



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

Kurdistan Region of Iraq

September 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 September, data were collected through telephone interviews with randomly sampled beneficiary households between 31 October and 15 November 2017. A total of 735 IDP and 209 refugee beneficiaries were called. Of these, 615 IDPs and 173 refugees answered the phone, totalling 788 beneficiaries. Of the total beneficiaries who answered, 2 (<1%) could not remember the distributions and 17 (<1%) reported to have not received anything despite appearing in the beneficiary records. Hence, this report is based on a final sample of 596 IDP and 169 refugee beneficiaries who confirmed that they remembered the distributions and had received assistance.

Table 1: Population of interest – beneficiaries assisted in September 2017 as per UNHCR records¹

	Dohuk		Erbil		Sulaymaniyah		Total
	Refugee	IDP	Refugee	IDP	Refugee	IDP	
NFI	230	220	0	1240	0	2832	4522
Cash for NFI	0	0	0	0	0	0	0
MPCA Cheque	0	0	32	2	0	0	34
MPCA MMT ²	48	208	0	0	0	0	256
Total	278	428	32	1242	0	2832	4812

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 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 September 2017⁴

	Dohuk		Erbil		Sulaymaniyah		Total
	Refugee	IDP	Refugee	IDP	Refugee	IDP	
NFI	106	104	0	169	0	183	562
Cash for NFI	0	0	0	0	0	0	0
MPCA Cheque	0	0	32	2	0	0	34
MPCA MMT	39	101	0	0	0	0	140
Total	145	205	32	171	0	183	736

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 six sections. The first section of the factsheets covers MPCA beneficiaries and provides an overview of the profile of the assisted population. The second and third sections report 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 The population of interest is determined by the number of useable beneficiary data points submitted by UNHCR.

² MPCA Mobile Money Transfer (MMT). Findings for MPCA payments have been reported separately for MPCA cheque and MPCA MMT payments.

³ The minimum number of cases used to determine a census is 68. Where population group 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 the Table 1.

PROFILE OF IDP MPCA BENEFICIARIES IN SEPTEMBER













	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
AVERAGE FAMILY SIZE PER NUMBER OF MPCA PAYMENTS RECEIVED				
1 Payment	6	-	-	6
2 Payments	12	-	-	12
3 Payments	0	-	-	0
PERCENT OF HOUSEHOLDS WITH SPECIFIC NEEDS⁵				
Female-headed household	17%	-	-	16%
Chronic illness	63%	-	-	62%
Physical disability	14%	-	-	15%
Mental disability	4%	-	-	4%
Elderly	21%	-	-	21%
Pregnant or nursing	8%	-	-	9%
Child under 5	14%	-	-	14%
DEPENDENTS⁶ (% of household members dependent on household working age adults)	47%	-	-	47%
PERCENT OF MPCA BENEFICIARIES WITH NO INCOME				
	15%	-	-	15%
PRIMARY REPORTED EXPENDITURES OF RECEIVED CASH⁷				
1	Food	-	-	Food
2	Healthcare	-	-	Healthcare
3	Paying Debt	-	-	Paying Debt

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 52% and 72% of the received cash was spent on the top three reported areas of spending.

ISSUES FACED BY IDP MPCA BENEFICIARIES IN SEPTEMBER BY PAYMENT MODALITY

	DOHUK	ERBIL ⁸	SULAYMANIYAH	OVERALL
PERCENT OF MPCA BENEFICIARIES BY PAYMENT MODALITY				
 Cheque/Cash	0%	-	-	1% 
 Mobile Money Transfer (MMT)	100% 	-	-	99% 
SATISFACTION WITH THE MPCA MODALITY				
 Not satisfied	0%	-	-	0% 
 Somewhat satisfied	16% 	-	-	16% 
 Satisfied	47%	-	-	47%
 Very satisfied	37%	-	-	37%

ISSUES FACED BY IDP MPCA CHEQUE BENEFICIARIES⁹

Were not satisfied with the cheque distribution process ¹⁰	-	-	-	-
Treated disrespectfully by distribution staff	-	-	-	-
Waited more than 2 hours for assistance	-	-	-	-
Received no information on what would be distributed	-	-	-	-
Believed the distribution to be poorly managed ¹¹	-	-	-	-

ISSUES FACED BY IDP MPCA MMT BENEFICIARIES

Faced registration difficulties	13%	-	-	13%
Waited more than 2 hours to register	7%	-	-	7%
Had difficulties understanding registration instructions	6%	-	-	6%
Charged for sim card	15%	-	-	15%
Had difficulties cashing out MMT payment	3%	-	-	3%
Charged for cashing out MMT payment ¹²	5%	-	-	5%

⁸ In September, there were less than ten IDP beneficiaries who received MPCA payments, so findings for Erbil have not been reported here. However, because findings are disaggregated by governorate, the overall proportions of the reported issues include those faced by IDP MPCA beneficiaries in Erbil.

⁹ Only beneficiaries who attended MPCA cheque distributions were asked about the issues highlighted in this section.

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

¹¹ All "no" answers include those who reported the distribution to be "not managed" and "somewhat managed".

¹² Beneficiaries who were charged for cashing out their MPCA MMT payment reported paying between 5,000 and 15,000 Iraqi Dinar (IQD) in September.

ISSUES FACED BY ALL IDP MPCA BENEFICIARIES IN SEPTEMBER¹³

ISSUE	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
Travelled to receive cash assistance more than once	4%	-	-	4%
Paid more than 25,000 IQD to receive cash assistance	3%	-	-	3%
Were not informed about the selection process	73%	-	-	72%
Believed there was “wasta” involved with their selection ¹⁴	3%	-	-	3%
Reported they received nothing ¹⁵	0%	-	-	0%
Were not aware of a complaints mechanism	82%	-	-	82%
Were not aware that UNHCR selected them	90%	-	-	90%

BENEFICIARIES WHO RECEIVED ASSISTANCE OTHER THAN MPCA IN SEPTEMBER¹⁶

77%

-

-

77%

TYPES OF OTHER ASSISTANCE RECEIVED IN SEPTEMBER

In-kind	16%	-	-	16%
Cash	59%	-	-	59%
Vouchers	2%	-	-	2%
None	23%	-	-	23%

SOURCES OF OTHER ASSISTANCE UNHCR BENEFICIARIES RECEIVED IN SEPTEMBER

Don't know	5%	-	-	5%
Other UN	9%	-	-	9%
Government	8%	-	-	8%
Qandil	5%	-	-	5%
Other	94%	-	-	94%

¹³ All beneficiaries were asked about the issues highlighted in this section, regardless of payment modality or whether they attended MPCA distributions.

¹⁴ “Wasta” is the Arabic term for ‘nepotism’ or ‘corruption’ - relating to favours through personal networks.

¹⁵ Figures from this indicator are drawn from the total sample of beneficiaries called for this report.

¹⁶ For this section, multiple options were available to the respondents and numbers may therefore exceed 100%.

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OVERVIEW OF NFI DISTRIBUTIONS TO IDPS IN SEPTEMBER

REPORTED QUALITY AND USEFULNESS OF ITEMS DISTRIBUTED TO IDPS IN DOHUK¹⁷

% of NFI beneficiaries who received item		Blanket	Kerosene Can	Tarpaulin	Cooking Stove	Heating Stove	Kerosene	Hygiene Kit	Kitchen Set	Mattresses	Water Jerry Cans	Tent	Fans	Lamps
		100%	64%	73%	68%	11% ¹⁸	-	65%	83%	99%	60%	6% ¹⁹	-	72%
Was it useful?	Yes	81%	96%	100%	95%	N/A	-	100%	98%	93%	99%	N/A	-	97%
	No	19%	4%	0%	5%	N/A	-	0%	2%	7%	1%	N/A	-	3%
Was it of good quality?	Yes	73%	96%	100%	93%	N/A	-	100%	87%	99%	99%	N/A	-	93%
	No	27%	4%	0%	7%	N/A	-	0%	13%	1%	1%	N/A	-	7%
Did you use it?	Yes	95%	99%	90%	83%	N/A	-	100%	96%	98%	99%	N/A	-	96%
	No	5%	1%	10%	17%	N/A	-	0%	4%	2%	1%	N/A	-	4%

REPORTED QUALITY AND USEFULNESS OF ITEMS DISTRIBUTED TO IDPS 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	Fans	Lamps
		3% ²⁰	15%	9%	16%	3% ²¹	8%	71%	18%	21%	18%	41%	1% ²²	7%
Was it useful?	Yes	N/A	96%	100%	100%	N/A	93%	89%	97%	100%	100%	94%	N/A	92%
	No	N/A	4%	0%	0%	N/A	7%	11%	3%	0%	0%	6%	N/A	8%
Was it of good quality?	Yes	N/A	100%	100%	75%	N/A	93%	94%	97%	100%	100%	92%	N/A	92%
	No	N/A	0%	0%	25%	N/A	7%	6%	3%	0%	0%	8%	N/A	8%
Did you use it?	Yes	N/A	99%	100%	96%	N/A	100%	99%	100%	100%	100%	100%	N/A	100%
	No	N/A	1%	0%	4%	N/A	0%	1%	0%	0%	0%	0%	N/A	0%

REPORTED QUALITY AND USEFULNESS OF ITEMS DISTRIBUTED TO IDPS IN SULAYMANIYAH

% of NFI beneficiaries who received item		Blanket	Kerosene Can	Tarpaulin	Cooking Stove	Heating Stove	Kerosene	Hygiene Kit	Kitchen Set	Mattresses	Water Jerry Cans	Tent	Fans	Lamps
		12%	8%	5%	-	-	-	30%	15%	39%	49%	-	1% ²³	1% ²⁴
Was it useful?	Yes	63%	100%	100%	-	-	-	96%	96%	82%	87%	-	N/A	N/A
	No	37%	0%	0%	-	-	-	4%	4%	18%	13%	-	N/A	N/A
Was it of good quality?	Yes	68%	100%	100%	-	-	-	100%	96%	99%	89%	-	N/A	N/A
	No	32%	0%	0%	-	-	-	0%	4%	1%	11%	-	N/A	N/A
Did you use it?	Yes	86%	100%	100%	-	-	-	100%	100%	96%	97%	-	N/A	N/A
	No	14%	0%	0%	-	-	-	0%	0%	4%	3%	-	N/A	N/A

¹⁷ All "no" answers for the indicator "Was it useful?" include those who believed the items they received to be "not useful" or "somewhat useful".

¹⁸ Only two beneficiaries received heating stoves in Dohuk in September.

¹⁹ Only seven beneficiaries received tents in Dohuk in September.

²⁰ Only six beneficiaries received blankets in Erbil in September.

²¹ Only four beneficiaries received heating stoves in Erbil in September.

²² Only one fan was distributed in Erbil in September.

²³ Only two fans were distributed in Sulaymaniyah in September.

²⁴ Only one beneficiary received lamps in Sulaymaniyah in September.

ISSUES FACED BY IDP NFI BENEFICIARIES IN SEPTEMBER

ISSUE	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
Treated disrespectfully by distribution staff	0%	2%	3%	3%
Travelled to the distribution site more than once	0%	0%	3%	2%
Were not informed about the selection process	66%	50%	79%	68%
Believed there was "wasta" involved with their selection	1%	7%	8%	7%
Waited more than 2 hours for assistance	8%	1%	3%	2%
Were not satisfied with the distribution process	1%	3%	6%	5%
Received no information on what would be distributed	7%	0%	6%	4%
Paid more than 25,000 IQD to travel to the distribution	2%	0%	0%	0%
Believed the distribution to be poorly managed	1%	2%	5%	3%
Reported they received nothing	0%	2%	6%	3%
Were not aware of a complaints mechanism	94%	90%	90%	90%
Were not aware that UNHCR selected them	97%	99%	88%	92%

MOST COMMON ISSUE WITH THE ITEM RECEIVED AND PERCENT OF RECIPIENTS WHO EXPERIENCED IT²⁵

Item	Issue	%	Issue	%	Issue	%	Issue	%
Blankets	Poor Quality	15%	N/A	N/A	Poor Quality	27%	Poor Quality	21%
Kerosene Can	Poor Quality	4%	Not Needed	3%	N/A	N/A	Poor Quality	2%
Tarpaulin	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Cooking Stove	Poor Quality	5%	N/A	N/A	-	-	Poor Quality	2%
Heating Stove	N/A	N/A	N/A	N/A	-	-	N/A	N/A
Kerosene	-	-	Poor Quality	6%	-	-	Poor Quality	6%
Hygiene Kit	-	-	Not Enough	3%	Not Enough	11%	Not Enough	5%
Kitchen Sets	Not Enough	3%	Poor Quality	1%	Poor Quality	3%	Poor Quality	2%
Mattresses	Not Enough	9%	N/A	N/A	Not Enough	15%	Not Enough	11%
Water Jerry Cans	Poor Quality	1%	N/A	N/A	Poor Quality	34%	Poor Quality	4%
Tent	N/A	N/A	Poor Quality	1%	-	-	Poor Quality	2%
Fans	-	-	N/A	N/A	N/A	N/A	N/A	N/A
Lamps	Poor Quality	2%	Poor Quality	8%	N/A	N/A	Poor Quality	4%

²⁵ N/A means no issue was reported.



OVERVIEW OF IDP CASH FOR NFI BENEFICIARIES IN SEPTEMBER

There were no IDP Cash for NFI distributions in September.

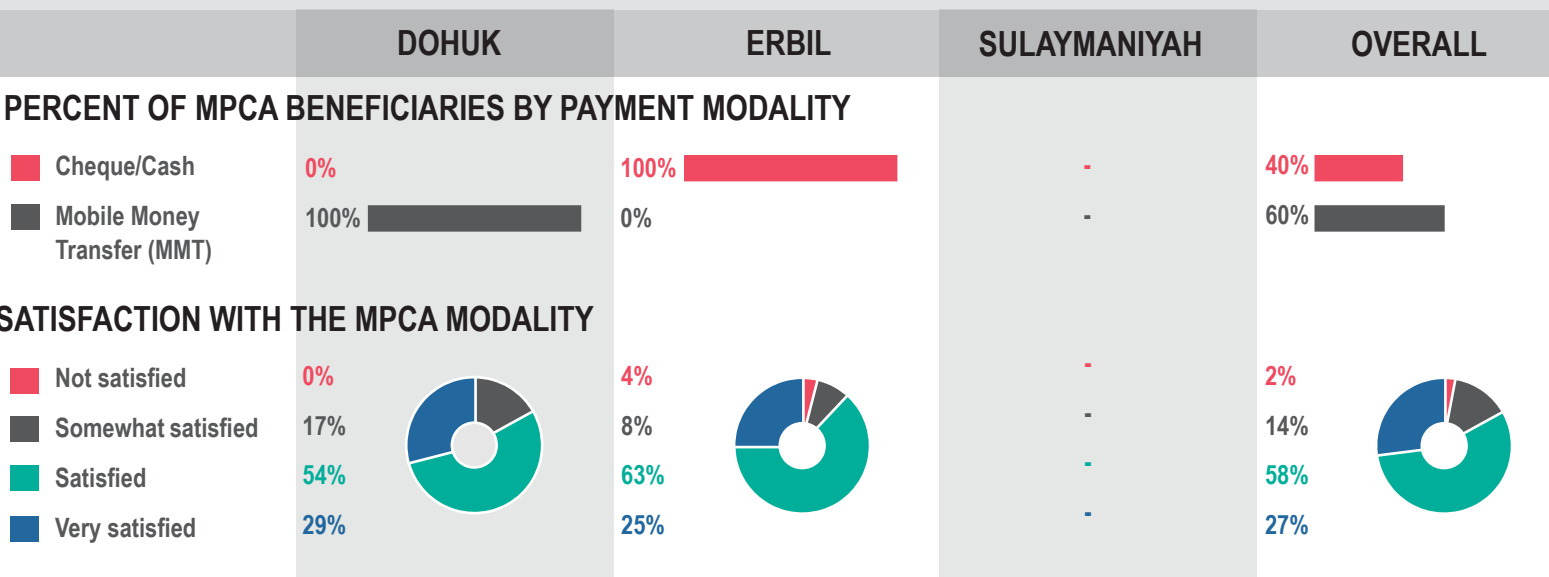
PROFILE OF REFUGEE MPCA BENEFICIARIES

	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
AVERAGE FAMILY SIZE PER NUMBER OF MPCA PAYMENTS RECEIVED				
1 Payment	-	-	-	-
2 Payments	5	3	-	5
3 Payments	5	1	-	1
PERCENT OF HOUSEHOLDS WITH SPECIFIC NEEDS²⁶				
Female-headed household	20%	13%	-	17%
Chronic illness	49%	13%	-	34%
Physical disability	11%	13%	-	12%
Mental disability	0%	4%	-	2%
Elderly	6%	0%	-	3%
Pregnant or nursing	31%	13%	-	24%
Child under 5	26%	4%	-	17%
DEPENDENTS (% of household members dependent on household working age adults)	47%	69%	-	56%
PERCENT OF MPCA BENEFICIARIES WITH NO INCOME				
	14%	25%	-	19%
PRIMARY REPORTED EXPENDITURES OF RECEIVED CASH²⁷				
1	Rent	Give Away	-	Rent
2	Paying Debt	Rent	-	Paying Debt
3	Healthcare	Food	-	Give Away

²⁶ This section reports on percent of households where at least one member has the following specific needs.

²⁷ On average, between 57% and 78% of the received cash was spent on the top three reported areas of spending.

ISSUES FACED BY REFUGEE MPCA BENEFICIARIES IN SEPTEMBER BY PAYMENT MODALITY



ISSUES FACED BY REFUGEE MPCA CHEQUE BENEFICIARIES²⁸

Were not satisfied with the cheque distribution process	-	0%	-	0%
Treated disrespectfully by distribution staff	-	0%	-	0%
Waited more than 2 hours for assistance	-	4%	-	4%
Received no information on what would be distributed	-	25%	-	25%
Believed the distribution to be poorly managed	-	0%	-	0%
Had difficulties cashing their cheques	-	25%	-	25%

ISSUES FACED BY REFUGEE MPCA MMT BENEFICIARIES

Faced registration difficulties	37%	-	-	37%
Waited more than 2 hours to register	25%	-	-	25%
Had difficulties understanding registration instructions	0%	-	-	0%
Charged for sim card	17%	-	-	17%
Had difficulties cashing out MMT payment	14%	-	-	14%
Charged for cashing out MMT payment ²⁹	17%	-	-	17%

²⁸ Only beneficiaries who attended MPCA cheque distributions were asked about the issues highlighted in this section.

²⁹ Beneficiaries who were charged for cashing out their MPCA MMT payment reported paying between 2,000 and 500,000 Iraqi Dinar (IQD) in September.

ISSUES FACED BY ALL REFUGEE MPCA BENEFICIARIES IN SEPTEMBER³⁰

ISSUE	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
Travelled to receive cash assistance more than once	20%	0%	-	12%
Paid more than 25,000 IQD to receive cash assistance	6%	4%	-	5%
Were not informed about the selection process	83%	42%	-	67%
Believed there was “wasta” involved with their selection	6%	0%	-	3%
Reported they received nothing	0%	0%	-	0%
Were not aware of a complaints mechanism	91%	79%	-	87%
Were not aware that UNHCR selected them	94%	100%	-	93%

BENEFICIARIES WHO RECEIVED ASSISTANCE OTHER THAN MPCA IN SEPTEMBER

60%

71%









-

64%

TYPES OF OTHER ASSISTANCE RECEIVED IN AUGUST

In-kind	0%	0%	-	0%
Cash	60%	71%	-	64%
Vouchers	0%	0%	-	0%
None	40%	29%	-	36%

SOURCES OF OTHER ASSISTANCE UNHCR BENEFICIARIES RECEIVED IN AUGUST

Don't know	0%	0%	-	0%
Other UN	5% 	0%	-	3% 
Government	0%	0%	-	0%
Qandil	10% 	94% 	-	46% 
Other	90% 	6% 	-	56% 

³⁰ All beneficiaries were asked about the issues highlighted in this section, regardless of payment modality or whether they attended MPCA distributions.

OVERVIEW OF NFI DISTRIBUTIONS TO REFUGEES IN SEPTEMBER

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	Fans	Lamps
		81%	4% ³¹	-	-	-	-	3% ³²	3% ³³	100%	1% ³⁴	-	-	-
Was it useful?	Yes	63%	N/A	-	-	-	-	N/A	N/A	85%	N/A	-	-	-
	No	37%	N/A	-	-	-	-	N/A	N/A	15%	N/A	-	-	-
Was it of good quality?	Yes	43%	N/A	-	-	-	-	N/A	N/A	87%	N/A	-	-	-
	No	57%	N/A	-	-	-	-	N/A	N/A	13%	N/A	-	-	-
Did you use it?	Yes	87%	N/A	-	-	-	-	N/A	N/A	94%	N/A	-	-	-
	No	13%	N/A	-	-	-	-	N/A	N/A	6%	N/A	-	-	-

REPORTED QUALITY AND USEFULNESS OF ITEMS DISTRIBUTED TO REFUGEES IN ERBIL

No NFI distributions were monitored in Erbil in September.

REPORTED QUALITY AND USEFULNESS OF ITEMS DISTRIBUTED TO REFUGEES IN SULAYMANIYAH

No NFI distributions were monitored in Sulaymaniyah in September.

³¹ Kerosene cans were only distributed to four beneficiaries in Dohuk in September.

³² Hygiene kits were only distributed to three beneficiaries in Dohuk in September.

³³ Kitchen sets were only distributed to three beneficiaries in Dohuk in September.

³⁴ Water Jerry Cans were only distributed to four beneficiaries in Dohuk in September.

ISSUES FACED BY REFUGEE NFI BENEFICIARIES IN SEPTEMBER

ISSUE	DOHUK	ERBIL	SULAYMANIYAH	OVERALL
Treated disrespectfully by distribution staff	0%	-	-	0%
Travelled to the distribution site more than once	1%	-	-	1%
Were not informed about the selection process	42%	-	-	42%
Believed there was “wasta” involved with their selection	4%	-	-	4%
Waited more than 2 hours for assistance	1%	-	-	1%
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	2%	-	-	2%
Were not aware of a complaints mechanism	95%	-	-	95%
Were not aware that UNHCR selected them	88%	-	-	88%

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

Item	Issue	%	Issue	%	Issue	%	Issue	%
Blankets	Poor Quality	34%	-	-	-	-	Poor Quality	34%
Kerosene Cans	N/A	N/A	-	-	-	-	N/A	N/A
Tarpaulin	N/A	N/A	-	-	-	-	N/A	N/A
Cooking Stove	-	-	-	-	-	-	-	-
Heating Stove	-	-	-	-	-	-	-	-
Kerosene	-	-	-	-	-	-	-	-
Hygiene Kit	N/A	N/A	-	-	-	-	N/A	N/A
Kitchen Sets	N/A	N/A	-	-	-	-	N/A	N/A
Mattresses	Poor Quality	11%	-	-	-	-	Poor Quality	11%
Water Jerry Can	N/A	N/A	-	-	-	-	N/A	N/A
Tent	-	-	-	-	-	-	-	-
Fans	-	-	-	-	-	-	-	-
Lamps	-	-	-	-	-	-	-	-



OVERVIEW OF CASH FOR NFI DISTRIBUTIONS TO REFUGEES IN SEPTEMBER

There were no Cash for NFI distributions to refugees in September.