



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

Kurdistan Region of Iraq

January 2017

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METHODOLOGY OF MONTHLY MONITORING

IMPACT Initiatives (IMPACT) 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 January, data was collected through telephone interviews with randomly sampled beneficiary households between 23 April and 29 June 2017. A total of 1,016 IDP and 222 refugee beneficiary households were called. Of these, 503 IDPs and 171 refugees answered the phone, totalling 674 beneficiaries. Of the total beneficiaries who answered, 1 (<1%) could not understand and 22 (3%) claimed to have not received anything, despite appearing on the list of beneficiaries. Hence, this report is based on a final sample of interviews with 479 IDP beneficiaries and 168 refugee beneficiaries who confirmed that they remembered the distribution and had received assistance.

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

	Dohuk ¹		Erbil		Sulaymaniyah		Total
	Refugee	IDP	Refugee	IDP ³	Refugee	IDP	
NFI	499	1,916	6,317 ²	920	0	0	9,652
MPCA 1	0	0	15	0	0	0	15
MPCA 2	0	0	7	0	0	0	7
Total	499	1,916	6,339	920	0	0	9,674

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 had received all payments for which they had been approved. While IMPACT attempted to conduct a census, only 15 of 22 recipients answered their phone and agreed to be interviewed. Findings for other NFI recipients are indicative only.

Table 2: Sample of beneficiaries assisted in January 2017⁴

	Dohuk		Erbil		Sulaymaniyah		Total
	Refugee	IDP	Refugee	IDP	Refugee	IDP	
NFI	N/A	N/A	N/A	162	-	-	162
MPCA 1	-	-	15	-	-	-	15
MPCA 2	-	-	7	-	-	-	7
Total	-	-	22	162	-	-	184

Data was uploaded on a daily basis 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. The final page reports on non-compliance issues faced by NFI beneficiaries.

Every effort was taken to protect the identities of participants involved in this study and to 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 to 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 believe that it could lead to more assistance.

The dependency indicator 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 January in Dohuk governorate only distributions of winterization assistance took place. However some of the beneficiaries interviewed during data collection reported items that are part of New Arrival Kits, such as tents, water jerry cans or hygiene kits. Therefore interviews with January 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. However when interviewed for Winterization PDM, some of them reported receiving non-winter items, such as hygiene kits or kitchen sets. Therefore interviews with January refugee NFI recipients in Erbil governorate, conducted during Winterization data collection were added to the dataset of this report.

3. Beneficiaries living in Garmawa, Debaga and Hassan Sham IDP camps are not included in this breakdown, nor in the sample because UNHCR field staff are unable to collect phone numbers for these populations. As most living in these camps are newly displaced, many are reportedly refusing to provide contact details due to security concerns.

4. Based on the population of interest as seen in the Table 1, except for the distribution of winterization assistance conducted in Dohuk and Erbil.

OVERVIEW OF NFI DISTRIBUTIONS TO IDPS IN JANUARY

REPORTED QUALITY AND USEFULNESS OF ITEMS DISTRIBUTED TO IDPS IN DOHUK⁵

% of NFI beneficiaries who received item			Blanket	Cooking stove	Heating Stove	Hygiene Kits	Kitchen Set	Mattresses	WJC	Tent	Lamps
			8%	-	28%	6%	-	-	16%	1% ⁶	-
Was it useful?	Yes		82%	-	100%	100%	-	-	100%	-	-
	No		18%	-	0%	0%	-	-	0%	-	-
Was it of good quality?	Yes		82%	-	100%	100%	-	-	100%	-	-
	No		18%	-	0%	0%	-	-	0%	-	-
Did you use it?	Yes		100%	-	98%	100%	-	-	100%	-	-
	No		0%	-	2%	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
			76%	29%	66%	76%	55%	65%	47%	13%	34%
Was it useful?	Yes		84%	96%	99%	95%	99%	93%	97%	95%	98%
	No		16%	4%	1%	5%	1%	7%	3%	5%	2%
Was it of good quality?	Yes		73%	88%	98%	99%	97%	94%	98%	98%	98%
	No		27%	12%	2%	1%	3%	6%	2%	2%	2%
Did you use it?	Yes		96%	95%	97%	100%	99%	99%	100%	100%	100%
	No		4%	5%	3%	0%	1%	1%	0%	0%	0%

REPORTED QUALITY AND USEFULNESS OF ITEMS DISTRIBUTED TO IDPS IN SULAYMANIYAH

No NFI distributions were monitored in January in Sulaymaniyah.

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

6. Only one IDP reported receiving tent in Dohuk governorate in January.

ISSUES FACED BY IDP NFI BENEFICIARIES IN JANUARY

ISSUE	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
Treated disrespectfully by distribution staff	0%	3%	-	1%
Traveled to the distribution site more than once	0%	<1%	-	<1%
Were not informed about the selection process	82%	78%	-	80%
Believed there was “wasta” ⁷ involved with their selection	3%	8%	-	4%
Waited more than 2 hours for assistance	3%	7%	-	4%
Were not satisfied with the distribution process ⁸	0%	3%	-	1%
Received no information on what would be distributed	0%	7%	-	2%
Paid more than 25,000 IQD to travel to the distribution	0%	0%	-	0%
Believed the distribution to be poorly managed ⁹	1%	3%	-	2%
Reported they received nothing	5%	3%	-	4%
Were not aware of a complaints mechanism	96%	83%	-	92%
Were not aware that UNHCR selected them	91%	91%	-	91%

MOST COMMON ISSUE WITH THE ITEM RECEIVED AND PERCENT OF RECIPIENTS WHO EXPERIENCED IT¹⁰

Item	Issue	%	Issue	%	Issue	%	Issue	%
Blankets	Poor Quality	9%	Poor Quality	14%	-	-	Poor Quality	14%
	Not Enough	9%						
Cooking Stove	-	-	Poor Quality	4%	-	-	Poor Quality	4%
Heating Stove	N/A	N/A	Already Had	<1%	-	-	Already Had	<1%
			Not Enough	<1%			Not Enough	<1%
Hygiene Kit	N/A	N/A	Not Enough	4%	-	-	Not Enough	4%
Kitchen Set	-	-	Not Enough	<1%	-	-	Not Enough	<1%
			Poor Quality	<1%			Poor Quality	<1%
Mattresses	-	-	Poor Quality	5%	-	-	Poor Quality	5%
Water Jerry Cans	N/A	N/A	Poor Quality	1%	-	-	Poor Quality	1%
			Not Enough	1%			Not Enough	1%
Tent	N/A	N/A	Not Enough	5%	-	-	Not Enough	5%
Lamps	-	-	Not Enough	<1%	-	-	Not Enough	<1%
			Poor Quality	<1%			Poor Quality	<1%

7. “Wasta” is the Arabic term for ‘nepotism’ or ‘corruption’ - relating to favours through personal networks.

8. All “no” answers include those who reported they were “not satisfied” and “somewhat satisfied”.

9. All “no” answers include those who reported the distribution to be “poorly managed” and “somewhat managed”.

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

PROFILE OF REFUGEE BENEFICIARIES OF MULTI-PURPOSE CASH ASSISTANCE

	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
AVERAGE FAMILY SIZE PER NUMBER OF MPCA PAYMENTS RECEIVED				
1 Payment	-	6	-	6
2 Payments	-	3 ¹¹	-	3
3 Payments	-	N/A	-	N/A
PERCENT OF HOUSEHOLDS WITH SPECIFIC NEEDS¹²				
Female-headed household	-	7%	-	7%
Chronic illness	-	33%	-	33%
Physical disability	-	20%	-	20%
Mental disability	-	0%	-	0%
Elderly	-	20%	-	20%
Pregnant or nursing	-	20%	-	20%
Child under 5	-	20%	-	20%
DEPENDENCY (% of working age adults in the household)	-	65%	-	65%
PERCENT OF MPCA BENEFICIARIES WITH NO INCOME	-	13%	-	13%
PRIMARY REPORTED EXPENDITURES OF RECEIVED CASH¹³				
1	-	Healthcare	-	Healthcare
2	-	Paying Debt	-	Paying Debt
3	-	Rent	-	Rent
SATISFACTION WITH THE MPCA MODALITY				
Not satisfied	-	7%	-	7%
Somewhat satisfied	-	33%	-	33%
Satisfied	-	60%	-	60%
Very satisfied	-	0%	-	0%



11. Only four beneficiaries received two payments in January.






12. Throughout the report these % refer to the proportion of households who reported having at least one member with the following characteristics.

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 JANUARY

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	-	73%	-	73%
Believed there was “wasta” involved with their selection	-	7%	-	7%
Waited more than 2 hours for assistance	-	0%	-	0%
Were not satisfied with the distribution process	-	0%	-	0%
Received no information on what would be distributed	-	7%	-	7%
Paid more than 25,000 IQD to travel to the distribution	-	20%	-	20%
Believed the distribution to be poorly managed	-	0%	-	0%
Reported they received nothing	-	0%	-	0%
Had difficulties cashing their cheques ¹⁴	-	0%	-	0%
Were not aware of a complaints mechanism	-	93%	-	93%
Were not aware that UNHCR selected them	-	93%	-	93%

BENEFICIARIES WHO RECEIVED ASSISTANCE OTHER THAN MPCA IN JANUARY

	-	N/A	-	N/A
TYPES OF OTHER ASSISTANCE RECEIVED IN JANUARY				
In-kind	-	N/A	-	N/A
Cash	-	N/A	-	N/A
Vouchers	-	N/A	-	N/A
SOURCES OF OTHER ASSISTANCE UNHCR BENEFICIARIES RECEIVED IN JANUARY				
 I don't know	-	N/A	-	N/A
 Other UN	-	N/A	-	N/A
 Government	-	N/A	-	N/A
 Religious Org.	-	N/A	-	N/A
 Other	-	N/A	-	N/A

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

OVERVIEW OF NFI DISTRIBUTIONS TO REFUGEES IN JANUARY

REPORTED QUALITY AND USEFULNESS OF ITEMS DISTRIBUTED TO REFUGEES IN DOHUK¹⁵

		Blankets	Cooking Stove	Heating Stove	Hygiene Kit	Kitchen Set	Mattresses	WJC	Tent	Lamps
% of NFI beneficiaries who received item		8%	-	47%	-	-	5%	1% ¹⁶	-	-
Was it useful?	Yes	100%	-	89%	-	-	100%	-	-	-
	No	0%	-	11%	-	-	0%	-	-	-
Was it of good quality?	Yes	82%	-	89%	-	-	100%	-	-	-
	No	18%	-	11%	-	-	0%	-	-	-
Did you use it?	Yes	100%	-	94%	-	-	100%	-	-	-
	No	0%	-	6%	-	-	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		89%	-	5%	57%	1% ¹⁷	92%	4%	-	-
Was it useful?	Yes	67%	-	100%	98%	-	63%	100%	-	-
	No	33%	-	0%	2%	-	37%	0%	-	-
Was it of good quality?	Yes	74%	-	100%	100%	-	64%	100%	-	-
	No	26%	-	0%	0%	-	36%	0%	-	-
Did you use it?	Yes	97%	-	100%	100%	-	97%	100%	-	-
	No	3%	-	0%	0%	-	3%	0%	-	-

REPORTED QUALITY AND USEFULNESS OF ITEMS DISTRIBUTED TO REFUGEES IN SULAYMANIYAH

No NFI distributions were monitored in January in Sulaymaniyah.

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

16. Only one refugee reported received water jerry can in Dohuk governorate in January.

17. Only one refugee reported received kitchen set in Erbil governorate in January.

ISSUES FACED BY REFUGEE NFI BENEFICIARIES IN JANUARY

ISSUE	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
Treated disrespectfully by distribution staff	0%	0%	-	0%
Traveled to the distribution site more than once	3%	0%	-	2%
Were not informed about the selection process	80%	76%	-	76%
Believed there was “wasta” involved with their selection	0%	4%	-	2%
Waited more than 2 hours for assistance	0%	6%	-	5%
Were not satisfied with the distribution process	2%	6%	-	5%
Received no information on what would be distributed	2%	4%	-	4%
Paid more than 25,000 IQD to travel to the distribution	0%	0%	-	0%
Believed the distribution to be poorly managed	0%	6%	-	5%
Reported they received nothing	1%	2%	-	2%
Were not aware of a complaints mechanism	94%	96%	-	96%
Were not aware that UNHCR selected them	93%	89%	-	91%

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

Item	Issue	%	Issue	%	Issue	%	Issue	%
Blankets	N/A	N/A	Poor Quality	27%	-	-	Poor Quality	27%
Heating Stove	Poor Quality	11%	N/A	N/A	-	-	Poor Quality	11%
Hygiene Kit	-	-	Not Enough	2%	-	-	Not Enough	2%
Kitchen Set	-	-	-	-	-	-	-	-
Mattresses	N/A	N/A	Poor Quality	34%	-	-	Poor Quality	34%
Water Jerry Cans	N/A	N/A	N/A	N/A	-	-	N/A	N/A
Tent	-	-	-	-	-	-	-	-
Lamps	-	-	-	-	-	-	-	-