



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

Kurdistan Region of Iraq

July 2017

## Table of Contents

<b>Methodology.....</b>	<b>3</b>
<b>IDP Beneficiaries</b>	
Profile of Multi-Purpose Cash Assistance Beneficiaries in July.....	4
Issues faced by Multi-Purpose Cash Assistance Beneficiaries in July.....	5
Overview of Non-Food Item Distributions in July.....	6
Issues faced by Non-Food Item Distribution Beneficiaries in July.....	7
Overview of Cash for NFI beneficiaries in July.....	8
<b>Refugee Beneficiaries</b>	
Profile of Multi-Purpose Cash Assistance Beneficiaries in July.....	9
Issues faced by Multi-Purpose Cash Assistance Beneficiaries in July.....	10
Overview of Non-Food Item Distributions in July.....	11
Issues faced by Non-Food Item Beneficiaries in July.....	12
Overview of Cash for NFI beneficiaries in July.....	13

## 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 July, data were collected through telephone interviews with randomly sampled beneficiary households between 26 September and 8 October 2017. A total of 555 IDP and 177 refugee beneficiaries were called. Of these, 334 IDPs and 132 refugees answered the phone, totalling 466 beneficiaries. Of the total beneficiaries who answered, 1 (<1%) could not remember the distributions and 7 (<1%) reported to have not received anything despite appearing in the beneficiary records. Hence, this report is based on a final sample of 330 IDP and 128 refugee beneficiaries who confirmed that they remembered the distributions and had received assistance.

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

	Dohuk		Erbil		Sulaymaniyah		Total
	Refugee	IDP	Refugee	IDP	Refugee	IDP	
NFI	102	9	9	492	7	11	630
Cash for NFI	0	0	34	0	0	0	34
MPCA	0	0	14	5	0	2	21
Total	102	9	57	497	7	13	685

Findings are disaggregated by type of assistance, IDP versus refugee beneficiaries and governorate. Because there was a low number of beneficiaries for the month of July, censuses were attempted for each population group of interest (see Tables 1 and 2). However, not all recipients responded. Monitoring of MPCA was conducted after beneficiaries had received all payments for which they had been approved. Distributions where the number of beneficiaries was less than 10 were not reported on.

**Table 2: Sample of beneficiaries assisted in July 2017<sup>1</sup>**

	Dohuk		Erbil		Sulaymaniyah		Total
	Refugee	IDP	Refugee	IDP	Refugee	IDP	
NFI	101	9	8	492	7	11	628
Cash for NFI	0	0	34	0	0	0	34
MPCA	0	0	14	5	0	2	21
Total	101	9	56	497	7	13	683

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.

<sup>1</sup> Based on the useable entries of the population of interest as seen in the Table 1.

## PROFILE OF IDP MPCA BENEFICIARIES IN JULY<sup>2</sup>

	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
<b>AVERAGE FAMILY SIZE PER NUMBER OF MPCA PAYMENTS RECEIVED</b>				
1 Payment	-	-	-	-
2 Payments	-	-	-	-
3 Payments	-	-	-	-
<b>PERCENT OF HOUSEHOLDS WITH SPECIFIC NEEDS</b>				
Female-headed household	-	-	-	-
Chronic illness	-	-	-	-
Physical disability	-	-	-	-
Mental disability	-	-	-	-
Elderly	-	-	-	-
Pregnant or nursing	-	-	-	-
Child under 5	-	-	-	-
<b>DEPENDENTS</b> (% of household members dependent on household working age adults)	-	-	-	-
<b>PERCENT OF MPCA BENEFICIARIES WITH NO INCOME</b>				
	-	-	-	-
<b>PRIMARY REPORTED EXPENDITURES OF RECEIVED CASH</b>				
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
<b>SATISFACTION WITH THE MPCA MODALITY</b>				
Not satisfied	-	-	-	-
Somewhat satisfied	-	-	-	-
Satisfied	-	-	-	-
Very satisfied	-	-	-	-

<sup>2</sup> In July, there were less than ten IDP MPCA beneficiaries, so findings have not been reported here.

## ISSUES FACED BY IDP MPCA BENEFICIARIES IN JULY

ISSUE	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
Treated disrespectfully by distribution staff	-	-	-	-
Travelled to the distribution site more than once	-	-	-	-
Were not informed about the selection process	-	-	-	-
Believed there was “wasta” involved with their selection <sup>3</sup>	-	-	-	-
Waited more than 2 hours for assistance	-	-	-	-
Were not satisfied with the distribution process <sup>4</sup>	-	-	-	-
Received no information on what would be distributed	-	-	-	-
Paid more than 25,000 IQD to travel to the distribution	-	-	-	-
Believed the distribution to be poorly managed <sup>5</sup>	-	-	-	-
Reported they received nothing <sup>6</sup>	-	-	-	-
Had difficulties cashing their cheques <sup>7</sup>	-	-	-	-
Were not aware of a complaints mechanism	-	-	-	-
Were not aware that UNHCR selected them	-	-	-	-

## BENEFICIARIES WHO RECEIVED ASSISTANCE OTHER THAN MPCA IN JULY<sup>10</sup>

TYPES OF OTHER ASSISTANCE RECEIVED IN JULY	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
In-kind	-	-	-	-
Cash	-	-	-	-
Vouchers	-	-	-	-
None	-	-	-	-
SOURCES OF OTHER ASSISTANCE UNHCR BENEFICIARIES RECEIVED IN JULY	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
Don't know	-	-	-	-
Other UN	-	-	-	-
Government	-	-	-	-
Religious Groups	-	-	-	-
Other	-	-	-	-

<sup>3</sup> “Wasta” is the Arabic term for ‘nepotism’ or ‘corruption’ - relating to favours through personal networks.

<sup>4</sup> All “no” answers include those who believed they were “not satisfied” and “somewhat satisfied”.

<sup>5</sup> All “no” answers include those who reported the distribution to be “not managed” and “somewhat managed”.

<sup>6</sup> Figures from this indicator are drawn from the total sample of beneficiaries called for this report.

<sup>7</sup> All of the July beneficiaries in Sulaymaniyah and 25% in Erbil reported receiving their payments through bank cheques.

<sup>8</sup> For this section, multiple options were available to the respondents and numbers may therefore exceed 100%.

## OVERVIEW OF NFI DISTRIBUTIONS TO IDPS IN JULY

### REPORTED QUALITY AND USEFULNESS OF ITEMS DISTRIBUTED TO IDPS IN DOHUK<sup>9</sup>

Findings for NFI distributions in July in Dohuk are not reported due to low sample sizes.

### REPORTED QUALITY AND USEFULNESS OF ITEMS DISTRIBUTED TO IDPS IN ERBIL<sup>10</sup>

% 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	Lamps
	16%	61%	61%	69%	1% <sup>11</sup>	40%	-	73%	69%	74%	53%	51%	40%	57%
Was it useful?	Yes	96%	98%	99%	85%	N/A	95%	-	100%	97%	97%	99%	99%	99%
	No	4%	2%	1%	15%	N/A	5%	-	0%	3%	3%	1%	1%	7%
Was it of good quality?	Yes	86%	99%	98%	67%	N/A	98%	-	100%	97%	100%	98%	100%	100%
	No	14%	1%	2%	33%	N/A	2%	-	0%	3%	0%	2%	0%	10%
Did you use it?	Yes	100%	99%	100%	99%	N/A	98%	-	100%	100%	100%	100%	98%	100%
	No	0%	1%	0%	1%	N/A	2%	-	0%	0%	0%	0%	2%	0%

### REPORTED QUALITY AND USEFULNESS OF ITEMS DISTRIBUTED TO IDPS IN SULAYMANIYAH<sup>12</sup>

Findings for NFI distributions in July in Sulaymaniyah are not reported due to low sample sizes.

<sup>9</sup> In July, there were less than ten IDP NFI beneficiaries in Dohuk, so findings have not been reported here.

<sup>10</sup> All "no" answers for the indicator "Was it useful?" include those who believed the items they received to be "not useful" or "somewhat useful".

<sup>11</sup> Only four heating stoves were distributed in Erbil in July.

<sup>12</sup> In July, there were less than ten IDP NFI beneficiaries in Sulaymaniyah, so findings have not been reported here.



## ISSUES FACED BY IDP NFI BENEFICIARIES IN JULY

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	-	61%	-	61%
Believed there was "wasta" involved with their selection	-	2%	-	2%
Waited more than 2 hours for assistance	-	16%	-	16%
Were not satisfied with the distribution process	-	4%	-	4%
Received no information on what would be distributed	-	4%	-	4%
Paid more than 25,000 IQD to travel to the distribution	-	0%	-	0%
Believed the distribution to be poorly managed	-	7%	-	7%
Reported they received nothing	-	1%	-	1%
Were not aware of a complaints mechanism	-	91%	-	91%
Were not aware that UNHCR selected them	-	90%	-	90%

## MOST COMMON ISSUE WITH THE ITEM RECEIVED AND PERCENT OF RECIPIENTS WHO EXPERIENCED IT<sup>13</sup>

Item	Issue	%	Issue	%	Issue	%	Issue	%
Blankets	-	-	Poor Quality	4%	-	-	Poor Quality	4%
Kerosene Can	-	-	Poor Quality	1%	-	-	Poor Quality	1%
Tarpaulin	-	-	Poor Quality	1%	-	-	Poor Quality	1%
Cooking Stove	-	-	Poor Quality	16%	-	-	Poor Quality	16%
Heating Stove	-	-	N/A	N/A	-	-	N/A	N/A
Kerosene	-	-	Poor Timing	3%	-	-	Poor Timing	3%
Tent Insulation	-	-	-	-	-	-	-	-
Hygiene Kit	-	-	-	-	-	-	-	-
Kitchen Sets	-	-	Poor Quality	2%	-	-	Poor Quality	2%
Mattresses	-	-	Poor Quality	3%	-	-	Poor Quality	3%
Water Jerry Cans	-	-	Poor Quality	1%	-	-	Poor Quality	1%
Tent	-	-	Poor Quality	1%	-	-	Poor Quality	1%
Fans	-	-	Poor Quality	8%	-	-	Poor Quality	8%
Lamps	-	-	Not Enough	<1%	-	-	Not Enough	<1%

<sup>13</sup> N/A means no issue was reported.



## OVERVIEW OF IDP CASH FOR NFI BENEFICIARIES IN JULY<sup>14</sup>

There were no IDP Cash for NFI distributions in July.



## PROFILE OF REFUGEE MPCA BENEFICIARIES

	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
<b>AVERAGE FAMILY SIZE PER NUMBER OF MPCA PAYMENTS RECEIVED</b>				
1 Payment	-	4	-	4
2 Payments	-	4	-	4
3 Payments	-	4	-	4
<b>PERCENT OF HOUSEHOLDS WITH SPECIFIC NEEDS<sup>15</sup></b>				
Female-headed household	-	10%	-	10%
Chronic illness	-	40%	-	40%
Physical disability	-	0%	-	0%
Mental disability	-	0%	-	0%
Elderly	-	10%	-	10%
Pregnant or nursing	-	0%	-	0%
Child under 5	-	10%	-	10%
<b>DEPENDENTS<sup>16</sup></b> (% of household members dependent on household working age adults)	-	<b>39%</b>	-	<b>39%</b>
<b>PERCENT OF MPCA BENEFICIARIES WITH NO INCOME</b>				
	-	<b>10%</b>	-	<b>10%</b>
<b>PRIMARY REPORTED EXPENDITURES OF RECEIVED CASH<sup>17</sup></b>				
1	-	Rent	-	Rent
2	-	Healthcare	-	Healthcare
3	-	Food	-	Food
4	-	Paying Debt	-	Paying Debt
<b>SATISFACTION WITH THE MPCA MODALITY</b>				
Not satisfied	-	0%	-	0%
Somewhat satisfied	-	0%	-	0%
Satisfied	-	50%	-	50%
Very satisfied	-	50%	-	50%



<sup>15</sup> This section reports on percent of households where at least one member has the following specific needs.





<sup>16</sup> Working age adults (18-60 years) does not include the elderly, or adults with chronic illness.

<sup>17</sup> On average, between 47% and 75% of the received cash was spent on the top three reported areas of spending.

## ISSUES FACED BY REFUGEE MPCA BENEFICIARIES IN JULY

ISSUE	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
Treated disrespectfully by distribution staff	-	0%	-	0%
Travelled to the distribution site more than once	-	0%	-	0%
Were not informed about the selection process	-	60%	-	60%
Believed there was “wasta” involved with their selection	-	0%	-	0%
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	-	0%	-	0%
Paid more than 25,000 IQD to travel to the distribution	-	0%	-	0%
Believed the distribution to be poorly managed	-	0%	-	0%
Reported they received nothing	-	0%	-	0%
Had difficulties cashing their cheques <sup>18</sup>	-	0%	-	0%
Were not aware of a complaints mechanism	-	80%	-	80%
Were not aware that UNHCR selected them	-	80%	-	80%

## BENEFICIARIES WHO RECEIVED ASSISTANCE OTHER THAN MPCA IN JULY

	-	20%	-	20%
TYPES OF OTHER ASSISTANCE RECEIVED IN JULY				
In-kind	-	0%	-	0%
Cash	-	10%	-	10%
Vouchers	-	10%	-	10%
None	-	80%	-	80%
SOURCES OF OTHER ASSISTANCE UNHCR BENEFICIARIES RECEIVED IN JULY				
Don't Know	-	0%	-	0%
Other UN	-	50% 	-	50% 
Qandil	-	50% 	-	50% 
Religious Groups	-	0%	-	0%
Other	-	0%	-	0%

<sup>18</sup> All of the July beneficiaries in Erbil reported receiving their payments through bank cheques.

## OVERVIEW OF NFI DISTRIBUTIONS TO REFUGEES IN JULY

### 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	Tent Insulation	Hygiene Kit	Kitchen Set	Mattresses	Water Jerry Cans	Tent	Fans	Lamps
		79%	6%	1% <sup>19</sup>	3% <sup>20</sup>	-	1% <sup>21</sup>	-	14%	20%	95%	6%	1% <sup>22</sup>	-	-
Was it useful?	Yes	87%	100%	N/A	N/A	-	N/A	-	100%	100%	92%	100%	N/A	-	-
	No	13%	0%	N/A	N/A	-	N/A	-	0%	0%	8%	0%	N/A	-	-
Was it of good quality?	Yes	71%	100%	N/A	N/A	-	N/A	-	100%	100%	89%	100%	N/A	-	-
	No	29%	0%	N/A	N/A	-	N/A	-	0%	0%	11%	0%	N/A	-	-
Did you use it?	Yes	95%	100%	N/A	N/A	-	N/A	-	100%	100%	99%	100%	N/A	-	-
	No	5%	0%	N/A	N/A	-	N/A	-	0%	0%	1%	0%	N/A	-	-

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

Findings for NFI distributions in July in Erbil are not reported due to low sample sizes.

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

Findings for NFI distributions in July in Sulaymaniyah are not reported due to low sample sizes.

<sup>19</sup> Tarpaulin was only distributed to one beneficiary in Dohuk in July.

<sup>20</sup> Only two cooking stoves were distributed in Dohuk in July.

<sup>21</sup> Kerosene was only distributed to one beneficiary in Dohuk in July.

<sup>22</sup> Only one tent was distributed in Dohuk in July.

## ISSUES FACED BY REFUGEE NFI BENEFICIARIES IN JULY

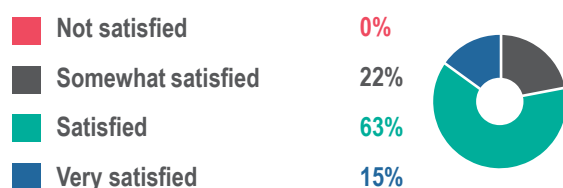
ISSUE	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
Treated disrespectfully by distribution staff	0%	-	-	0%
Travelled to the distribution site more than once	0%	-	-	0%
Were not informed about the selection process	63%	-	-	63%
Believed there was “wasta” involved with their selection	0%	-	-	0%
Waited more than 2 hours for assistance	5%	-	-	5%
Were not satisfied with the distribution process	0%	-	-	0%
Received no information on what would be distributed	2%	-	-	2%
Paid more than 25,000 IQD to travel to the distribution	0%	-	-	0%
Believed the distribution to be poorly managed	0%	-	-	0%
Reported they received nothing	2%	-	-	2%
Were not aware of a complaints mechanism	95%	-	-	95%
Were not aware that UNHCR selected them	82%	-	-	82%

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

Item	Issue	%	Issue	%	Issue	%	Issue	%
Blankets	Poor Quality	11%	-	-	-	-	Poor Quality	11%
Kerosene Cans	N/A	N/A	-	-	-	-	N/A	N/A
Tarpaulin	N/A	N/A	-	-	-	-	N/A	N/A
Cooking Stove	N/A	N/A	-	-	-	-	N/A	N/A
Heating Stove	-	-	-	-	-	-	-	-
Kerosene	N/A	N/A	-	-	-	-	N/A	N/A
Tent Insulation	-	-	-	-	-	-	-	-
Hygiene Kit	N/A	N/A	-	-	-	-	N/A	N/A
Kitchen Sets	N/A	N/A	-	-	-	-	N/A	N/A
Mattresses	Poor Quality	5%	-	-	-	-	Poor Quality	5%
Water Jerry Can	N/A	N/A	-	-	-	-	N/A	N/A
Tent	N/A	N/A	-	-	-	-	N/A	N/A
Fans	-	-	-	-	-	-	-	-
Lamps	-	-	-	-	-	-	-	-

## OVERVIEW OF CASH FOR NFI DISTRIBUTIONS TO REFUGEES IN JULY

### 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	85%
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	19%
Paid more than 25,000 IQD to travel to the distribution	0%
Believed the distribution to be poorly managed	0%
Reported they received nothing	0%
Had difficulties cashing their cheques <sup>23</sup>	0%

### PRIMARY REPORTED EXPENDITURES OF RECEIVED CASH<sup>24</sup>

- 1 Food
- 2 Rent
- 3 Paying Debt
- 4 Given Away

### AVERAGE FAMILY SIZE OF CASH FOR NFI RECIPIENTS

2

### PERCENT OF HOUSEHOLDS WITH SPECIFIC NEEDS

Female-headed household 7%

Chronic illness 4%

Physical disability 15%

Mental disability 0%

Elderly 4%

Pregnant or nursing 15%

Child under 5 11%

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

42%

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

0%

### TYPES OF OTHER ASSISTANCE RECEIVED

In-kind	0%
Cash	0%
Vouchers	0%
None	100%

### SOURCES OF OTHER ASSISTANCE UNHCR BENEFICIARIES RECEIVED

Religious Groups	0%
Other UN	0%
Qandil	0%
Government	0%
Other	0%

<sup>23</sup> 44% of the July beneficiaries reported receiving their payments through cheques.

<sup>24</sup> On average, between 69% and 78% of the received cash was spent on the top three reported areas of spending.