LGU support in transportation and were escorted during the delivery of relief goods. Also, they could easily operate in areas where they had already organized the community and empowered local leaders. This made it easy for them to identify areas that need assistance, develop criteria for beneficiary selection and communicate the process to the communities.

For faith-based groups, on the other hand, they were able to monitor relief operations because their churches were used as camps. In addition, many CSOs were already involved in DRR and already had ready stockpile for emergencies and quick response teams. In some areas, they were even able involve the beneficiaries in deciding the kind of emergency intervention based on the beneficiaries' needs. However, only few are aware of or adhering to international humanitarian standards (Sphere Standards, Humanitarian Accountability Partnership (HAP) Principles, etc.), unless they are partners of INGOs which observe these.

Selecting sites for emergency response

Many CSOs (80%) responded usually to emergencies in only one or two municipalities in a province or in several barangays in a municipality where they already had presence. Few responded to disasters in other regions such as Naga-based search and rescue group, RedTag, that responded in the Visayas following Yolanda.

Some CSOs mentioned that they chose sites based on number of intervening organizations, isolation of the area or level of destruction. In the case of ST Yolanda, Mindanao-based organizations PhilDHRRA Mindanao and Balay Mindanaw Foundation, extended help as they themselves experience recent disasters (Typhoons Pablo and Sendong). Others consider the cost of logistics in response as they prefer areas that can be accessed with least cost. Site selection was normally done in consultation with the government or member base organizations while the decision whether the organization will do humanitarian response is made by the board, management committee or diocese.



PHILSSA facilitated community-managed shelter materials distribution in Cullion, Palawan

Deploying staff for emergency response

Majority (58%) of CSO survey respondents deployed staff for emergency response. The number of staff ranges from one to 44 persons while the median number of staff deployed by respondents is five. A few organizations did not specify the number of staff they deploy and said it depends on the situation. However, less than half (42%) of the respondents said that the staff deployed during emergency response were trained for the task they were given.

This explains why a major challenge for CSOs in deploying personnel is the lack of trained people for emergency response work. FGD participants said that staff deployed generally received good support from the management of CSOs. In turn, staff of CSOs had personal commitment in giving relief and worked as accountable humanitarian actors.

Common tasks given by CSOs to their staff during emergencies are coordination or management (81%), communications (51%), logistics (47%), medical or health (32%), administration (32%), and shelter (30%). Other tasks given are on resource mobilization and psychosocial support (23%).

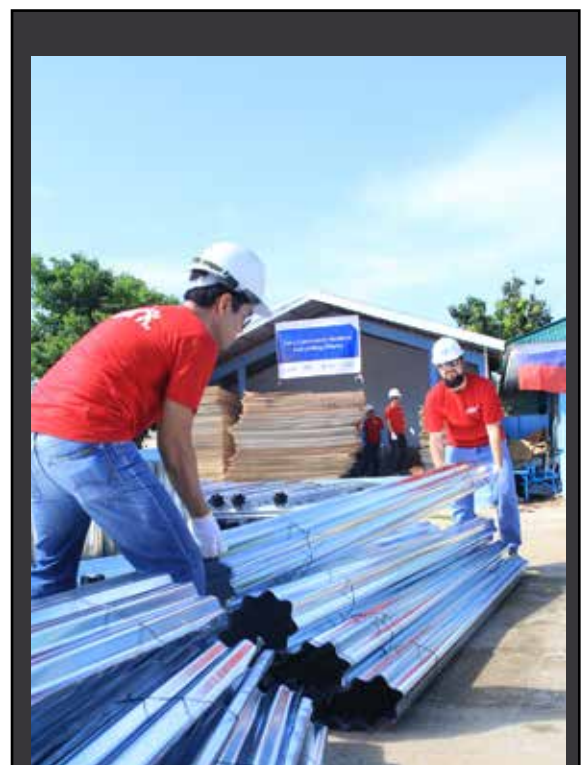
Many people deployed for relief operations are volunteers which exhibited ability of CSOs to mobilise not only financial resources but also human resources during response. Around 41% (32 of 79) of the CSO survey respondents said that they deploy volunteers while 24% said that they had full time salaried staff seconded as part of the emergency response team. Thus, emergency response is an additional task in the normal work of the staff and consequently, regular programs are placed on hold when they are sent to disaster operations. Others (19%) said that they had full time salaried staff that had emergency response as part of their job profile. Few said that they hired people just for the response (13%) or worked with staff of their local partners (4%). Some CSOs (18%) also have a mix of volunteers and full time staff who are either seconded, tasked or hired for response. In case of networks, staff of their national secretariat and leaders of peoples' organizations that are members of the network also help out.

The main considerations for CSOs in deciding whether or not to deploy personnel for surge/emergency are the results of the needs assessment, staff capacity, order of the local disaster risk reduction and management council (DRRMC), availability of funds and other resources, and safety and security of personnel in the affected community. Many are motivated by humanitarian reasons with their staff initiating or volunteering to help. They also regard the regular programs or projects that have to be dropped during emergencies. At least one organization mentioned that emergency response and recovery has become their regular program.

Some CSOs deploy personnel the day after impact of the disaster while some can take as long as one month before doing so. The type of operations undertaken by the CSOs determines the length of time between impact of disaster and personnel deployment. Those CSOs involved in search and rescue deployed the fastest. Some pointed out that three days for CSOs is already efficient considering that they are not the first responders. Deployment was also contingent upon whether the CSO staff or their families were also affected by the disaster or not.

Ensuring well-being of deployed staff —

Among the FGD participants who said they deploy their staff for emergency response cited that they guarantee the well-being of their staff before, during and after deployment. When deciding on deployment, CSOs check the risk situation in the area of deployment and do not send their personnel to high-risk areas. They also ensure that the family members of their staff are safe from the effect of the disaster. Prior to deployment, CSOs gave basic safety and task orientations to staff. During operations, staff members were provided with health and travel insurance and allowances; and are equipped with reliable communication gadgets and safety gears during conduct of assessment. After deployment, staff are entitled to compensatory leave and stress debriefing.



Partnerships during emergency response

Almost all CSOs (96%) said that they partner with government agencies or other organizations for surge/emergency response. Many work with local government units (78%), government agencies (52%), local or national CSOs and networks (52%), and international NGOs (42%). Few link with schools or universities (17%), business groups (14%), churches/ religious groups (9%), or UN agencies (9%). Some partnerships are formalized through membership with the local special bodies and DRRMCs and written agreements (MOU) while others are informal and limited to coordination or exchange of information.

Challenges in emergency response

CSOs faced many challenges in humanitarian response. Affected communities, in general, were not prepared for emergencies, which raised issues with the implementation of the DRRM Law at the local level. They found that communities had low awareness on DRRM-CCA and LGUs had inadequate DRRM Plans or none at all. DRRM committees were generally not functional and no community-based rapid assessments were done. There was also a lack of people trained on emergency response. Thus, there was a lack of assistance to the affected population particularly for the children, older persons and people with disability immediately after impact of disaster.

While CSOs in the local level have established partnerships with LGUs and some of them are members of DRRMCs and various local special bodies, coordination with LGUs, local and national government agencies, INGOs, and other local CSOs is still difficult. Some attributed this to the differing understanding of humanitarian and development work among LGUs, INGOs and local CSOs. There were two main issues encountered when CSOs worked with LGUs during emergencies: distribution targets and information. Some CSOs experienced dealing with Mayors and BLGUs who favored certain affected people or communities to receive relief goods. Other LGUs did not accept assistance if it will not accommodate all the affected population in the locality. When it comes to information, some LGUs did not share their data.



FGD conducted in Region 5

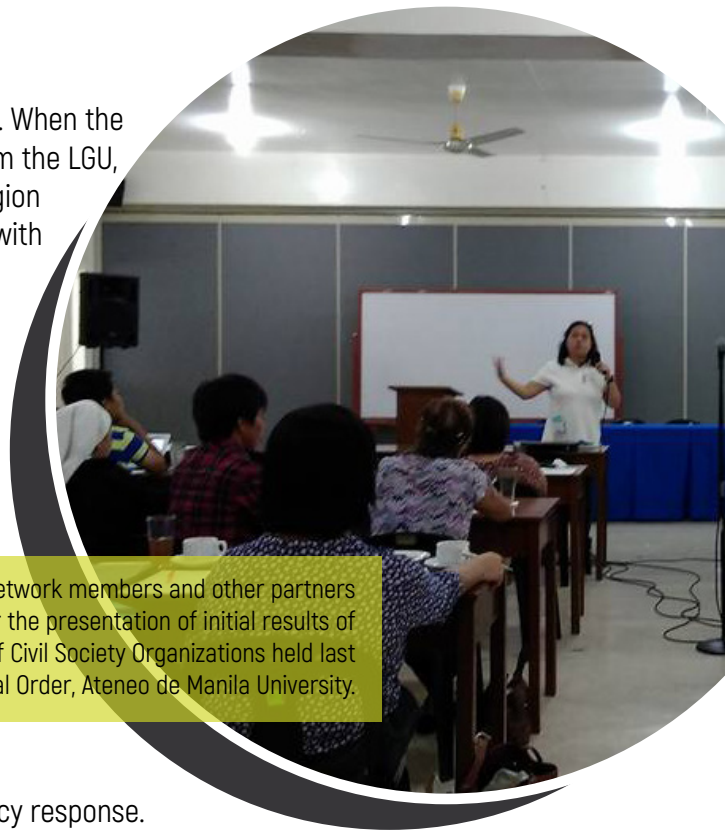
If information was available, these were not disaggregated by age or gender, or did not match with the damage assessment conducted by the CSOs. There are also some instances where the data from LGUs do not match when validated with the local CSOs. Furthermore, coordination and engagement within the local government and between the local and national government agencies were adversely affected by political dynamics among them. According to CSOs in Bohol, some INGOs did not coordinate with LGUs and directly brought aid to communities. To a certain extent, this lack of coordination had led to duplication of relief in some areas and while some areas were not reached at all.

The main logistical challenge for CSOs was transportation especially in far flung areas and island barangays. Some had issues with its high cost while some needed four-wheel-drive vehicles to reach far flung areas. Others said that roads were impassable after landslides or strong typhoons for vehicles, thus, goods need to be transported by foot. Some also mentioned about lack of safety equipment. At the same time, communication was very difficult because telecommunication systems were not functioning during disasters. Only a handful had equipment and capacity to use radios. There were occasions too that it was difficult to ensure security of the responders. There was an incident reported where the truck carrying the relief goods was hijacked.

Resourcing for response

CSOs mobilized their local resources to conduct initial response. When the damage is big, they coordinated with and asked assistance from the LGU, funders and other partners. In the Cordillera Administrative Region (CAR), relief items were usually what was available from others with extra supplies such as rice, vegetables, cooked meals, wood for cooking, or coffee and not the usual relief packs. Some organizations also changed their strategy following their experience during Yolanda such as letting the affected households identify their needs instead of distributing uniform packs.

Representatives from CODE-NGO's 12 Member Networks, START Network members and other partners of the Transforming Surge Capacity project were convened for the presentation of initial results of the scoping study during the National Forum on Surge Capacity of Civil Society Organizations held last September 30, 2016 at the Institute of Social Order, Ateneo de Manila University.



Few CSO respondents (9.8%) had funds earmarked for emergency response. One specified the amount allocated (Php500,000) but noted that this is actually for rapid needs assessment following a disaster. Thus, most CSOs needed to raise funds before they can even deploy teams for response. Some CSOs mobilized funds from school alumni and local and international donors. On the other hand, church-based or religious groups had to wait for their scheduled services to ask their congregations for donations. For example, one group said that their resources are Sunday-based (during mass) so if the disaster happens on a Monday, the affected communities will need to wait until Sunday to be able to raise money.

One out of five CSOs said that their organizations have equipment for response but when asked to detail further, these were mainly office equipment, vehicles and communication devices that were also being commissioned during emergency response.

Some CSOs noted that managing, monitoring and reporting of funds were challenging because of the nature of relief operations and the rules of donors. For example, relief should be given within 72 hours – if not, expenses for it will not be reimbursed.

Capacity development

While CSOs have proven to be good in working with affected communities, they recognized that they have been too focused on DRR in the past but have low capacity on response, recovery and rehabilitation. Although they believed that they need further training in overall response management from preparation to operation, they specified several aspects in response such as rapid assessment and/or damage and needs assessment (DANA), life-saving techniques, Sphere standards, communications, volunteer management or duty of care and coordination hub management. Some were also interested in psychosocial support such as counselling and stress debriefing.

There were also CSOs who wanted to access training programs on DRRM/CCA such as its institutionalization in localities, contingency planning, mainstreaming disability in DRRM, mainstreaming of DRRM in Programs, participatory capacity and vulnerability assessments (PCVA), Hazard and Risk Assessment, Community based Monitoring System, and monitoring the Utilization of the DRRM Funds.

Women in emergency response



NATCCO member Globalpro Multi-Purpose Cooperative, which produces fiberglass boats, donated 6 units to flood-prone barangays in Quezon City in July 2014.

CSOs have noted that women usually played roles in health care, evacuation center management, relief preparation, WASH, and logistics during emergencies. In Naga, women took care of sorting and washing donated used clothes. In Iloilo, women monitored WASH activities, savings and shelter project implementation.

There were projects and activities that targeted women. An example was the psychosocial interventions for widows in Leyte/Samar. There was also gender-sensitivity training conducted to emphasize the roles of women in some areas. An orientation on 'what to do' in evacuation centers was also conducted to avoid abuse of women. In Antique, and cases of violence against women and children were monitored.

Prior to emergencies, the ones participating in DRR training programs were mostly women, and they were also involved in cascading these training. In almost all FGD sites, DRRM initiatives are largely women-led. However, women still assumed traditional roles.

Some also noted that they employ fair treatment in deploying relief workers. They did not recruit based on gender and that they place premium on the capacity of the person. Others added that they have mainstreamed gender in their regular programs making sure that women participate in planning and decision-making and that the roles of the women are defined in the barangay DRRMC.

Recommendations

1. Roster for emergency response must be clear.

There is general openness in developing a roster for emergency response, however its purpose and arrangements are vague for the CSOs. Moreover, there is also confusion potentially because of the other rosters that are being developed or already developed.

2. Roster development must be voluntary and participatory.

Currently, CSOs are open to include their organizations in the humanitarian roster. Membership in the roster should also be discussed with and approved by the organization's management.

3. Clarify surge definition, structures, mechanisms, and arrangements.

Participants had differing appreciation of surge. Most of the respondents understood surge as emergency response in general, and seem to be equated with the entire DRRM process. There is concern that the roster is two steps away from what INGOs have since what CSOs have is a list/directory of organizations and these CSOs still need to be capacitated on surge and managing emergency response. Thus, the term must be made clear to all. Roles of each organization and sector and organizational arrangements/protocols in preparing for and responding to disasters must be identified. All must be treated equitably in the safety requirements, benefits/incentives, and treatment. Roles also need to be defined with other agencies to avoid overlapping of services.

4. Improve collaboration and cooperation among CSOs in emergency response at the same time.

There are many, small, localized initiatives but there is a need to coordinate better, collaborate more with other organizations, identify challenges and opportunities for collaboration. Part of this is managing emergency response more effectively through coordination hubs which still need organizational policies, training, and technical support. Part of the coordination should also be resource mapping for pooling of funds and establishing pre-arrangements with suppliers for access to goods and materials during response and relief operations. There is a need to set up Provincial Command Hubs for CSOs which maintain communication and coordination with the provincial government.

5. Work with LGUs on DRRM plans.

LGUs have yet to define how CSOs can be part of their DRRM plans. CSOs, being local actors, can take bigger roles in information management.

6. Be more culturally sensitive and relevant in emergency response.

Responses must be guided and equipped with the proper protocols that consider culture. This is to lessen the negative impact of emergency response to affected communities such as dependence on cash for work and a id. For example, organizations should consider the role of the elders in communities as leaders/advisers when in crisis.

7. Include conflict in the planning for emergency response.

Some local NGOs are experienced on responses on armed conflicts. Their initiatives focused on the hostile and conflict areas. Protocols and parameters can be developed based on their experience. During disasters, we must also consider the insurgent groups. Some of them cannot access the relief interventions but the humanitarian imperative calls for organizations to respond to all affected populations in spite of their political affiliations.

Annexes

1. Annex A FGD Guide – Scoping Study on Surge Capacity
2. Annex B Survey Form – Scoping Study on Surge Capacity

Annex A – FGD Guide

CODE-NGO Scoping Study on Surge Capacity of Local/National Civil Society Organizations (CSO) GUIDE TO FOCUS GROUP DISCUSSIONS (FGD) ¹

PART I: BACKGROUND & INTRODUCTION

This FGD aims to gather information on surge capacities of local/national CSOs which have emergency response or DRRM initiatives in times of humanitarian emergencies. The study is being conducted by CODE-NGO as supported by Christian Aid for the START Network's "Transforming Surge Capacity Project."

Target Participants for the FGD:

CODE-NGO Member Network Secretariats in Regions CAR, R5, R4B, R6, R7, R8, R10 and R13 are requested to facilitate the FGD in their regions. They are asked to invite at most ten (10) key CODE-NGO member networks/organizations and other key CSOs in the region which have emergency response or DRR initiatives to the FGD as part of this scoping study. The target CSOs for this FGD are those who will be invited to form the core group of CODE-NGO's CSO DRR Coordination Hubs in these regions. The Regional MN Secretariats will have to make sure that relevant members of national networks AF, PHILSSA, PHILDHARRA, NCSO, PBSP and NATCCO operating in their respective region will be invited to the FGD and to the succeeding activities of the Hubs.

Focus Group Discussion Guide

Instructions: --

This guide is for facilitating a focus group discussion among CODE-NGO member networks/ organizations and other key CSOs at the local or regional level concerning the current state of surge response in the Philippines. Please note, if their organization operates mainly through partners for surge response, please reflect their partners' surge activities in their responses. Note differences in approaches, if any, according to type of CSO (whether NGO, PO, cooperative; or CSO network and base organization; or rural and urban, etc.) Please use this template to record discussions. If you need more space to note answers, please increase the space provided.

Registration:

On a separate sheet provided, please request the FGD participants to register. Assure them that responses will not be attributed to individual persons. Summary results will be shared with them; thus, it is important that they register their contact information (email address or phone number) so they can receive updates on the results of the study.

¹ Should you need a guide in facilitating a focus group discussion, please check references at <http://ctb.ku.edu/en/table-of-contents/assessment/assessing-community-needs-and-resources/conduct-focus-groups/main>

Guide Questions	Note
<p>I. GENERAL</p> <p>1. How is surge capacity defined in your organization? [Please use this definition if none is available: in the humanitarian context, surge capacity can be defined as the "ability of an organisation to rapidly and effectively increase [the sum of] its available resources in a specific geographic location" in order to meet increased demand to stabilise or alleviate suffering in any give population, People In Aid, 2008.]</p>	
<p>1. Think about recent major disasters/emergencies in the past 3 to 5 years.</p> <ul style="list-style-type: none"> · Did your CSO organize a surge/emergency response for these? What were these emergencies, when and where (location of action)? (Note if the CSOs have been doing it several times or almost regularly already; ad-hoc or part of the CSOs' operations; level of coverage – barangay, municipal, provincial, regional) · In these surge/emergency response/s, did your organization lead? Or were you part of another organization's actions? (If part of another organization's action, clarify if LGU, local office of an NGA, INGO, business or other CSOs). <p>2. What are your CSOs' geographical approaches to surge/emergency response? E.g. how does your CSO decide that it will respond to particular areas and not to others?</p>	
<p>3. What are your CSOs' geographical approaches to surge/emergency response? E.g. how does your CSO decide that it will respond to particular areas and not to others?</p>	
<p>4. What types of surge/emergency response services does your CSO provide (e.g. by cluster: WASH, food security, medical, communications, etc. Specify/illustrate actual actions or services made. Take note of CSOs that offer more comprehensive services).</p>	
<p>5. What are your CSO's shortcomings and challenges in surge capacity?</p> <p>6. What has your CSOs been able to do well in terms of surge capacity?</p>	
<p>7. What role do women play in your surge response/mechanisms/ practices? Are there any policies/practices in place to facilitate the role of women?</p>	
<p>II. HUMAN RESOURCES</p> <p>8. Does your organization have personnel you could deploy for emergency response? If yes, how many (out of total personnel?)</p> <ul style="list-style-type: none"> · To do what types of roles, tasks, services? (e.g. administration, coordination/management, technical, medical, shelter, etc.) · Are they trained for these roles or tasks? · What are the institutional arrangements (in-house or recruited specifically for surge)? Are they salaried workers? Volunteers? (Probe: if regular or project staff, who handles their regular/project work if staff are deployed for humanitarian response?) 	

9. What are your main considerations in deciding whether or not to deploy personnel for surge/emergency?	
10. Thinking about the most recent emergency your CSO responded to, how long did it take before your organization deployed personnel after the emergency?	
11. The main challenges you faced in deploying personnel?	
12. START Network members usually talk of their own roster or registry of personnel who can be mobilized internationally and deployed to do emergency response. Does your organization have something like this? Is it important for us local/national CSOs to develop this?	
13. How do you take care of the well-being and security of your deployed personnel? Are there differences in approaches for staff viz volunteer? Own staff viz partners' staff, etc.? How about differences in the way other organizations (INGOs, government, etc.) approach the well-being of their own personnel?	
<p>FINANCE</p> <p>1. Does your organization have emergency response fund? If yes, how much? How does this operate?</p> <p>2. If none, where do you access fund for emergency response? What are the arrangements?</p>	
<p>MATERIALS</p> <p>16. What materials and equipment does your CSO currently have dedicated to emergency/surge?</p>	
<p>COLLABORATION</p> <p>17. What is your CSOs' level of collaboration with other actors on surge/emergency response?:</p> <ul style="list-style-type: none"> · LGU? · Other local or national NGOs? · INGOs? · UN? · Local offices of NGAs? · Business? <p>18. What are your roles in the collaboration?</p> <p>19. What are the difficulties that you faced during collaboration? How can these be addressed?</p>	
<p>TRAINING OR OTHER NEEDS</p> <p>20. Given the challenges you cited earlier, can you cite top 3 gaps in surge capacities that local and national CSOs need to address?</p>	

Thank you for participating in this FGD!

Annex B Survey Form

The Caucus of Development NGO Networks (CODE-NGO) is conducting a survey on surge capacity of local civil society organizations (CSOs) in humanitarian emergencies, as well as on DRR-CCA (disaster risk reduction and management and climate change adaptation). This initiative is supported by the START Network for its "Transforming Surge Capacity" Project, being managed by Christian Aid in the Philippines.

In the humanitarian context, surge capacity can be defined as the "ability of an organization to rapidly and effectively increase [the sum of] its available resources in a specific geographic location" in order to meet increased demand to stabilize or alleviate suffering in any give population (Reference: People In Aid, 2008).

The survey also hopes to profile CSOs who may be interested to be part of the Regional CSO DRRM Coordination Hubs that CODE-NGO is forming in 10 regions of the country.

We invite you to participate in this survey. Summary results of the survey shall be shared to respondents and stakeholders, without attribution to individual respondents or organizations.

Please fill out the spaces provided or tick boxes as applicable:

I. PROFILE OF YOUR ORGANIZATION

1. Full Name of Organization: _____
2. Acronym of Organization: _____
3. Office Address: _____
4. Office Telephone Number: _____
5. Office E-mail Address: _____
6. Contact Person or Head of Organization: _____
7. Title/Position of Contact Person or Head of Organization: _____
8. Specify top 3 core programs of the organization: _____
9. Specify top 3 beneficiary sectors of the organization: _____
10. Geographical Areas of Operation – specify where your organization operates, in terms of level and location:
 - __ barangay level, specify what barangays in what municipalities: _____
 - __ municipal level, specify what municipalities in what provinces: _____
 - __ provincial level, specify provinces: _____
 - __ regional level, specify region: _____
 - __ nationwide, specify regions covered: _____

II. EMERGENCY RESPONSE

11. Does your CSO organize emergency response when there is a disaster in the country?
 - Yes _____
 - No _____

12. If yes, please specify the type of emergency response that you do:

- Emergency response, Please specify:
 - _____ Search and rescue
 - _____ Assistance in temporary/ transition shelter
 - _____ Evacuation camp management
 - _____ Relief operations/distribution, check if food _____ or non-food _____
 - _____ Medical missions and health responses
 - _____ Water, sanitation and hygiene (WASH)
 - _____ Counseling/ stress debriefing,
 - _____ Communications
 - _____ Others, specify _____
- Post-disaster needs assessment
- Disaster response monitoring and assessment
- Resource mobilizing whether in-kind or cash donations
- Recovery and rehabilitation efforts, Please specify: _____

13. In what areas do you organize emergency response?

Please specify location: Municipality/City , Province
1.
2.
3.
4.
5.

14. Does your emergency response actions ad-hoc in nature or part of the organization’s regular program? _____ Ad Hoc _____ Regular Program

a) Clarify the nature of your organization’s emergency response actions by describing further here :

III. SURGE CAPACITIES

15. Human Resources:

a) Does your organization deploy people for surge/emergency response?

YES ___ NO ___

b) If yes, how many? ___

c) If yes, what types of roles, tasks or services do they do in surge/emergencies?

- _____ administration
- _____ logistics
- _____ coordination/management
- _____ medical/ health
- _____ shelter
- _____ communications
- _____ others, specify _____

d) If yes, are they trained for the tasks/roles you identified above?

YES ____ NO ____

e) If yes, what are the institutional arrangements with the personnel you deploy for surge/emergency? Please check as many as applicable:

____ they are full-time, salaried personnel (regular or project-based) of our organization and their deployment for surge/emergency response are voluntary on their part

____ they are full-time, salaried personnel (regular or project-based) of our organization and their deployment for surge/emergency response are part of their job description/responsibilities

____ they are hired as project staff (with salary) specifically for surge/emergency response

____ they are recruited as volunteers (not paid) specifically for surge/emergency response

____ others, please specify _____

f) If yes, please describe how you ensure the well-being and security of people you deploy for surge/emergencies: _____

g) If yes, what is your major challenge/concern in terms of deploying personnel for surge/emergencies? _____

16. Finances

a) Does your organization have fund for surge/emergency response?

YES ____ NO ____

b) If yes, how much? _____(In PHP)

If yes, please describe briefly how it operates - how is it activated and its allowable use: _____

c) If no, where do you access funds for surge/emergency response? _____

17. Materials and Equipment. What materials or equipment does your organization have that are dedicated for surge/emergency response? Please enumerate: _____

18. Collaboration:

a) Do you collaborate with other organizations for surge/emergency response?: YES ____ NO ____

b) If yes, please check and specify the organizations you collaborate with:

____ LGU, specify unit and locations _____

____ NGAs or their local offices, specify agency and locations _____

____ International NGOs, specify _____

____ UN agencies, specify _____

____ Other local or national CSOs, specify _____

____ Schools or universities, specify _____

____ Business groups, specify _____

____ Others, specify _____

c) What is your organization's usual role in the collaboration? Please describe here _____

19. Training or other Needs

What are the top 3 gaps/challenges that your organization is facing in relation to emergency response/surge capacities?

- 1 _____
- 2 _____
- 3 _____

IV. DRRM – CCA INITIATIVES

1) Is your organization a member of any of the following? Please check as many as possible and specify level and location:

- ____ Local Development Council, specify location (municipality/city, province): _____
- ____ Local Disaster Risk Reduction and Management Council, specify location (municipality/city, province) _____
- ____ Local Poverty Reduction Action Team, specify location (municipality/city; province) _____
- ____ other Local Special Bodies or Committees, specify body/committee _____, specify location (municipality/city; province) _____

2) Is your organization involved in local DRRM/CCA planning? YES NO

6.a) If YES, in what capacity, e.g. risk assessment, developing the local plan, community training , IEC, establishing early warning systems etc.?

Involvement in local DRRM/ CCA planning
1.
2.
3.
4.

6.b) If YES, in what areas?

Location (Municipality/ City and Province)
1.
2.
3.
4.

Thank you for participating in this survey!

This study is prepared by CODE-NGO with the support of Start Network's Transforming Surge Capacity Project

