

Iraq

Monthly Post-Distribution Monitoring: UNHCR Cash Distributions to Internally Displaced

Centre and South Regions of Iraq

September and October 2017



UNHCR
The UN Refugee Agency

IMPACT Shaping practices
Influencing policies
Impacting lives

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About IMPACT Initiatives

IMPACT Initiatives (IMPACT) is a leading Geneva-based think-and-do-tank. The organization implements assessment, monitoring & evaluation and organisational capacity-building programmes in direct partnership with aid actors or through its inter-agency initiatives, REACH and AGORA. Headquartered in Geneva, IMPACT has an established field presence in over 19 countries. The IMPACT team is composed of over 400 staff, including 100 full-time international experts, as well as a roster of consultants, who are currently implementing over 50 programmes across Africa, Middle East and North Africa, Central and South-East Asia, and Eastern Europe.

Methodology of Monthly Monitoring

Post Distribution Monitoring

IMPACT conducts post-distribution monitoring (PDM) of UNHCR's 2017 multi-purpose cash assistance (MPCA) to internally displaced persons (IDPs) in the Centre and South regions of Iraq on a monthly basis. The Centre and South region of Iraq consists of the following governorates: Anbar, Babylon, Baghdad, Basra, Diyala, Kerbala, Kirkuk, Missan, Muthanna, Najaf, Ninewa, Qadissiya, Salah al-Din, Thi Qar and Wassit. The objectives of the monthly monitoring are to provide UNHCR with reports from beneficiaries¹ on their progress and to identify any issues beneficiaries faced, either at the distribution or with the assistance received, for follow up.

Sampling and disaggregation

Due to the lower numbers of MPCA beneficiaries reported by UNHCR in September and October, the PDM for the two months have been compiled into one report. To monitor distributions during the months of September and October, data were collected through telephone interviews with randomly sampled beneficiary cases between 26 of November and 17 December 2017.

The total population of interest is based on the beneficiary lists from UNHCR meeting a set of useable criteria (see Table 1 and 2). The most important criteria are: full name, telephone number, date of distribution, distribution partner and location. The total population of interest was stratified by governorate, and number of payments; MPCA 1, 2 and 3. Due to the low numbers within the overall population of interest, a census was attempted for each population group. As a census was attempted, no weighting was applied

A total of 169 IDP beneficiaries were called. Of these, 136 IDPs answered the phone. Of the total beneficiaries who answered 1 (<1%) could not remember the distribution and 13 (10%) reported not having received anything, despite appearing in the beneficiary records. Hence, this report is based on a final number of interviews with 122 IDP beneficiaries who confirmed that they remembered the distribution and had received assistance.

All interviews were conducted with the person whose name was on the distribution list. If that person was not available, the enumerator asked to speak to the head of the household, and if this person was not available, we asked to speak to a person over the age of 18, or we called them back at a more convenient time. Monitoring of MPCA was conducted after beneficiaries had received at least their first payment.

Table 1: Population of interest² – beneficiaries assisted in September 2017 as per UNHCR records

	MPCA 1	MPCA 2	MPCA 3	TOTAL
Kirkuk	42	-	-	42
TOTAL	42	-	-	42

Table 2: Population of interest – beneficiaries assisted in October 2017 as per UNHCR records

	MPCA 1	MPCA 2	MPCA 3	TOTAL
Ninewa	103	-	24	127
TOTAL	103	-	24	127

For the months of September and October, distributions only occurred in Kirkuk and Ninewa (see Table 3 and 4 for total number of people interviewed). As a full census was attempted, findings can be considered representative of the total population of beneficiaries.

For each strata with a number of people interviewed between 10 and 20, numbers are reported instead of proportions³, while numbers of interviewed people under 10 are not reported in governorate level analysis but are included in the aggregated national level findings. For findings disaggregated by governorate, results are based on where the respondent was recorded to be living at the time of distribution, according to UNHCR lists. In two cases, respondents reported that they resided in a different governorate at the time of interview.

Data Collection

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.

Limitations

All results are based on UNHCR beneficiary lists and do not include other persons of concern (PoCs) that were not targeted for assistance. Due to inherent biases in self-reporting, there may be under-reporting of certain indicators related to the assistance received.

Every effort was taken to protect the identities of participants involved in this monitoring 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. Interviews were only conducted after consent was given.

Table 3: Total number of beneficiaries interviewed in September 2017 as per UNHCR records⁴

	MPCA 1	MPCA 2	MPCA 3	TOTAL
Kirkuk	33	-	-	33
TOTAL	33	-	-	33

Table 4: Total number of beneficiaries interviewed in October 2017 as per UNHCR records

	MPCA 1	MPCA 2	MPCA 3	TOTAL
Ninewa	74	-	15	89
TOTAL	74	-	15	89

¹ Household is identified as a group of people sharing the same shelter, while a case is identified as a group of people sharing the same Public Distribution System (PDS) number.

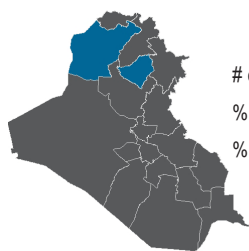
² The population of interest consists only of beneficiary lists with useable entries, not the total amount of beneficiaries receiving assistance.

³ For MPCA 3, this includes the governorate of Ninewa.

⁴ The total number of beneficiaries interviewed may differ from the original census attempted, depending on response rates.



National Level Findings Centre and South of Iraq



of IDPs: 1,250,880⁵
% in camp: 34%
% out-of-camp: 66%

The distributions for the months of September and October took place across two governorates in the Center and South of Iraq. Out of the final number of people interviewed, 45% were IDPs, 47% returnees and 8% host

100% reported receiving MPCA via Mobile Money Transfer modality

0% reported receiving MPCA via Cheque modality

Profile of beneficiary cases:

Population of interest: 169
of cases reported not receiving assistance: 13
Total cases interviewed: 122

Demographics of beneficiary cases:

Average case size: 5

Children 52%

Women 26%

Men 22%

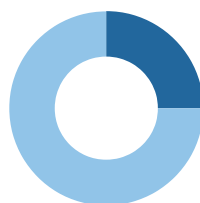


Proportion of beneficiary cases by specific vulnerabilities:⁶

Female-headed household 31%
Chronic illness 47%
Physical disability 12%
Mental disability 7%
Elderly 17%
Pregnant or nursing 20%
Children under 5 46%

Satisfaction with the assistance modality:

Very Satisfied 25%
Satisfied 75%
Somewhat Satisfied 0%
Not Satisfied 0%



No cases were dissatisfied

Beneficiary preferred payment timing:

82% prefer receiving their money in one full instalment, rather than several payments.

Top three reasons for preferred payment timing:

1 Have to pay debt 89%
2 Do not want to travel to distribution site multiple times 7%
3 Afraid of not receiving the full payment 3%

Issues faced by beneficiaries:⁷

Treated disrespectfully by distribution staff	0%	Believed the distribution to be poorly managed ⁹	1%
Travelled to the distribution site more than once	3%	Paid more than 25,000 IQD to travel to the distribution location	1%
Were not informed about the selection process	67%	Believed "wasta" ¹⁰ was involved with their selection.	<1%
Were not satisfied with the distribution process ⁸	0%	Had difficulties cashing out their assistance	2%
Waited for more than 2 hours for assistance	5%	Were not aware UNHCR selected them for assistance	75%
Received no information on what would be distributed	5%	Were not aware of a complaints mechanism	66%

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

391,820 IQD

Primary reported expenditure of received cash:

1 Paying debt 61%¹¹
2 Food 31%
3 Healthcare 15%

43% of beneficiaries received assistance other than MPCA during the last year. **87%** of these cases received assistance during the last three months.

Types of other assistance received during the last three months:¹²

Cash 85%
In-kind 15%

Sources of other assistance received during the last three months:

Other NGOs 76%
Other UN organisations 13%
Do not know 9%
Other 2%

⁵ International Organization for Migration, "Displacement Tracking Matrix: October", 2017. <http://iraqdtm.iom.int/IDPsML.aspx>

⁶ This sections shows beneficiary cases with one or more member in their household with the specific vulnerabilities.

⁷ All the indicators in this section were asked to the pool of respondents that personally attended the distribution (115), with the exception of the 'Wasta', 'information on what would be distributed', 'difficulties cashing out assistance', 'awareness of UNHCR selecting them' and 'complaints mechanism' indicators, which were asked to all respondents.

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 "not managed" and "somewhat managed".

¹⁰ "Wasta" is the Arabic term for 'nepotism' or 'corruption' - relating to favours through personal networks..

¹¹ The figures display average percent of received cash spent on the top reported item.

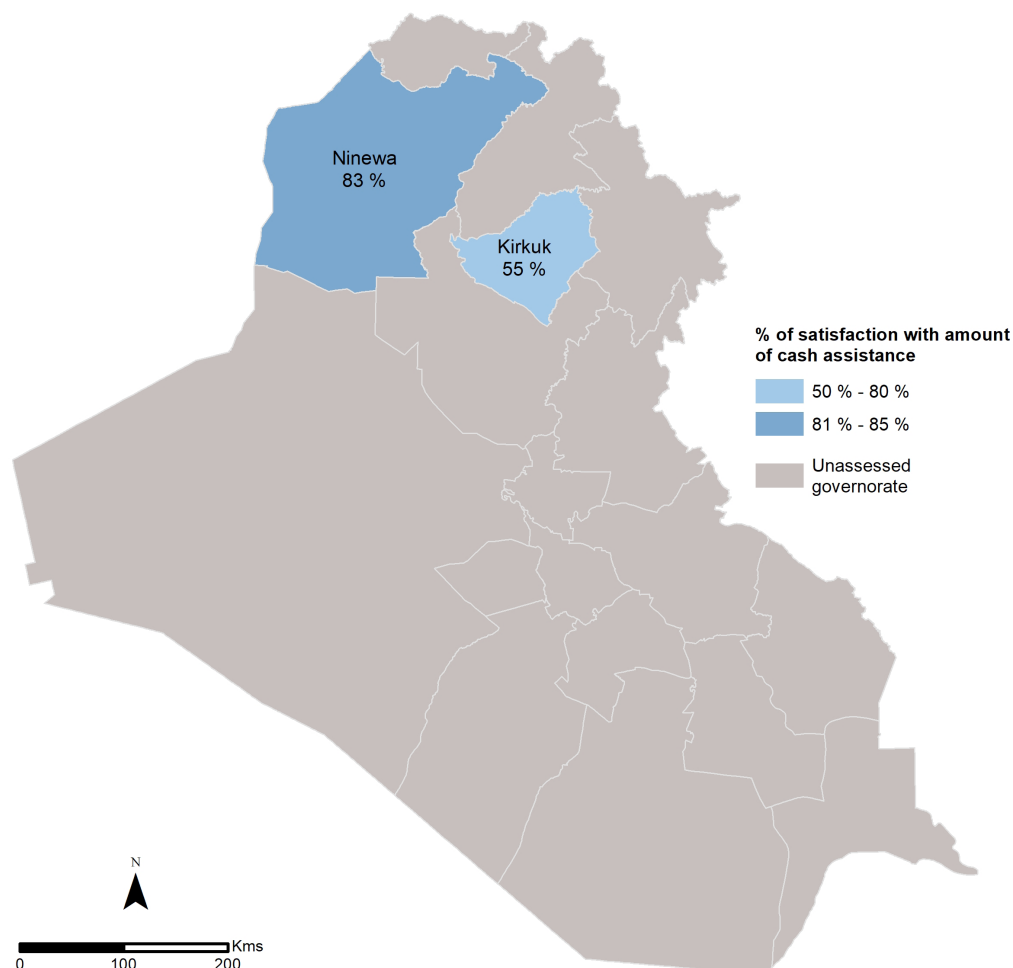
¹² Multiple options were available to the respondent for this and the following indicator and numbers may therefore exceed 100%.



General Overview

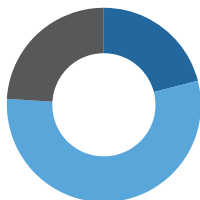
Satisfaction with the MPCA amount received

Map shows percentage of respondents reporting they were satisfied or very satisfied with the amount of assistance received.



Satisfaction with the MPCA amount received:

Very Satisfied	21%
Satisfied	55%
Somewhat Satisfied	24%
Not Satisfied	0%



Reasons for dissatisfaction:¹³

Of the **24%** of cases dissatisfied:

Reported the amount was not enough **33%**

Reported the amount did not match the market price of goods **67%**



Impact of MPCA:

8% of cases reported that the MPCA made a difference in their lives.

Type of impact:

Repaid debts 100%

¹³ Reasons for dissatisfaction includes those respondents who reported to be 'somewhat satisfied' and 'not satisfied'.



Ninewa Governorate IDP MPCA Beneficiaries receiving 1 payment



of IDPs: 987,648
% in camp: 39%
% out-of-camp: 61%

Profile of beneficiary cases:

Population of interest: 103
of cases reported not receiving assistance: 8
Total cases interviewed: 74

Demographics of beneficiary cases:

Average case size: 5

Children 49%
Women 28%
Men 23%



Proportion of beneficiary cases by specific vulnerabilities:

Female-headed household 27%
Chronic illness 49%
Physical disability 14%
Mental disability 8%
Elderly 22%
Pregnant or nursing 15%
Children under 5 41%

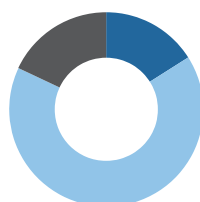
For the month of October, all respondents reported Zain to be the distribution partner. Out of the final number of people interviewed 30% were IDPs, 58% returnees and 12% host community.

100% reported receiving MPCA via Mobile Money Transfer modality

0% reported receiving MPCA via Cheque modality

Satisfaction with the MPCA amount received:

Very Satisfied 16%
Satisfied 66%
Somewhat Satisfied 18%
Not Satisfied 0%



Of the 18% of cases dissatisfied, 38% cited the amount not being enough as their reason, and 62% reported the amount did not match the market price of goods.

Beneficiary preferred payment timing:

78% prefer receiving their money in one full instalment, rather than several payments.

Top three reasons for preferred payment timing:

1 Have to pay debt 85%
2 Do not want to travel to distribution site multiple times 10%
3 Afraid of not receiving the full payment 5%

Issues faced by beneficiaries:

Treated disrespectfully by distribution staff	0%	Believed the distribution to be poorly managed	2%
Travelled to the distribution site more than once	2%	Paid more than 25,000 IQD to travel to the distribution location	3%
Were not informed about the selection process	69%	Believed "wasta" was involved with their selection.	1%
Were not satisfied with the distribution process	0%	Had difficulties cashing out their assistance	4%
Waited for more than 2 hours for assistance	9%	Were not aware UNHCR selected them for assistance	76%
Received no information on what would be distributed	8%	Were not aware of a complaints mechanism	76%

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

390,135 IQD

Primary reported expenditure of received cash:

1 Debt 62%
2 Food 31%
3 Healthcare 16%

49% of beneficiaries received assistance other than MPCA during the last year. **97%** of these cases received assistance during the last three months.

Types of other assistance received during the last three months:

Cash 80%
In-kind 20%

Sources of other assistance received during the last three months:

Other NGOs 69%
Other UN 17%
Do not know 11%
Other 3%

Kirkuk Governorate IDP MPCA Beneficiaries receiving 1 payment



of IDPs: 263,232
% in camp: 17%
% out-of-camp: 83%

Profile of beneficiary cases:

Population of interest: 42
of cases reported not receiving assistance: 5
Total cases interviewed: 33

Demographics of beneficiary cases:

Average case size: 6

Children 58%
Women 21%
Men 21%



Proportion of beneficiary cases by specific vulnerabilities:

Female-headed household 33%
Chronic illness 39%
Physical disability 12%
Mental disability 3%
Elderly 9%
Pregnant or nursing 33%
Children under 5 55%

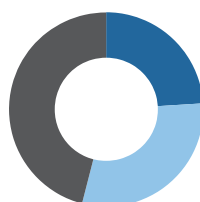
For the month of September, all respondents reported Zain to be the distribution partner. Out of the final number of people interviewed 85% were IDPs and 15% returnees.

100% reported receiving MPCA via Mobile Money Transfer modality

0% reported receiving MPCA via Cheque modality

Satisfaction with the MPCA amount received:

Very Satisfied 24%
Satisfied 30%
Somewhat Satisfied 46%
Not Satisfied 0%



Of the 46% of cases dissatisfied, 33% cited the amount not being enough as their reason, and 67% reported the amount did not match the market price of goods.

Beneficiary preferred payment timing:

88% prefer receiving their money in one full instalment, rather than several payments.

Top reasons for preferred payment timing:

1 Have to pay debt 97%
2 Other 3%

Issues faced by beneficiaries:

Treated disrespectfully by distribution staff	0%	Believed the distribution to be poorly managed	0%
Travelled to the distribution site more than once	9%	Paid more than 25,000 IQD to travel to the distribution location	0%
Were not informed about the selection process	73%	Believed "wasta" was involved with their selection.	0%
Were not satisfied with the distribution process	0%	Had difficulties cashing out their assistance	0%
Waited for more than 2 hours for assistance	0%	Were not aware UNHCR selected them for assistance	69%
Received no information on what would be distributed	0%	Were not aware of a complaints mechanism	52%

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

396,970 IQD

Primary reported expenditure of received cash:

1 Debt 62%
2 Rent 32%
3 Food 10%

25% of beneficiaries received assistance other than MPCA during the last year. **None** of these cases received assistance during the last three months.

Types of other assistance received during the last three months:

N/A

Sources of other assistance received during the last three months:

N/A

Ninewa Governorate IDP MPCA Beneficiaries receiving 3 payments



of IDPs: 987,648
 % in camp: 39%
 % out-of-camp: 61%

Profile of beneficiary cases:

Population of interest: 24
 # of cases reported not receiving assistance: 0
 Total cases interviewed: 15

Demographics of beneficiary cases:

Average case size: 5

Children 42
 Women 9
 Men 11



Proportion of beneficiary cases by specific vulnerabilities:

Female-headed household	6	<div></div>
Chronic illness	8	<div></div>
Physical disability	1	<div></div>
Mental disability	1	<div></div>
Elderly	2	<div></div>
Pregnant or nursing	3	<div></div>
Children under 5	8	<div></div>

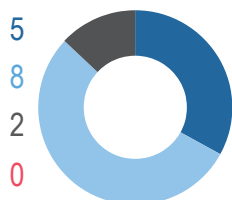
For the month of October, all respondents reported Zain to be the distribution partner. Out of the final number of people interviewed 6 were IDPs, 8 returnees and 1 host community.

100% reported receiving MPCA via Mobile Money Transfer modality

0% reported receiving MPCA via Cheque modality

Satisfaction with the MPCA amount received:

Very Satisfied 5
 Satisfied 8
 Somewhat Satisfied 2
 Not Satisfied 0



Of the two cases dissatisfied, two reported the amount did not match the market price of goods.

Beneficiary preferred payment timing:

13 prefer receiving their money in one full instalment, rather than several payments.

Top reasons for preferred payment timing:

1	Have to pay debt	12	<div></div>
2	Do not want to travel to distribution site multiple times	1	<div></div>

Issues faced by beneficiaries:




Treated disrespectfully by distribution staff	0	Believed the distribution to be poorly managed	0
Travelled to the distribution site more than once	0	Paid more than 25,000 IQD to travel to the distribution location	0
Were not informed about the selection process	3	Believed "wasta" was involved with their selection.	0
Were not satisfied with the distribution process	0	Had difficulties cashing out their assistance	0
Waited for more than 2 hours for assistance	0	Were not aware UNHCR selected them for assistance	12
Received no information on what would be distributed	0	Were not aware of a complaints mechanism	7

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

390,000 IQD

Primary reported expenditure of received cash¹⁴:

1		Debt	56%
2		Food	30%
3		Given away	18%

10 of the beneficiaries received assistance other than MPCA during the last year. **9** of these cases received assistance during the last three months.

Types of other assistance received during the last three months:

Cash 9

Sources of other assistance received during the last three months:

Other NGOs 9

¹⁴ Eight beneficiaries reported debt to be their primary expenditure, five beneficiaries on food and two beneficiaries reported to have given away their money.