



# Monthly Post-Distribution Monitoring: UNHCR NFI and Cash Distributions to IDPs and Refugees

Kurdistan Region of Iraq

February 2017

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## METHODOLOGY OF MONTHLY MONITORING

IMPACT Initiatives conducts post-distribution monitoring (PDM) of UNHCR's 2017 non-food item (NFI), multi-purpose cash assistance (MPCA), and cash for NFI distributions to refugees and IDPs in the KR-I and neighbouring areas on a monthly basis. The objectives of monthly monitoring are to provide UNHCR with reports from beneficiaries on their progress and to identify any issues beneficiaries faced, either at the distribution or with the assistance received, for follow up.

To monitor distributions during the month of February data was collected through telephone interviews with randomly sampled beneficiary households between 23 April and 29 June 2017. A total of 1026 IDP, 722 refugee, and 139 host community beneficiary households were called. Of these, 770 IDP, 601 refugees, and 139 host community members answered the phone, totalling 1510 beneficiaries. Of the total beneficiaries who answered, 5 (<1%) could not understand and 31 (2%) claimed to have not received anything, despite appearing in the beneficiary records. Hence, this report is based on a final sample of interviews with 741 IDP beneficiary households, 583 refugee beneficiary households, and 136 host community members who confirmed that they remembered the distribution and had received assistance.

**Table 1: Population of interest – beneficiaries assisted in February 2017 as per UNHCR records**

	Dohuk <sup>1</sup>		Erbil		Sulaymaniyah		Total
	Refugee	IDP	Refugee	IDP	Refugee	IDP	
NFI	1,798	2,384	6,329 <sup>2</sup>	128 <sup>3</sup>	0	0	10,639
Cash for NFI	0	0	178	0	0	0	178
MPCA 1	0	0	0	99	115	98	312
MPCA 2	0	0	0	175	0	0	175
MPCA 3	0	0	0	125	0	0	125
Total	1,798	2,384	6,507	527	115	98	11,429

Findings are disaggregated by type of assistance, IDP and refugee beneficiaries, and governorate. For IDP NFI recipients in Erbil governorate they are representative of each disaggregation with 95% confidence and 7% margin of error. For other NFI recipients they are only indicative. Monitoring of MPCA was performed after beneficiaries have received all payments for which they have been approved.

**Table 2: Sample of beneficiaries assisted in February 2017<sup>4</sup>**

	Dohuk		Erbil		Sulaymaniyah		Total
	Refugee	IDP	Refugee	IDP	Refugee	IDP	
NFI	177	181	0	16	0	0	374
Cash for NFI	0	0	94	0	0	0	94
MPCA 1	0	0	0	66	73	66	205
MPCA 2	0	0	0	93	0	0	93
MPCA 3	0	0	0	77	0	0	77
Total	177	181	94	252	73	66	749

Data was uploaded on a daily basis by IMPACT Senior Data Collection Officer for cleaning and preliminary analysis. Feedback from the cleaning and analysis was shared every day with call centre enumerators during the morning debriefing. The final raw data was cleaned to eliminate demonstrably erroneous entries.

The first page of the factsheets for MPCA beneficiaries provides an overview of the profile of the assisted population. The second page reports on partner non-compliance with UNHCR standards of MPCA programming. The overview of NFI distributions is meant to provide beneficiary feedback about the items they received, and the subsequent page is to report on non-compliance issues faced by NFI beneficiaries.

Every effort was taken to protect the identities of participants involved in this study and ensure the integrity of the data collected. Beneficiaries were informed at the onset of the interview that their participation had no link to receiving assistance, and that information provided is strictly confidential.

### Limitations

All results are based on UNHCR beneficiary lists and do not include other persons of concern (PoCs) that were not targeted for assistance, hence it is not possible to generalise findings for the IDP and refugee populations at large. Information is based on beneficiary feedback about assistance, which may be mis-reported. For example, beneficiaries may under-report assistance because they perceive that it could lead to more assistance.

The dependency shows the percentage of working age adults in the household. The indicator does not account for the working age adults who are unable to work due to chronic illness, and who are therefore also dependent.

1. According to the beneficiary lists provided by UNHCR, in February in Dohuk governorate there were only Winterization distributions. However some of the beneficiaries interviewed during Winterization data collection reported receiving items that are part of New Arrival Kit, such as Tents, Water Jerry Cans or Hygiene Kits. Therefore interviews with February NFI recipients in Dohuk governorate, conducted during Winterization data collection were added to the dataset of this report.

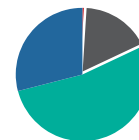
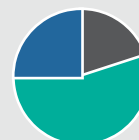
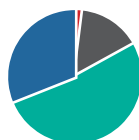
2. Number of refugees that received in-kind kerosene, kerosene heaters and insulation kits. However when interviewed for Winterization PDM report, some of them reported receiving non-winter items, such as Hygiene Kits or Kitchen Sets. Therefore interviews with February refugee NFI recipients in Erbil governorate, conducted during Winterization data collection were added to the dataset of this report.

3. Only 16 beneficiaries provided phone numbers and were sampled for this assessment.

4. Based on the population of interest as seen in the Table 1.

## PROFILE OF IDP BENEFICIARIES OF MULTI-PURPOSE CASH ASSISTANCE

	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
<b>AVERAGE FAMILY SIZE PER NUMBER OF MPCA PAYMENTS RECEIVED</b>				
1 Payment	-	6	5	5
2 Payments	-	6	-	6
3 Payments	-	6	-	6
<b>PERCENT OF HOUSEHOLDS WITH SPECIFIC NEEDS</b>				
Female-headed household	-	21%	16%	20%
Chronic illness	-	69%	51%	64%
Physical disability	-	20%	15%	19%
Mental disability	-	6%	1%	5%
Elderly	-	18%	12%	17%
Pregnant or nursing	-	14%	18%	15%
Child under 5	-	23%	26%	23%
<b>DEPENDANCY</b> (% of working age adults in the household)	-	<b>52%</b>	<b>50%</b>	<b>51%</b>
<b>PERCENT OF MPCA BENEFICIARIES WITH NO INCOME</b>	-	<b>21%</b>	<b>8%</b>	<b>18%</b>
<b>PRIMARY REPORTED EXPENDITURES OF RECEIVED CASH<sup>5</sup></b>				
1	-	Paying debt	Paying debt	Paying debt
2	-	Healthcare	Rent	Healthcare
3	-	Rent	Healthcare	Rent
<b>SATISFACTION WITH THE MPCA MODALITY</b>				
Not satisfied	-	2%	0%	1%
Somewhat satisfied	-	15%	20%	17%
Satisfied	-	52%	55%	53%
Very satisfied	-	31%	25%	29%



5. On average, between 70% and 85% of the received cash was spent on the top three reported areas of spending.

## ISSUES FACED BY IDP MPCA BENEFICIARIES IN FEBRUARY

ISSUE	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
Treated disrespectfully by distribution staff	-	0%	0%	0%
Traveled to the distribution site more than once	-	<1%	0%	<1%
Were not informed about the selection process	-	44%	58%	46%
Believed there was “wasta” involved with their selection	-	0%	1%	<1%
Waited more than 2 hours for assistance	-	7%	5%	7%
Were not satisfied with the distribution process	-	1%	2%	1%
Received no information on what would be distributed	-	34%	15%	31%
Paid more than 25,000 IQD to travel to the distribution	-	15%	1%	11%
Believed the distribution to be poorly managed	-	2%	2%	2%
Reported they received nothing	-	1%	0%	<1%
Had difficulties cashing their cheques <sup>6</sup>	-	1%	0%	1%
Were not aware of a complaints mechanism	-	92%	84%	90%
Were not aware that UNHCR selected them	-	95%	92%	95%

## BENEFICIARIES WHO RECEIVED ASSISTANCE OTHER THAN MPCA IN FEBRUARY

	-	26%	64%	65%
TYPES OF OTHER ASSISTANCE RECEIVED IN FEBRUARY				
In-kind	-	18%	59%	28%
Cash	-	0%	4%	1%
Vouchers	-	9%	8%	8%

## SOURCES OF OTHER ASSISTANCE UNHCR BENEFICIARIES RECEIVED IN FEBRUARY

I don't know	-	28%	17%	23%
Other UN	-	33%	49%	40%
Government	-	23%	36%	29%
UNHCR	-	3%	6%	5%
Other	-	21%	2%	9%

6. All of the February beneficiaries received their payments through bank cheques.

## OVERVIEW OF NFI DISTRIBUTIONS TO IDPS IN FEBRUARY

### REPORTED QUALITY AND USEFULNESS OF ITEMS DISTRIBUTED TO IDPS IN DOHUK<sup>7</sup>

% of NFI beneficiaries who received item		Blanket	Cooking stove	Heating Stove	Hygiene Kits	Kitchen Set	Mattresses	WJC	Tent	Lamps
		48%	2%	48%	36%	1%	49%	33%	-	1%
Was it useful?	Yes	82%	100%	99%	97%	100%	99%	97%	-	80%
	No	18%	0%	1%	3%	0%	1%	3%	-	20%
Was it of good quality?	Yes	56%	100%	98%	100%	100%	96%	99%	-	80%
	No	44%	0%	2%	0%	0%	4%	1%	-	20%
Did you use it?	Yes	86%	90%	90%	100%	100%	99%	100%	-	100%
	No	14%	10%	10%	0%	0%	1%	0%	-	0%

### REPORTED QUALITY AND USEFULNESS OF ITEMS DISTRIBUTED TO IDPS IN ERBIL

% of NFI beneficiaries who received item		Blanket	Cooking stove	Heating stove	Hygiene kit	Kitchen set	Mattresses	WJC	Tent	Lamps
		80%	1% <sup>8</sup>	93%	2%	2%	10%	26%	9%	-
Was it useful?	Yes	84%	-	96%	100%	75%	94%	100%	93%	-
	No	16%	-	4%	0%	25%	6%	0%	7%	-
Was it of good quality?	Yes	78%	-	98%	100%	75%	100%	100%	100%	-
	No	22%	-	2%	0%	25%	0%	0%	0%	-
Did you use it?	Yes	90%	-	95%	100%	75%	100%	100%	100%	-
	No	10%	-	5%	0%	25%	0%	0%	0%	-

### REPORTED QUALITY AND USEFULNESS OF ITEMS DISTRIBUTED TO IDPS IN SULAYMANIYAH

No NFI distributions were monitored in February.

7. All "no" answers in the below tables include those who believed the items they received to be "not useful" and "somewhat useful".

8. Only one beneficiary received cooking stove in February.

## ISSUES FACED BY IDP NFI BENEFICIARIES IN FEBRUARY

ISSUE	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
Treated disrespectfully by distribution staff	0%	1%	-	<1%
Traveled to the distribution site more than once	<1%	<1%	-	<1%
Were not informed about the selection process	82%	81%	-	82%
Believed there was "wasta" involved with their selection <sup>9</sup>	3%	5%	-	4%
Waited more than 2 hours for assistance	20%	29%	-	22%
Were not satisfied with the distribution process <sup>10</sup>	6%	11%	-	7%
Received no information on what would be distributed	13%	19%	-	14%
Paid more than 25,000 IQD to travel to the distribution	2%	2%	-	2%
Believed the distribution to be poorly managed	11%	10%	-	11%
Reported they received nothing	2%	4%	-	3%
Were not aware of a complaints mechanism	93%	94%	-	94%
Were not aware that UNHCR selected them	93%	91%	-	92%

## MOST COMMON ISSUE WITH THE ITEM RECEIVED AND PERCENT OF RECIPIENTS WHO EXPERIENCED IT<sup>11</sup>

Item	Issue	%	Issue	%	Issue	%	Issue	%
Blankets	Poor Quality	25%	Poor Quality	17%	-	-	Poor Quality	22%
Cooking Stove	N/A	N/A	N/A	N/A	-	-	N/A	N/A
Heating Stove	N/A	N/A	Poor Quality	1%	-	-	Poor Quality	1%
Hygiene Kit	Not Enough	3%	N/A	N/A	-	-	Not Enough	3%
Kitchen Set	N/A	N/A	N/A	N/A	-	-	N/A	N/A
Mattresses	Poor Quality	1%	Not Enough	6%	-	-	Poor Quality	2%
Water Jerry Cans	Not Enough	3%	N/A	N/A	-	-	Not Enough	3%
Tent	-	-	Not Needed	7%	-	-	Not Needed	7%
Lamps	Poor Quality	20%	-	-	-	-	Poor Quality	20%

9. "Wasta" is Arabic for 'nepotism' or 'corruption' - relating to favours through personal networks.

10. All "no" answers include those who believed they were "not satisfied" and "somewhat satisfied".

11. N/A indicates that there was no issue reported.

## PROFILE OF REFUGEE BENEFICIARIES OF MULTI-PURPOSE CASH ASSISTANCE

	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
<b>AVERAGE FAMILY SIZE PER NUMBER OF MPCA PAYMENTS RECEIVED</b>				
1 Payment	-	-	5 <sup>12</sup>	5
2 Payments	-	-	N/A	N/A
3 Payments	-	-	N/A	N/A
<b>PERCENT OF HOUSEHOLDS WITH SPECIFIC NEEDS</b>				
Female-headed household	-	-	8%	7%
Chronic illness	-	-	40%	40%
Physical disability	-	-	8%	8%
Mental disability	-	-	2%	2%
Elderly	-	-	6%	6%
Pregnant or nursing	-	-	32%	32%
Child under 5	-	-	38%	38%
<b>DEPENDANCY</b> (% of working age adults in the household)	-	-	<b>54%</b>	<b>54%</b>
<b>PERCENT OF MPCA BENEFICIARIES WITH NO INCOME</b>	-	-	<b>21%</b>	<b>21%</b>
<b>PRIMARY REPORTED EXPENDITURES OF RECEIVED CASH<sup>13</sup></b>				
1	-	-	Paying Debt	Paying Debt
2	-	-	Rent	Rent
3	-	-	Healthcare	Healthcare
<b>SATISFACTION WITH THE MPCA MODALITY</b>				
Not satisfied	-	-	8%	8%
Somewhat satisfied	-	-	25%	25%
Satisfied	-	-	37%	37%
Very satisfied	-	-	30%	30%



12. All beneficiaries in Sulaymaniyah received their MPCA payment in one batch in February.






13. On average, between 60% and 70% of the received cash was spent on the top three reported areas of spending.



## ISSUES FACED BY REFUGEE MPCA BENEFICIARIES IN FEBRUARY

ISSUE	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
Treated disrespectfully by distribution staff	-	-	0%	0%
Traveled to the distribution site more than once	-	-	0%	0%
Were not informed about the selection process	-	-	59%	59%
Believed there was “wasta” involved with their selection	-	-	2%	2%
Waited more than 2 hours for assistance	-	-	12%	12%
Were not satisfied with the distribution process	-	-	0%	0%
Received no information on what would be distributed	-	-	28%	28%
Paid more than 25,000 IQD to travel to the distribution	-	-	11%	11%
Believed the distribution to be poorly managed	-	-	3%	3%
Reported they received nothing	-	-	1%	1%
Had difficulties cashing their cheques <sup>14</sup>	-	-	0%	0%
Were not aware of a complaints mechanism	-	-	92%	92%
Were not aware that UNHCR selected them	-	-	94%	94%

## BENEFICIARIES WHO RECEIVED ASSISTANCE OTHER THAN MPCA IN FEBRUARY

	-	-	51%	51%
TYPES OF OTHER ASSISTANCE RECEIVED IN FEBRUARY				
In-kind	-	N/A	7%	7%
Cash	-	N/A	5%	5%
Vouchers	-	N/A	43%	43%
SOURCES OF OTHER ASSISTANCE UNHCR BENEFICIARIES RECEIVED IN FEBRUARY				
Other UN	-	N/A	77% 	N/A
Local NGOs	-	N/A	9% 	N/A
Other INGOs	-	N/A	2% 	N/A
Religious Org.	-	N/A	2% 	N/A
Other	-	N/A	10% 	N/A

14. All of the January beneficiaries received their payments through bank cheques.

## OVERVIEW OF NFI DISTRIBUTIONS TO REFUGEES IN FEBRUARY

### REPORTED QUALITY AND USEFULNESS OF ITEMS DISTRIBUTED TO REFUGEES IN DOHUK

		Blankets	Cooking Stove	Heating Stove	Hygiene Kit	Kitchen Set	Mattresses	WJC	Tent	Lamps
% of NFI beneficiaries who received item		81%	1% <sup>15</sup>	89%	69%	4%	81%	55%	1% <sup>16</sup>	-
Was it useful?	Yes	83%	-	95%	99%	100%	95%	98%	-	-
	No	17%	-	5%	1%	0%	5%	2%	-	-
Was it of good quality?	Yes	56%	-	97%	97%	100%	91%	99%	-	-
	No	44%	-	3%	3%	0%	1%	1%	-	-
Did you use it?	Yes	86%	-	88%	100%	100%	96%	100%	-	-
	No	14%	-	12%	0%	0%	4%	0%	-	-

### REPORTED QUALITY AND USEFULNESS OF ITEMS DISTRIBUTED TO REFUGEES IN ERBIL

		Blankets	Cooking Stove	Heating Stove	Hygiene Kit	Kitchen Set	Mattresses	WJC	Tent	Lamps
% of NFI beneficiaries who received item		85%	-	4%	55%	4%	93%	2% <sup>17</sup>	-	-
Was it useful?	Yes	83%	-	75%	89%	80%	68%	-	-	-
	No	17%	-	25%	11%	20%	32%	-	-	-
Was it of good quality?	Yes	56%	-	75%	100%	100%	70%	-	-	-
	No	44%	-	25%	0%	0%	30%	-	-	-
Did you use it?	Yes	86%	-	75%	100%	100%	93%	-	-	-
	No	14%	-	25%	0%	0%	7%	-	-	-

### REPORTED QUALITY AND USEFULNESS OF ITEMS DISTRIBUTED TO REFUGEES IN SULAYMANIYAH

No NFI distributions were monitored in February.

15. Only one beneficiary received a cooking stove in Dohuk in February.

16. Only two beneficiaries received tents in Dohuk in February.

17. Only two beneficiaries received WJCs in Erbil in February.

## ISSUES FACED BY REFUGEE NFI BENEFICIARIES IN FEBRUARY

ISSUE	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
Treated disrespectfully by distribution staff	1%	0%	-	0%
Traveled to the distribution site more than once	<1%	0%	-	<1%
Were not informed about the selection process	82%	83%	-	82%
Believed there was “wasta” involved with their selection	5%	4%	-	4%
Waited more than 2 hours for assistance	42%	5%	-	26%
Were not satisfied with the distribution process	11%	2%	-	8%
Received no information on what would be distributed	24%	7%	-	17%
Paid more than 25,000 IQD to travel to the distribution	6%	4%	-	5%
Believed the distribution to be poorly managed	17%	4%	-	12%
Reported they received nothing	1%	5%	-	3%
Were not aware of a complaints mechanism	90%	90%	-	90%
Were not aware that UNHCR selected them	87%	84%	-	86%

## MOST COMMON ISSUE WITH THE ITEM RECEIVED AND PERCENT OF RECIPIENTS WHO EXPERIENCED IT

Item	Issue	%	Issue	%	Issue	%	Issue	%
Blankets	Poor Quality	15%	Poor Quality	33%	-	-	Poor Quality	22%
Cooking Stove	-	-	-	-	-	-	-	-
Heating Stove	Poor Quality	1%	Poor Quality	25%	-	-	Poor Quality	2%
Hygiene Kit	Poor Quality	1%	Not Enough	11%	-	-	Not Enough	4%
Kitchen Set	-	-	Poor Quality	20%	-	-	Poor Quality	20%
Mattresses	Poor Quality	3%	Poor Quality	25%	-	-	Poor Quality	11%
Water Jerry Cans	Poor Quality	>1%	N/A	N/A	-	-	Poor Quality	>1%
Tent	-	-	-	-	-	-	-	-
Lamps	-	-	-	-	-	-	-	-

## PROFILE OF REFUGEE BENEFICIARIES OF CASH FOR NFI<sup>18</sup>

AVERAGE FAMILY SIZE OF CASH FOR NFI RECIPIENTS

**4**

## PERCENT OF HOUSEHOLDS WITH SPECIFIC NEEDS

Female-headed household	7%
Chronic illness	29%
Physical disability	3%
Mental disability	1%
Elderly	5%
Pregnant or nursing	33%
Child under 5	45%

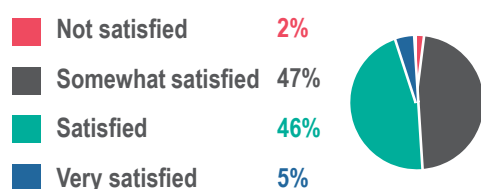
## PERCENT OF CASH FOR NFI BENEFICIARIES WHO HAVE MOVED SINCE RECEIVING ASSISTANCE

**3%**

## PRIMARY REPORTED EXPENDITURES OF RECEIVED CASH<sup>19</sup>

<b>1</b>	Rent
<b>2</b>	Food
<b>3</b>	Paying Debt

## SATISFACTION WITH THE CASH FOR NFI



## ISSUES FACED BY REFUGEE CASH FOR NFI BENEFICIARIES IN FEBRUARY

Treated disrespectfully by distribution staff	0%
Traveled to the distribution site more than once	4%
Were not informed about the selection process	66%
Believed there was "wasta" involved with their selection	5%
Waited more than 2 hours for assistance	6%
Were not satisfied with the distribution process	1%
Received no information on what would be distributed	17%
Paid more than 25,000 IQD to travel to the distribution	5%
Believed the distribution to be poorly managed	3%
Reported they received nothing	2%
Had difficulties cashing their cheques <sup>20</sup>	1%
Were not aware of a complaints mechanism	86%
Were not aware that UNHCR selected them	99%

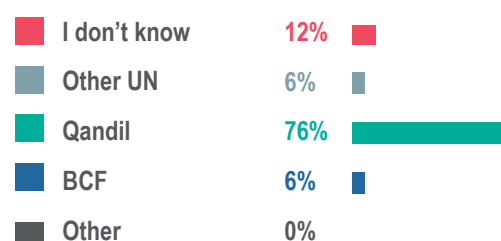
## BENEFICIARIES WHO RECEIVED ASSISTANCE OTHER THAN THE CASH FOR NFI IN FEBRUARY

**9%**

## TYPES OF OTHER ASSISTANCE RECEIVED IN FEBRUARY

In-kind	1%
Cash	8%
Vouchers	0%

## SOURCES OF OTHER ASSISTANCE UNHCR BENEFICIARIES RECEIVED IN FEBRUARY



18. Cash for NFI only occurs in Erbil governorate.

19. On average, between 14% and 44% of the received cash was spent on the top three reported areas of spending.

20. Figures are based on those who received their payment through cheque. In February, it was 99% of the beneficiaries.