



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

Kurdistan Region of Iraq

June 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 internally displaced persons (IDPs) in the Kurdistan region of Iraq (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 June, data were collected through telephone interviews with randomly sampled beneficiary households between 11 September and 20 September 2017. A total of 493 IDP and 415 refugee beneficiaries, as well as 5¹ host community members were called. Of these, 346 IDPs, 328 refugees and 5 host community members answered the phone, totalling 679 beneficiaries. Of the total beneficiaries who answered, 4 (<1%) could not understand the enumerator and 12 (<1%) reported to have not received anything despite appearing in the beneficiary records. Hence, this report is based on a final sample of 339 IDP beneficiaries, 319 refugee beneficiaries, and 5 host community members who confirmed that they remembered the distributions and had received assistance.

Table 1: Population of interest – beneficiaries assisted in June 2017 as per UNHCR records²

	Dohuk		Erbil		Sulaymaniyah		Total
	Refugee	IDP	Refugee	IDP	Refugee	IDP	
NFI	48	0	46	476	0	0	570
Cash for NFI	0	0	22	198	0	0	220
MPCA	73	0	150	14	57	42	336
Total	121	0	218	688	57	42	1,126

Findings are disaggregated by type of assistance, IDP versus refugee beneficiaries and governorate. Where the population of interest is a minimum of 200 cases (see Table 1), samples were drawn to ensure findings are statistically representative with a 95% confidence level and 7% margin of error. For population groups of 200 or lower, censuses were attempted.³ This included all but NFI IDP beneficiaries in Erbil. However, not all recipients responded. Monitoring of MPCA was conducted after beneficiaries had received all payments for which they had been approved.

Table 2: Sample of beneficiaries assisted in June 2017⁴

	Dohuk		Erbil		Sulaymaniyah		Total
	Refugee	IDP	Refugee	IDP	Refugee	IDP	
NFI	48	0	46	140	0	0	234
Cash for NFI	0	0	22	198	0	0	220
MPCA	73	0	150	14	57	42	336
Total	121	0	218	352	57	42	790

Data were uploaded on a daily basis by an 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 following report consists of two chapters, IDPs and refugees, each of which contains five sections. The first section of the factsheets covers MPCA beneficiaries and provides an overview of the profile of the assisted population. The second section 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 section reports on non-compliance issues faced by NFI beneficiaries. Lastly, the final section provides an overview of Cash for NFI beneficiaries and non-compliance issues related to this distribution.

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 would be 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. Therefore, it is not possible to generalise findings for the IDP and refugee populations at large. Due to inherent biases in self-reporting, there may be under-reporting of certain indicators related to the assistance received.

The 'dependents' indicator shows the percentage of household members dependent on working age adults within that household (18 to 60 years of age). The indicator also accounts for the elderly or working age adults who are unable to work due to chronic illness, and who are therefore also defined as dependent.

¹ Five respondents reported to be host community members despite appearing on a beneficiary list for IDPs.

² The population of interest is determined by the number of useable beneficiary data points submitted by UNHCR.

³ The minimum number of cases used to determine a census is 68. Where population groups sizes are generally low this minimum number will be increased in accordance with data collection capacity, and may therefore change from month to month.

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

PROFILE OF IDP MPCA BENEFICIARIES

	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
AVERAGE FAMILY SIZE PER NUMBER OF MPCA PAYMENTS RECEIVED				
1 Payment	-	4	7	6
2 Payments	-	5	0	5
3 Payments	-	4	0	4
PERCENT OF HOUSEHOLDS WITH SPECIFIC NEEDS⁵				
Female-headed household	-	33%	13%	18%
Chronic illness	-	83%	77%	78%
Physical disability	-	0%	20%	15%
Mental disability	-	0%	0%	0%
Elderly	-	33%	33%	33%
Pregnant or nursing	-	0%	10%	8%
Child under 5	-	17%	13%	14%
DEPENDENTS⁶ (% of household members dependent on household working age adults)	-	48%	46%	47%
PERCENT OF MPCA BENEFICIARIES WITH NO INCOME	-	0%	17%	13%
PRIMARY REPORTED EXPENDITURES OF RECEIVED CASH⁷				
1	-	Rent	Paying debt	Paying debt
2	-	Healthcare	Rent	Rent
3	-	Paying debt	Healthcare	Healthcare
SATISFACTION WITH THE MPCA MODALITY				
Not satisfied	-	0%	0%	0%
Somewhat satisfied	-	17%	23%	22%
Satisfied	-	0%	67%	50%
Very satisfied	-	83%	10%	28%

⁵ This section reports on percent of households where at least one member has the following specific needs.

⁶ Working age adults (18-60 years) does not include the elderly, or adults with chronic illness.

⁷ On average, between 58% and 70% of the received cash was spent on the top three reported areas of spending across the KR-I.

ISSUES FACED BY IDP MPCA BENEFICIARIES IN JUNE

ISSUE	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
Treated disrespectfully by distribution staff	-	0%	0%	0%
Travelled to the distribution site more than once	-	0%	3%	3%
Were not informed about the selection process	-	100%	63%	73%
Believed there was "wasta" involved with their selection ⁸	-	0%	0%	0%
Waited more than 2 hours for assistance	-	20%	0%	5%
Were not satisfied with the distribution process ⁹	-	0%	0%	0%
Received no information on what would be distributed	-	33%	17%	21%
Paid more than 25,000 IQD to travel to the distribution	-	0%	37%	28%
Believed the distribution to be poorly managed ¹⁰	-	0%	0%	0%
Reported they received nothing ¹¹	-	0%	0%	0%
Had difficulties cashing their cheques ¹²	-	0%	0%	0%
Were not aware of a complaints mechanism	-	83%	83%	83%
Were not aware that UNHCR selected them	-	100%	100%	100%

BENEFICIARIES WHO RECEIVED ASSISTANCE OTHER THAN MPCA IN JUNE¹³

	-	17%	20%	19%
TYPES OF OTHER ASSISTANCE RECEIVED IN JUNE				
In-kind	-	17%	17%	17%
Cash	-	0%	3%	2%
Vouchers	-	0%	0%	0%
None	-	83%	80%	81%

SOURCES OF OTHER ASSISTANCE UNHCR BENEFICIARIES RECEIVED IN JUNE

Don't know	-	100%	50%	61%
Other UN	-	0%	33%	26%
Government	-	0%	17%	13%
Religious Groups	-	0%	0%	0%
Other	-	0%	0%	0%

⁸ "Wasta" is the Arabic term for 'nepotism' or 'corruption' - relating to favours through personal networks.

⁹ All "no" answers include those who believed they were "not satisfied" and "somewhat satisfied".

¹⁰ All "no" answers include those who reported the distribution to be "not managed" and "somewhat managed".

¹¹ Figures from this indicator are drawn from the total sample of beneficiaries called for this report.

¹² All of the June beneficiaries in Erbil and 80% in Sulaymaniyah reported receiving their payments through bank cheques.

¹³ For this section, multiple options were available to the respondents and numbers may therefore exceed 100%.

OVERVIEW OF NFI DISTRIBUTIONS TO IDPS IN JUNE

REPORTED QUALITY AND USEFULNESS OF ITEMS DISTRIBUTED TO IDPS IN DOHUK

No NFI distributions were monitored in June in Dohuk.

REPORTED QUALITY AND USEFULNESS OF ITEMS DISTRIBUTED TO IDPS IN ERBIL¹⁴

% of NFI beneficiaries who received item		Blanket	Kerosene Can	Tarpaulin	Cooking Stove	Heating Stove	Kerosene	Tent Insulation	Hygiene Kit	Kitchen Set	Mattresses	Water Jerry Cans	Tent	Fans	Lamp
		13%	9%	11%	13%	3%	5%	-	16%	13%	17%	12%	4%	3%	8%
Was it useful?	Yes	74%	93%	100%	90%	75%	86%	-	96%	95%	100%	94%	83%	100%	100%
	No	26%	7%	0%	10%	25%	14%	-	4%	5%	0%	6%	17%	0%	0%
Was it of good quality?	Yes	63%	100%	100%	90%	100%	86%	-	96%	89%	100%	100%	83%	100%	100%
	No	37%	0%	0%	10%	0%	14%	-	4%	11%	0%	0%	17%	0%	0%
Did you use it?	Yes	95%	93%	100%	95%	100%	86%	-	100%	100%	100%	94%	100%	100%	100%
	No	5%	7%	0%	5%	0%	14%	-	0%	0%	0%	6%	0%	0%	0%

REPORTED QUALITY AND USEFULNESS OF ITEMS DISTRIBUTED TO IDPS IN SULAYMANIYAH

No NFI distributions were monitored in June in Sulaymaniyah.

¹⁴All "no" answers for the indicator "Was it useful?" include those who believed the items they received to be "not useful" or "somewhat useful".

ISSUES FACED BY IDP NFI BENEFICIARIES IN JUNE

ISSUE	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
Treated disrespectfully by distribution staff	-	0%	-	0%
Travelled to the distribution site more than once	-	2%	-	2%
Were not informed about the selection process	-	84%	-	84%
Believed there was “wasta” involved with their selection	-	2%	-	2%
Waited more than 2 hours for assistance	-	22%	-	22%
Were not satisfied with the distribution process	-	3%	-	3%
Received no information on what would be distributed	-	21%	-	21%
Paid more than 25,000 IQD to travel to the distribution	-	0%	-	0%
Believed the distribution to be poorly managed	-	8%	-	8%
Reported they received nothing	-	0%	-	0%
Were not aware of a complaints mechanism	-	88%	-	88%
Were not aware that UNHCR selected them	-	100%	-	100%

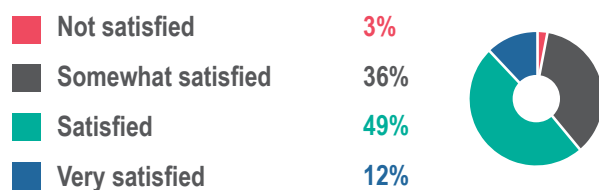
MOST COMMON ISSUE WITH THE ITEM RECEIVED AND PERCENT OF RECIPIENTS WHO EXPERIENCED IT¹⁵

Item	Issue	%	Issue	%	Issue	%	Issue	%
Blankets	-	-	Poor Quality	26%	-	-	Poor Quality	26%
Kerosene Can	-	-	Not Needed	7%	-	-	Not Needed	7%
Tarpaulin	-	-	N/A	N/A	-	-	N/A	N/A
Cooking Stove	-	-	Poor Quality	10%	-	-	Poor Quality	10%
Heating Stove	-	-	Poor Timing	25%	-	-	Poor Timing	25%
Kerosene	-	-	Poor Quality	14%	-	-	Poor Quality	14%
Tent Insulation	-	-	-	-	-	-	-	-
Hygiene Kit	-	-	Poor Quality	4%	-	-	Poor Quality	4%
Kitchen Sets	-	-	Poor Quality	5%	-	-	Poor Quality	5%
Mattresses	-	-	N/A	N/A	-	-	N/A	N/A
Water Jerry Cans	-	-	Not Needed	6%	-	-	Not Needed	6%
Tent	-	-	Poor Quality	17%	-	-	Poor Quality	17%
Fans	-	-	N/A	N/A	-	-	N/A	N/A
Lamps	-	-	N/A	N/A	-	-	N/A	N/A

¹⁵ N/A means no issue was reported.

OVERVIEW OF IDP CASH FOR NFI BENEFICIARIES IN JUNE¹⁶

SATISFACTION WITH THE CASH FOR NFI



ISSUES FACED BY IDP CASH FOR NFI BENEFICIARIES

Treated disrespectfully by distribution staff	0%
Travelled to the distribution site more than once	7%
Were not informed about the selection process	76%
Believed there was “wasta” involved with their selection	<1%
Waited more than 2 hours for assistance	4%
Were not satisfied with the distribution process	<1%
Received no information on what would be distributed	13%
Paid more than 25,000 IQD to travel to the distribution	4%
Believed the distribution to be poorly managed	6%
Reported they received nothing	0%
Had difficulties cashing their cheques ¹⁷	0%
Were not aware of a complaints mechanism	80%
Were not aware that UNHCR selected them	100%

PRIMARY REPORTED EXPENDITURES OF RECEIVED CASH¹⁸

- 1 Rent
- 2 Food
- 3 Healthcare

AVERAGE FAMILY SIZE OF CASH FOR NFI RECIPIENTS

5

PERCENT OF HOUSEHOLDS WITH SPECIFIC NEEDS

Female-headed household	17%
Chronic illness	43%
Physical disability	10%
Mental disability	4%
Elderly	18%
Pregnant or nursing	17%
Child under 5	20%

DEPENDENTS (% of household members dependent on household working age adults)

40%

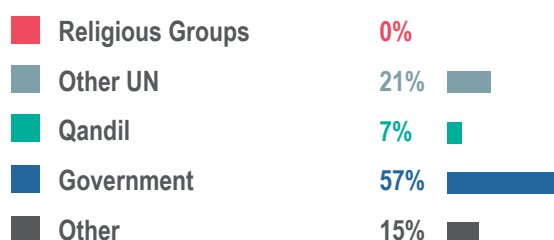
BENEFICIARIES WHO RECEIVED ASSISTANCE OTHER THAN THE CASH FOR NFI

9%

TYPES OF OTHER ASSISTANCE RECEIVED

In-kind	9%
Cash	0%
Vouchers	0%
None	91%

SOURCES OF OTHER ASSISTANCE UNHCR BENEFICIARIES RECEIVED

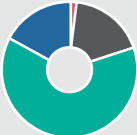





¹⁶ Cash for NFI distributions only occurs in Erbil governorate.

¹⁷ 100% of the June beneficiaries reported receiving their payments through bank cheques.

¹⁸ On average, between 79% and 85% of the received cash was spent on the top three reported areas of spending.

PROFILE OF REFUGEE MPCA BENEFICIARIES

	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
AVERAGE FAMILY SIZE PER NUMBER OF MPCA PAYMENTS RECEIVED				
1 Payment	4	4	6	5
2 Payments	4	5	9	5
3 Payments	1	4	6	4
PERCENT OF HOUSEHOLDS WITH SPECIFIC NEEDS				
Female-headed household	27%	16%	11%	18%
Chronic illness	53%	65%	46%	58%
Physical disability	2%	1%	2%	1%
Mental disability	3%	5%	2%	4%
Elderly	15%	20%	4%	16%
Pregnant or nursing	20%	17%	11%	16%
Child under 5	27%	25%	28%	26%
DEPENDENTS (% of household members dependent on household working age adults)	38%	40%	62%	44%
PERCENT OF MPCA BENEFICIARIES WITH NO INCOME				
	14%	10%	13%	12%
PRIMARY REPORTED EXPENDITURES OF RECEIVED CASH¹⁹				
1	Paying Debt	Paying Debt	Paying Debt	Paying Debt
2	Healthcare	Rent	Rent	Rent
3	Rent	Healthcare	Food	Healthcare
SATISFACTION WITH THE MPCA MODALITY				
<div> <div></div> Not satisfied </div> <div> <div></div> Somewhat satisfied </div> <div> <div></div> Satisfied </div> <div> <div></div> Very satisfied </div>	2% 18% 63% 17% 	<1% 20% 58% 21% 	0% 35% 61% 4% 	<1% 23% 60% 17% 

¹⁹ On average, between 62% and 72% of the received cash was spent on the top three reported areas of spending.

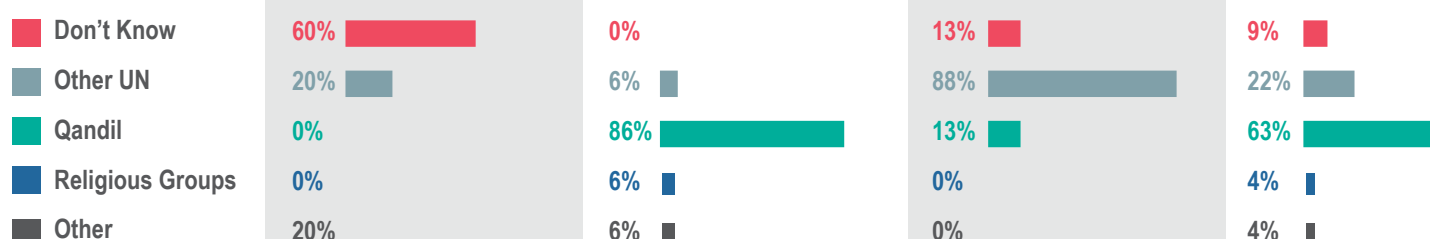
ISSUES FACED BY REFUGEE MPCA BENEFICIARIES IN JUNE

ISSUE	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
Treated disrespectfully by distribution staff	0%	0%	0%	0%
Travelled to the distribution site more than once	8%	5%	2%	5%
Were not informed about the selection process	70%	67%	76%	70%
Believed there was “wasta” involved with their selection	0%	2%	2%	1%
Waited more than 2 hours for assistance	4%	3%	5%	4%
Were not satisfied with the distribution process	4%	0%	2%	1%
Received no information on what would be distributed	30%	15%	20%	20%
Paid more than 25,000 IQD to travel to the distribution	12%	4%	13%	8%
Believed the distribution to be poorly managed	2%	2%	5%	3%
Reported they received nothing	0%	0%	0%	0%
Had difficulties cashing their cheques ²⁰	0%	0%	0%	0%
Were not aware of a complaints mechanism	88%	81%	87%	84%
Were not aware that UNHCR selected them	100%	100%	98%	100%

BENEFICIARIES WHO RECEIVED ASSISTANCE OTHER THAN MPCA IN JUNE

	8%	27%	17%	20%
TYPES OF OTHER ASSISTANCE RECEIVED IN JUNE				
In-kind	7%	1%	2%	3%
Cash	2%	24%	0%	13%
Vouchers	0%	<1%	15%	3%
None	92%	73%	83%	80%

SOURCES OF OTHER ASSISTANCE UNHCR BENEFICIARIES RECEIVED IN JUNE



²⁰ In June, 92% in Dohuk, 100% in Erbil and 100% in Sulaymaniyah received their payments in Cheques.

OVERVIEW OF NFI DISTRIBUTIONS TO REFUGEES IN JUNE

REPORTED QUALITY AND USEFULNESS OF ITEMS DISTRIBUTED TO REFUGEES IN DOHUK

% of NFI beneficiaries who received item		Blanket	Kerosene Can	Tarpaulin	Cooking Stove	Heating Stove	Kerosene	Hygiene Kit	Kitchen Set	Mattresses	Water Jerry Cans	Tent	Lamp
		72%	28%	25%	31%	3% ²¹	6%	47%	42%	89%	25%	33%	-
Was it useful?	Yes	81%	100%	100%	82%	N/A	100%	94%	93%	87%	100%	100%	-
	No	19%	0%	0%	18%	N/A	0%	6%	7%	13%	0%	0%	-
Was it of good quality?	Yes	65%	100%	100%	64%	N/A	100%	94%	80%	81%	100%	100%	-
	No	35%	0%	0%	36%	N/A	0%	6%	20%	19%	0%	0%	-
Did you use it?	Yes	88%	100%	100%	55%	N/A	100%	100%	100%	97%	100%	100%	-
	No	12%	0%	0%	45%	N/A	0%	0%	0%	3%	0%	0%	-

REPORTED QUALITY AND USEFULNESS OF ITEMS DISTRIBUTED TO REFUGEES IN ERBIL

% of NFI beneficiaries who received item		Blanket	Kerosene Can	Tarpaulin	Cooking Stove	Heating Stove	Kerosene	Hygiene Kit	Kitchen Set	Mattresses	Water Jerry Cans	Tent	Lamp
		78%	16%	84%	66%	-	-	75%	19%	94%	9%	47%	6%
Was it useful?	Yes	84%	100%	100%	86%	-	-	100%	100%	80%	100%	93%	100%
	No	16%	0%	0%	14%	-	-	0%	0%	20%	0%	7%	0%
Was it of good quality?	Yes	60%	100%	100%	85%	-	-	100%	100%	73%	100%	100%	100%
	No	40%	0%	0%	15%	-	-	0%	0%	27%	0%	0%	0%
Did you use it?	Yes	84%	100%	93%	38%	-	-	100%	100%	90%	100%	100%	100%
	No	16%	0%	7%	62%	-	-	0%	0%	10%	0%	0%	0%

REPORTED QUALITY AND USEFULNESS OF ITEMS DISTRIBUTED TO REFUGEES IN SULAYMANIYAH

No NFI distributions were monitored in Sulaymaniyah in June.

²¹ Only one heating stove was distributed in Dohuk in June.

ISSUES FACED BY REFUGEE NFI BENEFICIARIES IN JUNE

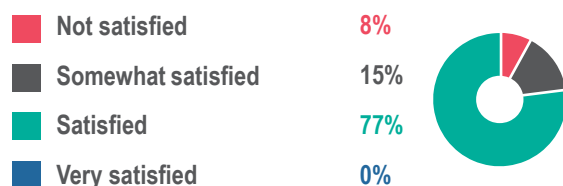
ISSUE	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
Treated disrespectfully by distribution staff	0%	0%	-	0%
Travelled to the distribution site more than once	0%	0%	-	0%
Were not informed about the selection process	67%	69%	-	68%
Believed there was “wasta” involved with their selection	0%	0%	-	0%
Waited more than 2 hours for assistance	0%	3%	-	2%
Were not satisfied with the distribution process	0%	0%	-	0%
Received no information on what would be distributed	7%	3%	-	5%
Paid more than 25,000 IQD to travel to the distribution	0%	0%	-	0%
Believed the distribution to be poorly managed	0%	0%	-	0%
Reported they received nothing	3%	11%	-	7%
Were not aware of a complaints mechanism	93%	97%	-	95%
Were not aware that UNHCR selected them	92%	87%	-	90%

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

Item	Issue	%	Issue	%	Issue	%	Issue	%
Blankets	Poor Quality	14%	Poor Quality	9%	-	-	Poor Quality	12%
Kerosene Cans	N/A	N/A	N/A	N/A	-	-	N/A	N/A
Tarpaulin	N/A	N/A	N/A	N/A	-	-	N/A	N/A
Cooking Stove	Poor Quality	18%	Poor Quality	14%	-	-	Poor Quality	16%
Heating Stove	N/A	N/A	-	-	-	-	N/A	N/A
Kerosene	N/A	N/A	N/A	N/A	-	-	N/A	N/A
Tent Insulation	-	-	-	-	-	-	-	-
Hygiene Kit	Poor Quality	6%	N/A	N/A	-	-	Poor Quality	2%
Kitchen Sets	Poor Quality	7%	N/A	N/A	-	-	Poor Quality	5%
Mattresses	Poor Quality	13%	Poor Quality	17%	-	-	Poor Quality	15%
Water Jerry Can	N/A	N/A	N/A	N/A	-	-	N/A	N/A
Tent	N/A	N/A	Not Needed	7%	-	-	Not Needed	4%
Fans	-	-	-	-	-	-	-	-
Lamps	-	-	N/A	N/A	-	-	N/A	N/A

OVERVIEW OF CASH FOR NFI DISTRIBUTIONS TO REFUGEES IN JUNE

SATISFACTION WITH THE CASH FOR NFI



ISSUES FACED BY REFUGEE CASH FOR NFI BENEFICIARIES

Treated disrespectfully by distribution staff	0%
Travelled to the distribution site more than once	0%
Were not informed about the selection process	77%
Believed there was "wasta" involved with their selection	0%
Waited more than 2 hours for assistance	0%
Were not satisfied with the distribution process	0%
Received no information on what would be distributed	15%
Paid more than 25,000 IQD to travel to the distribution	0%
Believed the distribution to be poorly managed	0%
Reported they received nothing	7%
Had difficulties cashing their cheques ²²	0%

PRIMARY REPORTED EXPENDITURES OF RECEIVED CASH²³

- Food
- Rent
- Healthcare

AVERAGE FAMILY SIZE OF CASH FOR NFI RECIPIENTS

4

PERCENT OF HOUSEHOLDS WITH SPECIFIC NEEDS

Female-headed household 38%

Chronic illness 31%

Physical disability 0%

Mental disability 0%

Elderly 8%

Pregnant or nursing 38%

Child under 5 23%

DEPENDENTS (% of household members dependent on household working age adults)

27%²⁴

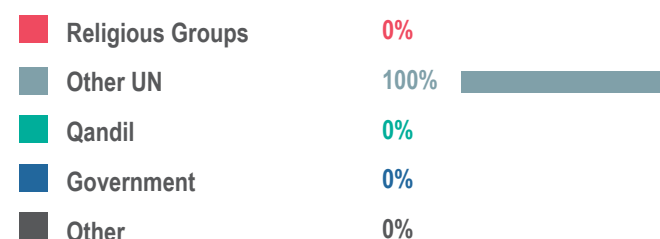
BENEFICIARIES WHO RECEIVED ASSISTANCE OTHER THAN THE CASH FOR NFI

8%

TYPES OF OTHER ASSISTANCE RECEIVED

In-kind	8%
Cash	0%
Vouchers	0%
None	92%

SOURCES OF OTHER ASSISTANCE UNHCR BENEFICIARIES RECEIVED



²² 92% of the June beneficiaries reported receiving their payments through cheques.

²³ On average, between 67% and 80% of the received cash was spent on the top three reported areas of spending.

²⁴ The low percentage of dependents is due to 5 out of 13 households being composed of only non-dependent working age adults.