MULTI-CLUSTER NEEDS ASSESSMENT OF INTERNALLY DISPLACED PERSONS OUTSIDE OF CAMPS

KURDISTAN REGION OF IRAQ

ASSESSMENT REPORT

FEBRUARY 2015

REACH
Informing more effective humanitarian action
About REACH
REACH is a joint initiative of two international non-governmental organizations – ACTED and IMPACT Initiatives – and the UN Operational Satellite Applications Programme (UNOSAT). REACH’s mission is to strengthen evidence-based decision making by aid actors through efficient data collection, management and analysis before, during and after an emergency. By doing so, REACH contributes to ensuring that communities affected by emergencies receive the support they need. All REACH activities are conducted in support to and within the framework of inter-agency aid coordination mechanisms.
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Starting in late 2013, violent conflict in Anbar province between Armed Groups (AGs) and the Iraq Security Forces, which later spread into other governorates, has caused the displacement of a sizeable part of the population to the Kurdistan Region of Iraq (KRI). Internally displaced persons (IDPs) mainly found refuge in the Dahuk, Erbil and Sulaymaniyah governorates, often living outside camps. Although the dynamic of conflict has changed since August 2014, few IDPs were able to safely return to their area of origin. Thus, the Kurdistan Regional Government (KRG) and the humanitarian community – who have been primarily engaged in immediate life-saving assistance – were aware of their intentions to remain in the KRI at least for the foreseeable future.

Upon request from the Ministry of Planning (MoP) of the KRG, the REACH Initiative conducted a broad, multi-sectoral needs assessment in October 2014 to provide a better understanding of the situation facing the internally displaced population in the KRI. This multi-cluster needs assessment (MCNA) aimed specifically to understand the different living arrangements of displaced families since arrival in the KRI; and to inform government and humanitarian actors about the perceptions, expectations and priorities of the displaced population, especially with regards to their own priority needs.

The assessment was designed based on consultations with relevant KRG Ministries and humanitarian agencies, and was subsequently endorsed by the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) in Iraq. Primary data was collected by REACH between 14 and 30 October 2014, based on a random sample of 1757 IDP families living outside of camps. The analysis, findings, and data tables were widely disseminated among the key stakeholders in November and December 2014, and fed into the Phase II Immediate Response Plan for the Internally Displaced People in the Kurdistan Region of Iraq (IRP2), published in December 2014.

This report presents a comprehensive overview of key findings from the assessment, many of which have already been acted upon by the government and humanitarian stakeholders, following presentations and workshops. This is particularly true for findings related to preparation for the winter, which was already in full force at the time of publication.

The MCNA identified the following priority needs among displaced families across the KRI:

- **WINTER CLOTHING, FOOTWEAR & OTHER NON-FOOD ITEMS:** The primary preoccupation for the beneficiaries interviewed in October was preparation for the approaching winter season: most of them reported that they were in need for winter clothing (as reported by 76% of the beneficiaries across all areas of the KRI) and household items (reported by 42% of total IDP population), especially ‘heaters’.

- **FOOD SECURITY:** Food appeared as a top priority for 49% of the IDPs. Indeed, while 72% of household reported that they had been able to access sufficient food in the month preceding the assessment (from the KRG, local and international humanitarian actors and hosting communities), nearly all IDPs reported engaging in some short term coping strategies.

- **SHELTER & WASH:** Shelter and WASH concerns were mentioned, especially in vulnerable shelter types (such as informal camps, unfinished buildings and collective centres) where 35% of IDPs reported a need for heating and another 23% and 18% respectively reported a need for more structural shelter improvements such as insulation or weatherproofing. 16% of the IDPs in Dahuk governorate did not meet the SPHERE standards for emergencies for latrine facilities, as they had to share with more than 50 persons per toilet.

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1 The Immediate Response Plan Phase 2 for the Internally Displaced People in the Kurdistan Region of Iraq (IRP2) sets out the emergency response in the Kurdistan Region of Iraq from 15 November 2014 – 31 March 2015.
- **EMPLOYMENT:** Only 16% of IDP households across the KRI reported earning some form of income, with the highest proportion being in Sulaymaniyah (44%). 71% of IDPs across the KRI reported spending their savings, with the majority expecting their remaining savings to last no more than a month. 56% further reported spending cash received through charitable donations.

- **EDUCATION:** As more than half of the displaced population in the KRI is children under the age of 18, the beneficiary caseload for education is immense: at the time of assessment, around 250,000 displaced children between the age of 6 and 17 were living outside camps, a number that has not significantly changed since then. The majority of these children, in particular in Erbil (91%) and Sulaymaniyah (89%) will require Arabic-language education – numbering approximately 149,000 in the KRI.
List of Acronyms

AG      Armed Group
CSI     Coping Strategy Index
FCS     Food Consumption Score
IDP     Internally Displaced Person
IQD     Iraqi Dinar
IRP     First Immediate Response Plan
IRP2    Second Immediate Response Plan
KRG     Kurdistan Regional Government
KRI     Kurdistan Region of Iraq
MCNA    Multi-Cluster Needs Assessment
MSNA    Multi-Sector Needs Assessment
MoP     KRG Ministry of Planning
NFI     Non-Food Items
NGO     Non-Governmental Organisation
ODK     Open Data Kit
SRP     Strategic Response Plan
UNOCHA  United Nations Office for the Coordination of Humanitarian Affairs
UNHCR   United Nations High Commissioner for Refugees

List of Figures and Tables

Figure 1 - Proportion of IDPs reportedly able to meet basic needs (food, water, shelter, urgent medical care) ........10
Figure 2 - Proportion of households reporting having received assistance .....................................................11
Figure 3 - Most commonly reported priority needs across the KRI ...............................................................12
Figure 4 - Top 5 most commonly reported priority needs per governorate .....................................................12
Figure 5 - Proportion of households receiving food assistance by when last received .....................................14
Figure 8 - Proportion of households reporting adequate shelter ......................................................................15
Figure 9 - Reported shelter winterization needs in vulnerable shelter types (informal camps, unfinished buildings, collective centres) ..............................................................................................16
Figure 10 - Reported shelter winterization needs in formal accommodation (rented/ hosted accommodation) ....16
Figure 11 - Average monthly income and accrued debt by family (IQD) .................................................................17
Figure 12 - Families able to afford school supplies ..........................................................................................19
Table 1 - Reported items of winter clothing per IDP family ...............................................................................13

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INTRODUCTION

Starting in Anbar province in late 2013, violent conflict between Armed Groups (AGs) and the Iraq Security Forces has caused the displacement of a sizeable part of the population. Groups of displaced persons started arriving into the Kurdistan Region of Iraq (KRI) as early as December 2013, many of them staying in hotels or rented accommodation. The fall of Mosul City (belonging to Ninewa Governorate) in early June 2014 and the subsequent advance of the AGs through Ninewa, Salah al Din and Diyala Governorates caused a spike in displacement to the KRI. After the relative calm of Ramadan, a renewed offensive by AGs in Ninewa led to mass displacement from Sinjar district and from the predominantly Christian towns to the north and east of Mosul, with most IDPs finding refuge in unfinished buildings, informal settlements and collective centres (such as schools or churches). At the same time, the capture of the town of Jalawla by AGs in Diyala Governorate caused further displacement into Sulaymaniyah Governorate and Khanaqin district in particular.

As of October 2014, the two major waves of displacement in June and August had largely settled, and although the dynamic of the conflict had changed since August, few IDPs were able to safely return to their area of origin. Indeed, only 6% of all interviewed IDPs reported an intention to move before the end of winter, and only 1% intended to move back to their area of origin. Moreover, many of these IDPs were living outside of camps. With this in mind, the Kurdistan Regional Government (KRG) and the humanitarian community – who had been primarily engaged in immediate life-saving assistance – needed to build their response on the assumption that the majority of the displaced population would remain in the KRI at least for the foreseeable future. For this reason to be effective, these actors needed additional information on the different living arrangements and conditions for the displaced population since their arrival in the KRI, and their perceptions, expectations and priority needs.

Upon request from the Ministry of Planning (MoP) of the Kurdistan Regional Government, REACH conducted a needs assessment with a broad scope, in order to further its understanding of the displaced population outside of camps in the Kurdistan Region of Iraq. This assessment was a way to collect and analyse opinions and priorities from beneficiaries themselves, so that it could play a crucial part in determining the most appropriate and effective response to their living situation.

Since the multi-cluster needs assessment (MCNA) is a sample based assessment, it built on existing caseload information collected by the International Organization for Migration (IOM). According to the most recent IOM Displacement Tracking Matrix (DTM)\(^2\) at the time of data collection, 63% of the 134,557 IDP families in the KRI had found refuge in Dahuk\(^2\) governorate, with the remaining 37% split fairly evenly between Erbil and Sulaymaniyah\(^4\) governorates as of September 2014. Of the total IDP caseload in the KRI, IOM reported that approximately 6% were living in camps, with the vast majority residing outside camps, their accommodation ranging from informal settlements, unfinished buildings, collective centres such as schools or churches, rented accommodation and host families.

The timing of this assessment was crucial in that it represented the first comprehensive baseline dataset of its kind, and that it was able to capture beneficiary priority needs ahead of the winter season that was about to come, thereby helping to inform a more effective humanitarian response. In particular, as the publication of the preliminary results of this assessment coincided with the start of the second planning cycle of the Immediate Response Plan (IRP2), this assessment was particularly intended to provide a quantitative evidence base for decision makers for the purpose of planning, sector prioritization and for target group identification.

Key findings from this assessment have been available to stakeholders from the second half of November, and have notably served to inform the aforementioned second Immediate Response Plan, running from the 15\(^{th}\) of November 2014 to the 31\(^{st}\) of March 2015.

\(^2\) International Organization for Migration, Displacement Tracking Matrix, Report II of Round VI, 18 September 2014
\(^3\) Including, for the purpose of this assessment, Shekhan and Akre districts in Nineva governorate
\(^4\) Including, for the purpose of this assessment, Kifri and Khanaqin districts in Diyala governorate.
Therefore, many of the identified needs - specifically those related to winterization - have been acted upon following the release of data from the MCNA, but prior to the consolidation of the full report in early 2015, when winter was already in full force. However, many of these findings are still relevant at the time of publication. Indeed, although government action was taken in November 2014 to relocate the 14,000 families living in schools (mostly in Dahuk), 83% of the total caseload was still residing in non-camp settings as of January 2015\(^5\). As of February 2015, some estimated 161,875 displaced families were residing in the KRI.

\(^5\) International Organization for Migration, Displacement Tracking Matrix Round XII, 29 January 2015
Methodology

The indicators and questionnaire for this assessment were developed based on three elements:

1. The cluster-approved Inter-Agency Household-level Assessment, which was designed in July prior to the second major wave of displacement in August;

2. The Multi-Sector Needs Assessment for Syrian refugees outside of camps\(^6\), developed in coordination with UNHCR and sector leads;

3. Feedback collected by REACH from relevant KRG Ministry stakeholders, as well as from cluster leads in the preparation phase of this assessment.

Using the information collected by the International Organization for Migration published in the Displacement Tracking Matrix on the specific locations and concentrations of IDPs not staying in camps, REACH selected a random sample of 1,757 displaced families to be interviewed for this assessment. The information for this report was collected between the 14 - 30 October 2014\(^7\) in a total of 20 districts of the KRI across the three governorates of Dahuk, Erbil and Sulaymaniyah, and also in the districts of Akre, Shekhan, Khanaqin and Kifri, which were accessible from the KRI at the time.

Data is generally presented at two levels, both in the graphics and the narrative: disaggregated by governorate, or generalized at the KRI level. All findings at district levels can be found in Annex A.

Data presented at the governorate level have been weighted based on each district’s displaced population size, and data presented at the KRI level has been further weighted based on each governorate’s displaced population size. In most cases where data is presented at the KRI-level only, there was no significant variation between governorates. With a few exceptions, insufficient data was available to make a confident statement at the site level, since relevant questions were only asked to a subset of respondents with a certain characteristic. The district level findings arising from this assessment are statistically representative, with a 95% confidence level and a 10% margin of error; the aggregate findings on governorates or KRI overall have the same confidence level, but a 7% and a 5% margin of error respectively.

Data was collected through family level interviews in Arabic, conducted by mixed-gender teams using Open Data Kit (ODK) software on hand-held devices for purposes of data entry. The raw data was cleaned to eliminate demonstrably erroneous entries.

Following the preliminary analysis, REACH presented the initial findings to the Minister of Planning of the KRG as well as to several other international stakeholders. Following these initial discussions, the assessment results were presented at three workshops in Sulaymaniyah (19th of November), Dahuk (23rd of November) and Erbil (25th of November) as part of the Immediate Response Plan review and Immediate Response Plan 2 planning process. During these presentations, government and cluster stakeholders have been able to provide feedback and additional data to inform further analysis and triangulate the findings. A written executive summary of the final report was provided to the MoP and OCHA on the 3rd of December, and the draft report was circulated for feedback to the MoP, OCHA and cluster stakeholders on the 18th of December 2014.

Limitations

When reading this report and using the findings presented herein, the reader should bear in mind that this assessment represents the responses given by beneficiaries. While REACH always endeavours to create an open dialogue with respondents in order to collect objective responses, the possibility of bias in the response cannot

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\(^6\) REACH, Multi-Sector Needs Assessment for Syrian Refugees outside of camps (14 September 2014).

\(^7\) Preliminary findings were presented to the Kurdistan Regional Government and humanitarian coordination structures in November 2014. REACH invited feedback on the data and analysis during November and December 2014.
be discarded and must be borne in mind when interpreting the data. For example, a respondent reporting poor drinking water quality may, but does not necessarily indicate that the water is not potable; an alternative explanation may be found in the limited information available to the respondent, or a subjective fear on their part that the water is unsafe. An appropriate response to such a finding could be therefore to conduct a technical assessment to establish the reason for a certain finding.

Furthermore, it should be noted that the situation on the ground changed considerably in some regards after the data collection period. Firstly, the construction of camps accelerated from November onwards, especially in Dahuk Governorate. By January, there were 25 camps open in the KRI, and in November the majority of IDPs residing in schools had been transferred to camps. Secondly, the government, UN and NGOs developed winterization plans to address the needs of IDPs living in the most vulnerable shelter types such as unfinished buildings. As a result, many of the findings and priorities identified by this MCNA have been acted upon since November. Finally, there has been continued influx of IDPs into the KRI and surrounding safe areas of northern Iraq, caseload figures and weighting for governorate and regional proportions in this report are calculated by the latest DTM at the time of assessment, and will have altered at the time of publication.

Moreover, any population figures presented in this report, based on data from the DTM, should be considered as an approximation. While the IOM DTM represents the most accurate data available on numbers and locations of IDPs in KRI, any margin of error inherent in the DTM is added to the margin of error of the sample.
FINDINGS

Overview of the Situation Since Arrival in the KRI

Population Profile

At the time of assessment (October 2014), the majority of the IDP caseload in the KRI - 63% of non-camp IDPs – were residing in Dahuk Governorate, with the remaining 37% split between Erbil and Sulaymaniyyah Governorates. While the two major waves of displacement in June (following the occupation of Mosul and the AG advance towards Baghdad) and August (following the AG offensive in Ninewa and Diyala) have to a large extent defined the current displacement landscape in KRI, such a simplified reading of the displacement crisis risks obscuring the diversity of the 860,988 displaced persons in the KRI at the time of assessment. It is vital their different backgrounds and variety of reasons for displacement are taken into account when responding to this humanitarian crisis.

Diversity of the Displaced Population

The IDP population in the KRI consists of different religious and ethnical backgrounds: Yezidis from Sinjar district in Ninewa were mainly displaced to Dahuk; Christians from Mosul and the surrounding areas fled North to Dahuk and West to Erbil; and many Muslims fled to Erbil and Sulaymaniyyah - with many of the Shia Muslims attempting to travel to the South of Iraq either by plane or through Diyala Governorate. Moreover, the displaced population comes from different ethnic backgrounds: ethnic Kurds from the areas bordering on the KRI often found refuge with relatives across the region, while ethnic Arabs, Turkmen and Shabak have at times found it more challenging to enter the KRI, as a result of which many of them are located in the disputed areas of Shekhan and Akre districts in Ninewa; Kirkuk Governorate; or Kifri and Khanaqin districts in Diyala.

The language difference between Kurds and Arabs, as well as the existing variations in Kurdish, are another aspect to consider when responding to this humanitarian crisis. Communication with IDP communities in Dahuk is often possible in Kurdish (55% of families report being able to read and understand Kurdish), whereas this is not the case in Erbil and Sulaymaniyyah, where it is reported by 16% of the families only. Conversely, 94 to 99% of IDP families in Erbil and Sulaymaniyyah (and 71% of families in Dahuk) contain at least one member that is able to understand Arabic.

Community ties were observed to be the strongest in Dahuk, where IDPs travelled the shortest distance to reach the KRI, often over a much shorter span of time: as a result, 38% of IDP families interviewed were living in a location where they knew most of the other families prior to their displacement. In Erbil (19%) and Sulaymaniyyah (28%) this figure is significantly lower. IDP families in Sulaymaniyyah in particular (31%), and to a lesser extent in Erbil (18%) also reported sensing some tension between different communities of IDPs as well as with the local population. Based on field observations, commonly reported reasons for such tensions are (perceived) differences in aid provision to different communities, increases in the cost of rent, and competition for jobs.

Demographics

As of December 2014, the demographic information collected by REACH showed that the average displaced family consists of 5.7 persons, while families in Erbil consist of 4.8 persons on average. Based on this figure and the information from the DTM on the number of IDP families per district, REACH was able to estimate that the total number of non-camp IDPs residing in the KRI was approximately 769,318 at the time of the assessment.

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9 International Organization for Migration, note 2 supra
10 REACH Initiative, Briefing Note: Iraq IDP Crisis Overview, 3-18 August 2014.
11 The average was possibly brought down by the lower average family sizes of some of the ethnic groups who moved predominately to Erbil.
Half of all IDPs residing in the KRI were under 18 years old (more than 393,000 children), with one in five individuals (more than 146,000) being 5 years old or younger. Approximately 22,000 (3%) IDPs were over 60 years old, many of whom require specific medical or mobility assistance. Although most families were headed by a male head of household, 9% were headed by a female - 60% of whom reported being widowed. 1% of interviewed families reported caring for a minor who was not part of their immediate family - in most cases, children who had been separated from their own family. In 23% of all interviewed cases, at least one woman in the family was either pregnant or still breastfeeding a child.

Facing the Challenges of Displacement

Documentation

Many of the displaced population in the KRI reported having lost their civil documents, either due to their hurried departure or because such documents were confiscated as they headed north. 9% of IDP families were missing their food ration card and 11% were missing personal identification cards – this was significantly higher among IDPs from Anbar in Sulaymaniyyah, where these proportions amounted to 29% and 33% of the population, respectively. Registration of IDPs has been a challenging process, and the assessment made it clear that many IDPs were not aware of their own registration status. Moreover, the ability of IDPs to exercise certain legal rights - especially the right to work and move freely - strongly varies depending on the type of entry document they have received upon entry into the KRI, and which depends on the regularly changing policy at the check points on the borders of the KRI.

For instance, most people who arrived during the two major waves in June and August were not given any permit, as a result of which 75% have no legal documentation for their presence in the KRI. Overall, 11% of interviewed families had a residency permit, which in most cases gives them the right to work – the majority of these reside in Sulaymaniyyah (71% of those holding a residency permit). In the remaining 14% of cases, IDPs were either granted access to a renewable tourist pass, or to a document which allowed them to remain in the KRI until further notice, but which gave limited access to legal rights.

Ability to Meet Needs

Overall, the majority of IDPs (85% of all displaced families) reported that they had been able to meet their most basic needs since arriving in the KRI. Despite the often overwhelming challenges of displacement, particularly during the hot summer season, almost 115,000 families reported having had sufficient access to food, water, shelter and urgent medical care to get through the initial months. A combination of local community support, assistance provided by humanitarian actors and IDPs’ own savings had ensured the survival of more than 750,000 IDPs residing in the KRI as of December 2014.

However, the remaining 15% of IDP families, corresponding to almost 20,000 families across the three governorates, reported that they had not been able to meet their basic needs. When disaggregating by governorate, the highest proportions were found in Sulaymaniyyah and Erbil - with 35% and 26% reporting that they had difficulties in meeting their basic needs respectively (see Figure 1 below) - and specifically among those households renting their own accommodation.

Figure 1 - Proportion of IDPs reportedly able to meet basic needs (food, water, shelter, urgent medical care)
Compared to Erbil and Sulaymaniyah, very few of the surveyed families in Dahuk Governorate reported facing such issues (only 5%). Indeed, in this governorate, the emphasis of the response from humanitarian agencies and the government had been on the areas with the highest caseloads, notably Sumer and Zakho districts, and on the most vulnerable households, specifically those residing in unfinished buildings, informal settlements and collective centres.

Nevertheless, in Erbil and Sulaymaniyah, even in areas with a lower caseload and with many IDPs residing in rented accommodation or hosted by local families, a significant proportion of the IDP population was in need of assistance as of December 2014. The most notable case was the district of Khanaqin, with approximately 4,500 IDP families, many of whom staying in unfinished buildings or informal settlements. The limited presence of humanitarian actors meant that fundamental food, water and shelter needs in Khanaqin had not been addressed as of December 2014, as reported by 48% of respondents.

**Assistance Received**

The majority of IDPs, 87% of the total non-campus caseload, reported having received food assistance (see Figure 2 below), in most cases more than once (71%), with the last distribution being within the 4 weeks of the assessment (69%). The reported assistance ranged from hot meals to monthly food rations, and was provided by many different actors, including the local community, local charities, international agencies and the KRG. Food assistance coverage was the greatest in Dahuk (where 97% reported having received food), while the lowest coverage was found in Sulaymaniyah (57%) and in particular in Khanaqin district (53%) and Dokan district (50%). The rate of food assistance coverage for female headed households was found to be significantly lower than for male headed households, with 80% overall reporting having received food aid.

![Figure 2 - Proportion of households reporting having received assistance](image)

**Two thirds of all IDP families (66%)** had received cash assistance, in almost all of the cases in the form of a one-time donation of 1,000,000 IQD (854 USD) that they had received from the government. A total of 40% of households reported having received some form of non-food items (NFI) assistance: in most cases in the form of a regular shelter or hygiene kit (27%), but also in the form of winterization items (9%) or fuel (4%). The majority of NFI assistance was reported in Dahuk, where 35% received regular NFIs, 12% reported receiving winterization items and 5% had received fuel.

With the winter season presenting fresh challenges for the survival of the displaced population at the time of assessment and with no immediate end to the conflict in sight, it was important for the KRG and the humanitarian community to understand the gaps in basic needs coverage to be filled, and to be able to determine priority needs to be addressed going forward.
Going Forward: Priority Needs

In the MCNA, IDPs were asked to indicate their top three priority needs to be addressed. While some respondents reported specific long-term needs (such as language classes and vocational training), the most common responses across the KRI referred to preparation for the winter season: winter clothing (76%); household items, particularly heaters and fuel (42%); shelter winterization (30%); and winter footwear (20%). Other common responses included immediate needs such as food assistance (49%) and shelter support (13%). The remaining immediate life-saving needs, such as medical assistance (6%) and drinking water (4%), were not among the most common responses (see Figure 3 below).

Figure 3 - Most commonly reported priority needs across the KRI

When disaggregating by governorate, significant variation was found in terms of priority needs (see Figure 4 below). In Dahuk the majority of IDPs were residing in informal settlements, unfinished buildings or collective centres, such as schools and churches, at the time of the assessment\textsuperscript{11} where shelter winterization was reported as a high priority. In Erbil, however, the third most common response was employment, with 80% overall reporting having received deciding to settle in the Kurdish capital.

Moreover, IDPs in both Erbil and Sulaymaniyah, with much higher proportions staying in rented accommodation, were more likely to prioritize education, which indicates that these IDPs are able to prioritize long-term needs as the need for winter preparation (particularly in Erbil) was reportedly less urgent.

Figure 4 - Top 5 most commonly reported priority needs per governorate

\textsuperscript{11} 40\% of the caseload in Dahuk governorate was in schools at the time of the assessment. IDPs were moved from schools shortly after the assessment in November 2014. The majority of those moved from schools went to camps.
Priority 1: Winter Clothing and Footwear

The findings of the MCNA overwhelmingly pointed out that the first preoccupation for the interviewed beneficiaries was preparation for the winter season. As demonstrated in Figure 3 above, the number one priority to be addressed was for winter clothing - reported by 76% of the assessed households across all areas of the KRI. Following the publication of preliminary results in November, the humanitarian community focused on the provision of winter clothing and other winterization NFIs to IDP households in order to meet this increasingly urgent need, as the temperatures dropped closer to zero, with increasing wind and precipitation. A smaller proportion of IDP families (20%) had specifically indicated winter footwear to be an urgent need (see Figure 3 above). In both cases, the proportion of IDPs reporting this need is greatest in Dahuk, with 80% reporting a need for winter clothing and 24% for winter footwear (see Figure 4 above).

Table 1 - Reported items of winter clothing per IDP family

<table>
<thead>
<tr>
<th>Items of winter clothing</th>
<th>Less than one per person</th>
<th>One or more per person</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Children under 12 years old</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shoes (pair)</td>
<td>82%</td>
<td>18%</td>
</tr>
<tr>
<td>Trousers</td>
<td>79%</td>
<td>21%</td>
</tr>
<tr>
<td>Jacket</td>
<td>84%</td>
<td>16%</td>
</tr>
<tr>
<td><strong>Individuals of 12 years old or older</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shoes (pair)</td>
<td>91%</td>
<td>9%</td>
</tr>
<tr>
<td>Trousers</td>
<td>89%</td>
<td>11%</td>
</tr>
<tr>
<td>Jacket</td>
<td>94%</td>
<td>6%</td>
</tr>
</tbody>
</table>

Table 1 above shows the total proportion of households without sufficient winter clothes, including those with none and less than one item per family member. Approximately two thirds of interviewed IDP families reported that they did not have any appropriate winter shoes (68%), winter trousers (66%) and winter jackets (72%); another 21 to 23% reported having less than one pair per person aged 12 or over (see Table 1). Combined, this indicates that around 90% of IDP families did not have sufficient winter clothing and footwear to properly outfit each member of their family. The proportions are slightly lower for children under 12, but still very concerning, as 82% of households with young children reported not having sufficient winter clothing and footwear to properly outfit each child under 12 years old.

At the time of assessment, over 80,000 families had no winter clothing items at all, including almost 61,000 families with children under the age of 12. Another 47,000 families (including over 32,000 families with young children) had insufficient items to outfit each person in the family.

In addition to winter clothing and footwear, household items (NFI) in general were reported as the third most common priority, representing 42% of total IDP population (see Figure 3 above). However, when asked specifically which types of items were needed, the most common response was by far “heaters”. Indeed, over 80% of the

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12 REACH teams asked demographic age groups, and then number of winter shoes, trousers and jackets by children under 12, and adults and children over 12. REACH teams then calculated for each age group were there was sufficient numbers of clothes (100% being that the family had at least the same number of each item for each age group; the 10% therefore being the number of families who had sufficient shoes for children under 12 and adults over 12, and sufficient trousers and sufficient jackets.
respondents who prioritized household items indicated that they needed a heater, representing 34% of the displaced population outside camps. This finding is corroborated by the fact that 53% of respondents indicated that their family’s “heating” at the time of interview was primarily through the use of blankets, with 17% reporting an electric heater or air-conditioning unit, 7% reporting a gas or kerosene burning heater, and 22% indicating that they had no source of heating at all. Reliance on electric or fuel-burning heating systems means that IDPs are vulnerable to fuel shortages. With gas and kerosene reportedly used by 20% of the IDP population (even more in Dahuk Governorate with 26%) and fuel reported as a priority need, humanitarian actors must find a way to respond to both the need for heating in the winter months, and to address year-round needs for fuel for cooking.

Priority 2: Food

Despite the fact that 87% of IDP families reported having received food assistance from the KRG, local and international humanitarian actors and the hosting communities (see Figure 2), food remained a top priority going forward for 49% of the IDPs. Although 72% of households reported that they had been able to access sufficient food in the month preceding the assessment (see Figure 5 below), more than half also indicated that they had to cope with insufficient supplies of food by limiting portion size (59%).

Moreover, REACH analysis of the reported consumption of specific food types found that 22% of IDP families had a less-than-acceptable dietary intake (see Figure 6). Female-headed households in particular were shown to have a significantly lesser dietary intake than male headed households, and needed to be specifically targeted for assistance.

IDP families resorted to a number of different coping strategies to deal with a shortage of food, starting by relying on less expensive food types - a strategy nearly 70% of responding families engaged in. Other strategies included limiting the size of portions during meals (59% of families reported doing this) or reducing the number of meals eaten in a day (28%). 20% of all families reported reducing food intake, specifically male members of the family, in favour of the children; 13% reported reducing the portions for female members of the family, a measure which was considered as the most severe by a focus group of IDPs interviewed by REACH in early October 2014.

Figure 6 - Food consumption score based on reported diet of IDP families
The results of this assessment showed that food security was a great challenge for the humanitarian response - however, as food is a continuous need, food assistance is only a short-term solution. As of December 2014, 80% of the IDP population - including those who received food assistance on more than three occasions -, indicated that their main source of food was purchased at the local market. They indicated spending an average of 430,000 IQD (367 USD) per month per family, despite only a small proportion of the population reported having a regular income (16%, see further section on Employment). This indicated that IDPs were engaging in short term coping strategies to access additional cash, such as spending savings, relying on cash assistance or borrowing money to buy food; however, these are strategies that one cannot engage in indefinitely.

Without a sustainable solution enabling IDPs to access regular sources of income, whether through employment, access to government salaries or access to the Public Distribution System, it is expected that IDPs would increasingly rely on food assistance for their most basic needs.

Priority 3: Shelter and WASH Support

Despite the fact that 90% of respondents indicated that their shelter needs had been met in the month prior to the assessment, shelter winterization was the fourth most commonly reported priority (30%), with another 13% reporting a need for more general shelter support, as previously demonstrated in Figure 3.

Figure 8 below shows the proportion of households reporting shelter that was adequate, both to meet the winter that was coming and in general – overall, 30% of households reported their shelter to be inadequate to meet needs. Among those reporting that their shelter was inadequate for their needs, the two most common reasons were related primarily to winterization: lack of heating (19%) and damp (17%). Following this, more general issues were reported, such as lack of privacy (16%) and unhygienic conditions (14%), which indicated that shelter needs would extend beyond the winter months.

The reported need for shelter winterization was identified primarily in more vulnerable shelter types such as informal camps, unfinished buildings and collective centers. Indeed, 34% of respondents in these types of shelter (mostly residing in Dahuk), indicated a need for shelter winterization, whereas only 12% of those in formal accommodation (those renting, hosted by the local community or staying in hotels) reported this as a priority.

Of those in vulnerable shelter types, 35% reported a specific need for heating (see Figure 9 on the following page).

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13 The sample framework was not stratified to produce representative findings by shelter type, therefore findings in this section relating to needs by shelter type should be treated as indicative only. Findings are also not weighted by governorate.
More structural shelter improvements, such as weatherproofing (49%) or insulation (38%) were reported as a priority needs specifically in the more vulnerable shelter types in Sulaymaniyah. Considering that Sulaymaniyah generally sees more precipitation and the greatest drop in temperature compared to the two other governorates, this demand for structural shelter improvements for the comparatively small number of IDPs conditions appeared well-founded.

In formal accommodation however, the winterization needs were less severe, with 10%, 6% and 7% reporting heating, insulation and weatherproofing respectively (see Figure 10).

Aside from specific winterization needs, the most important shelter improvement was the establishment of better WASH facilities. Overall, 10% of respondents across the KRI reported that they did not have access to a latrine; and 41% reported that they did not have access to a shower. The vast majority of these respondents were residing in critical shelter conditions, in particular in Sulaymaniyah, where 33% of respondents in vulnerable shelter types did not have access to a latrine.

Most families reported sharing their WASH facilities, with overall 68% reporting that they shared a communal latrine and 35% reporting sharing a shower. Notably, for more than half (58%) of the IDPs using a communal latrine, no separate facilities were available for men and women.

The situation was more critical in Dahuk Governorate: up to 81% of IDPs reported sharing a communal latrine, with 16% of them having to share it with more than 50 persons per toilet, exceeding the SPHERE standards for
emergencies. Such a configuration was mostly found in collective centres other than schools (i.e. churches, mosques etc.) and in informal camps.

The emphasis of the response from humanitarian actors and the KRG has been on assisting those residing in sub-standard or communal shelters, rather than the 31% of the IDP caseload residing in rented accommodation (mostly in Erbil and Sulaymaniyah). However, this latter group remains at risk of secondary displacement to other shelter types. It should also be noted that between 36% of renting IDPs reported sharing WASH facilities, with particularly high proportions in Erbil (49%), Dahuk (44%), Khanaqin (64%) and Kifri (75%); which indicates that a significant number are sharing their accommodation with other IDP families.

Half (50%) of the renting population did not have a written rental contract, placing them at risk of immediate eviction. Moreover, the average rent paid reportedly amounted to 370,000 IQD (318 USD) per month, while many families did not have a regular income to sustain this level of expenditure in the long run.

Support for renters through cash assistance could help preventing these families from becoming more vulnerable in the short term, while further research regarding the housing market could inform an appropriate long-term course of action.

Priority 5: Employment

Whereas the first four priorities primarily reflected short or medium term needs in the face of the winter season, the fifth most commonly reported priority need, employment, reported by 24% of IDPs, was related to long-term planning. At the time of assessment, only 16% of IDP households across the KRI earned some form of income. REACH found significant variation between the three governorates, as 44% of respondents in Sulaymaniyah reported an income, compared to 13% in Erbil and 10% in Dahuk.

Interestingly, no statistically significant correlation was found between the type of shelter and the likelihood of an income. Among female headed-households, there was a slightly higher chance of having a working female in the family. However, these households were also found to be significantly less likely to have any member earning an income at all.

Figure 9 - Average monthly income and accrued debt by family (IQD)

The average monthly income reported was highest in Erbil (close to 710,000 IQD, 590 USD), while the average wage in Sulaymaniyah and Dahuk was close to between 420,000 and 490,000 IQD (359 – 418 USD). Considering that the amount of cash reportedly spent on food per month was 430,000 IQD (367 USD), this indicated that even families with an income might not necessarily have enough to cover outgoings on basic needs.

14 SPHERE Handbook, page 71
A comparatively high proportion of working IDP families was found in Sulaymaniyah: this was partly due to the lower caseload in these areas, allowing the job market to absorb the influx without immediate saturation; and also due to the higher proportion of IDPs who had received a renewable residency pass upon entry (48% compared to 13% in Erbil and 1% in Dahuk).

Since only a small proportion of IDP families were able to access formal income, they resorted to alternative coping strategies to access cash and fund their basic expenditures. 71% of IDPs across the KRI reported spending their savings; with the majority (59%) expecting their remaining savings to last no more than a month. 56% further reported spending cash received through charitable donations. Although only 14% of respondents reported selling assets, and 1% reported selling assistance, anecdotal evidence and field observations by REACH enumerators suggest this figure under-represented the reality on the ground.

For IDP families to be able to continue to meet their basic needs in the short term (particularly food and shelter), they will need to have access to more sustainable sources of cash. In order to avoid the inefficient sale of household items such as plastic sheeting by beneficiaries, further cash assistance could pose a short-term solution. In the medium-term, however, such a system is equally unsustainable. Instead, the priority must be to re-establish existing social services, notably the Public Distribution System and the payment of government salaries and pensions. This would enable the displaced population to take a degree of ownership of their situation and become less dependent on assistance.

In the long term, for IDPs to be able to engage in sustainable income generating activities, there is a need to provide appropriate documentation, especially to the majority of IDPs in Dahuk who entered without any KRI registration or documentation.

**Priority 6: Education**

As of December 2014, most IDPs emphasized short to medium-term needs, specifically related to food and shelter. As a result, the proportion of respondents indicating Education as a priority was only 14% - though this proportion was higher (19%) among families with children under 18.

While this result highlighted the need for emphasis on immediate life-saving assistance such as food assistance and winterization, it should not obscure the need to ensure that children continue to receive education. Now that most schools which were previously housing IDPs have been vacated and have undergone rehabilitation, it could be time to re-establish a focus also on long-term assistance for the displaced population, starting with its most vulnerable generation. The need to develop education provision has had an impact on all populations, not just IDPs, as the occupation of schools delayed the start of the school year until September - December.

As of December 2014, more than half of the displaced population in the KRI were children under the age of 18 (51%), making the beneficiary caseload for education immense. Almost 250,000 displaced children between the age of 6 and 17 were living outside camps, where they would not be able to access the type of services that would be provided in established IDP camps. 71% of these children (or 180,000 individuals) were attending school prior to their displacement, whereas only 3% were attending some form of education at least 4 days a week at the time of assessment. The proportion of girls attending school prior to displacement (69%) was lower than the proportion of boys (74%). Figure 12 below shows that half of all IDPs reported that they were unable to afford school supplies, a finding corroborated by high expenditure on food as a priority (83% of average household income).
Figure 10 - Families able to afford school supplies

The compatibility of curricula between Kurdistan and the parts of Iraq where these children were displaced from will form a significant challenge in finding or establishing appropriate educational facilities to accommodate up to 250,000 children, but the first problem to tackle will be the language barrier between a Kurdish-speaking education system and mostly Arabic-speaking displaced families. REACH found that just over half (54%) of the IDP children in Dahuk governorate would be able to receive schooling in Kurdish, although only 30% studied in Kurdish prior to displacement. In Erbil and Sulaymaniyah, it was estimated that only 9% and 11% of children respectively would be able to receive schooling in Kurdish.

Arabic-speaking teachers will need to be found for the 91% of non-Kurdish speaking children in Erbil, 89% Sulaymaniyah, and 46% in Dahuk. This amounts to 149,000 school-age children unable to study in Kurdish (33,000 in Erbil; 39,000 in Sulaymaniyah; 77,000 in Dahuk). Furthermore, it was found that a lack of exposure to Kurdish prior to displacement affected girls more than boys. The assessment found that girls aged 6-11 years were 3% less likely to speak Kurdish than boys of the same age; and for older children aged 12-15 years, the gap had widened, with girls 7% less likely to speak Kurdish than their male counterparts.
CONCLUSION

The purpose of this assessment, requested by the Ministry of Planning of the Kurdistan Regional Government and subsequently endorsed by the United Nations Office for the Coordination of Humanitarian Affairs in Iraq, was to create a broad, multi-sectoral understanding of the situation facing the internally displaced population living outside camps in the Kurdistan Region of Iraq, and in particular to highlight their priority needs for the winter season, in order to inform the planning of a more effective humanitarian response.

The main findings of this multi-cluster needs assessment as follows:

- **The primary preoccupation for the interviewed beneficiaries was preparation for the approaching winter season**: most reported they were in need for winter clothing (as reported by 76% of the beneficiaries across all areas of the KRI) and household items (reported by 42% of total IDP population), especially heaters.

- **Food security appeared to be of great concern**, as food was cited as a top priority for 49% of the IDPs and nearly all IDPs reported engaging in some short term coping strategies.

- **Some shelter (heating, insulation, weatherproofing) and WASH (latrine facilities) needs were mentioned**, especially by IDPs living in more vulnerable shelter types, such as unfinished buildings, collective centres and informal settlements. It was found that 16% of the IDPs in Dahuk Governorate did not have access to latrine facilities meeting the SPHERE minimum emergency standards. Many reported they had to share each toilet with more than 50 individuals.

- **Two needs relating to the medium and long-term situation were also mentioned**: employment (the fifth most commonly reported priority need, as 16% of IDP households across the KRI reported earning some form of income); and education (more than half of the displaced population in the KRI is children under the age of 18 - however the majority of these children will require Arabic-language education).

- While 63% of the non-camp caseload was in Dahuk, it was noticed that **received assistance was highest in the northern governorates in the KRI** – sometimes neglecting those in need in less severe shelter conditions or living in remote areas such as Khanaqin and Kifri.

Findings from this assessment have been presented to the Minister of Planning of the KRG and the key results of this assessment have been available to stakeholders since the second half of November, and have served to inform the second phase of the Immediate Response Plan (IRP2) – running from 15 November through 31 March 2015. Based on this, REACH formulated the following recommendations to address the needs outlined above:

- Distribute age and gender-appropriate winter clothing to individuals unable to dress appropriately for winter.

- Provide structural shelter improvements with a view to winterization where appropriate and necessary; address the need for heating sources in collective shelter, informal camps and unfinished buildings; and implement some WASH interventions (constructing latrines and showers in those shelter types where no facilities are available, or where the current facilities do not meet the emergency SPHERE standards).

- Provide food assistance to those most in need, while at the same time advocate for more sustainable solutions that would enable IDPs to access regular sources of income, whether through employment, access to government salaries or access to the Public Distribution System.

- Find appropriate education facilities for 250,000 displaced children and identify Arabic-speaking teachers for 149,000 school-age children unable to study in Kurdish - necessitating strong support to the KRG Ministry of Education.

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15 These recommendations were incorporated into the IRP, preliminary findings presentations and the written executive summary of the present final report that was provided to the MoP and OCHA in December 2014.
- Provide temporary documentation to those IDPs who lost civil documents such as their food ration card or ID card during the displacement, and to those who do not currently have the right to work in the KRI.

- Monitor the ability of the IDPs residing in rented accommodation to continue to pay their rent, and where appropriate to establish a rent support scheme to prevent secondary displacement of renting IDPs to camps or collective centres.

- Support local host communities, who have been providing vital but privately funded life-saving aid, including food, water, household items and shelter, to the displaced population, and push for greater involvement of government and humanitarian actors in the districts of Kifri and Khanaqin.

While efforts have already been made to address many of the needs outlined in this report, especially with regards to winterisation, many of these findings and suggestions remain relevant at the time of publication.

Since data collection, some changes to the shelter situation have already taken place for some groups of IDPs in the KRI, with further new arrivals from Anbar Governorate and elsewhere in January 2015\(^\text{16}\) and action taken by the government in November 2014 to relocate the 14,000 families living in schools. However, by January 2015, 83% of the total IDP caseload in the KRI was still residing in a non-camp settings, mostly in Dahuk governorate.

Moreover, although winter is in now in full force, some of the estimated 161,875 displaced families residing in the KRI as of February 2015 are still in need. Some required interventions could also be adapted to address additional challenges during the coming months. Although Iraq has not been affected by the winter storms that posed problems across much of the Middle East, heavy rain is expected in the coming spring, which is likely to put more vulnerable shelters at risk from water-related damage and flooding. While temperatures are not likely to drop significantly, the demand for heaters could be addressed by the provision of air conditioning units, which would remain useful in the very hot summers too. Following the same reasoning, insulation and weatherproofing interventions will should continue to be provided, as they will help provide adequate protection from the hot temperatures as well as the cold. It is also worth noting that many of the reported needs – such as WASH facilities, employment, education, access to document – were not dependent on the season.

Until now, humanitarian efforts have been primarily directed towards life-saving assistance, especially to address the needs of the most vulnerable IDPs. It remains of crucial importance that subsequent relief efforts do not neglect those in need who are either less visible or less vulnerable. The needs of all IDPs, including those in more remote areas such as Khanaqin and Kifri, as well as those in less vulnerable shelter arrangements, should be taken into consideration so that all displaced families can access the assistance and services they need and do not become increasingly vulnerable in the future.

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\(^{16}\) International Organization for Migration, note 5 supra
Annex A. Tabular data

All tabular data can be downloaded in excel format from the REACH Resource Centre and is available through the following link: Kurdistan Region of Iraq Multi Cluster Needs Assessment Datatables, February 2015.

Annex B. Indicator list

<table>
<thead>
<tr>
<th>Cluster</th>
<th>Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>% of HH by age group and gender per HH</td>
</tr>
<tr>
<td></td>
<td>% of HH by date of displacement and date of arrival</td>
</tr>
<tr>
<td></td>
<td>% of HH by governorate/district of origin in Iraq</td>
</tr>
<tr>
<td>Protection</td>
<td>% of HH that are registered as IDPs with MODM / DDM</td>
</tr>
<tr>
<td></td>
<td>% of HH that are missing ID or civil status documents</td>
</tr>
<tr>
<td></td>
<td>% of HH with various types of entry permits, and validity period of the permit</td>
</tr>
<tr>
<td></td>
<td>% of HH with members with a permanent disability by type (physical, mental, visual, auditory, speech) per HH</td>
</tr>
<tr>
<td></td>
<td>% of HH by head of household specifics (age, gender, marital status)</td>
</tr>
<tr>
<td></td>
<td>% of HH caring for unaccompanied minors (not related) and separated children (related) (aged 0-17) and average number per HH</td>
</tr>
<tr>
<td></td>
<td>% of HH that have been separated from immediate family members and average number of separated family members per HH</td>
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<tr>
<td></td>
<td>% of HH with a pregnant or lactating woman</td>
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<tr>
<td></td>
<td>% of children (3-5, 6-11 yrs old) without access to a safe, child-friendly space</td>
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<tr>
<td></td>
<td>% of HH that report specific safety issues for women / children / men</td>
</tr>
<tr>
<td>Needs</td>
<td>% of HH that could not meet basic needs (shelter, food, water, emergency medical care) in the past 30 days</td>
</tr>
<tr>
<td></td>
<td>% of HH by type of basic need not met</td>
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<tr>
<td></td>
<td>% of HH by priority (long-term) needs</td>
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<tr>
<td></td>
<td>% of HH with specific shelter preparation needs</td>
</tr>
<tr>
<td></td>
<td>% of HH needing specific household items</td>
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<tr>
<td>Shelter</td>
<td>% of HH by type of shelter</td>
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<tr>
<td></td>
<td>% of HH by type of location (urban / rural)</td>
</tr>
<tr>
<td></td>
<td>Average number of families sharing accommodation</td>
</tr>
<tr>
<td></td>
<td>Average size of shelter (m2) per family and per person</td>
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<tr>
<td></td>
<td>% of HH that feel the current accommodation is of (in)adequate quality - by type of inadequacy</td>
</tr>
<tr>
<td></td>
<td>Average rent paid by HH that rent or are hosted</td>
</tr>
<tr>
<td></td>
<td>% of HH with a written rental contract</td>
</tr>
<tr>
<td>Intentions</td>
<td>% of HH that have been requested to evacuate their current shelter</td>
</tr>
<tr>
<td></td>
<td>% of HH intending to move to another location in the next 3 months, by destination, timeline and reasons for moving</td>
</tr>
<tr>
<td></td>
<td>% of HH with intention to return to AoO</td>
</tr>
<tr>
<td></td>
<td>% of HH who would move to a camp if forced to move from current location</td>
</tr>
<tr>
<td>NFI</td>
<td>Average number of mattresses, carpets and blankets per HH</td>
</tr>
<tr>
<td></td>
<td>% of HH by main type of heating system</td>
</tr>
<tr>
<td></td>
<td>Average number of sets of children's and adult's winter clothes and footwear per person</td>
</tr>
<tr>
<td></td>
<td>% of HH that experienced fuel shortage in the past 30 days - by frequency of shortage</td>
</tr>
<tr>
<td></td>
<td>% of HH with access to electricity - by source and number of hours of access per day</td>
</tr>
<tr>
<td>Food Security</td>
<td>Average number of meals eaten per household</td>
</tr>
<tr>
<td></td>
<td>Average food consumption score (FCS) and % with a poor or borderline FCS</td>
</tr>
<tr>
<td></td>
<td>% of HH by primary source of food</td>
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<tr>
<td></td>
<td>% of HH who have been able to access their government food coupons, and when they were last accessed</td>
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<tr>
<td></td>
<td>Average expenditure on food per household (IQD)</td>
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<tr>
<td></td>
<td>Average coping strategy index</td>
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<tr>
<td></td>
<td>% of HH experiencing food shortage in the past 7 days</td>
</tr>
<tr>
<td></td>
<td>% of HH with ability to cook own food, by type / fuel of cooker</td>
</tr>
<tr>
<td></td>
<td>% of HH with access to markets, and average distance (km) to nearest market</td>
</tr>
</tbody>
</table>
### WASH

- **% of HH that had enough drinking water to meet needs in the past 30 days**
- **% of HH by primary source of drinking water**
- **Average distance (km) to primary source of drinking water**
- **% of HH that feel the water they drink is (un)safe - by type of treatment for those who don’t**
- **% of HH who have access to a latrine - by type of latrine, type of access (private or communal, gender appropriate)**
- **% of HH who have access to a shower - by type of access (private or communal, gender appropriate)**
- **Average number of families sharing communal latrines and showers**
- **% of HH by mode of solid waste disposal**

### Livelihoods

- **% of HH in which a member earned an income in the past 30 days - by number and gender of members**
- **% of HH earning an income by stability of income (daily or monthly labour)**
- **% of HH earning an income by source of income**
- **% of HH unable to earn income - by alternative mode to access cash**
- **Average number of days worked in the past 30 days by working HH**
- **Average household income in IQD in the past 30 days by working HH**
- **Average amount of cash (IQD) available to household in past month**
- **% of HH that have spent savings in the past 30 days**
- **Expected period current savings will sustain for**
- **% of HH that have borrowed money in the past 30 days**
- **Average current debt of HH**
- **% of HH that have sold household items in the past 30 days**

### Education

- **% of children and youth (6-11, 12-14, 15-17 yrs old) attending a learning space at least 4 days per week, by gender**
- **% of children and youth (6-11, 12-14, 15-17 yrs old) who were attending school prior to displacement, by gender**
- **% of children and youth (6-11, 12-14, 15-17 yrs old) who were in school prior to displacement but missed their exam**
- **% of children and youth (6-11, 12-14, 15-17 yrs old) that previously studied in Arabic, Kurdish**
- **% of children and youth (6-11, 12-14, 15-17 yrs old) that understand / would be able to study in Arabic, Kurdish**
- **% of HH that know where their children will attend school when the school year starts**
- **% of HH that cannot afford books or other school supplies**
- **% of students (age >18) who have not continued their studies since displacement**

### Health

- **% of children under 5 who have been vaccinated for DTP3, polio**
- **Average number of children under 5 that have suffered from health issues in the past 2 weeks per HH - by type of issue**
- **Average number of persons over 5 that have suffered from health issues in the past 2 weeks per HH - by type of issue**
- **% of HH with one or more members with a chronic illness, by type of issue**
- **% of HH with one or more elderly members with a chronic illness, by type of issue**
- **% of HH who had access problems to clinics/hospitals-by nature of problems**

### Assistance

- **% of HH that have received cash assistance, by type of provider, last time received, frequency, fairness and satisfaction**
- **% of HH that have received food assistance, by type of provider, last time received, frequency, fairness and satisfaction**
- **% of HH that have received water assistance, by type of provider, last time received, frequency, fairness and satisfaction**
- **% of HH that have received fuel assistance, by type of provider, last time received, frequency, fairness and satisfaction**
- **% of HH that have received shelter winterization assistance, by type of provider, fairness and satisfaction**
- **% of HH that have received winterization NFI assistance, by type of provider, fairness and satisfaction**
- **% of HH that have received specific types of winterization items**
- **% of HH that have received other NFI assistance, by type of provider, fairness and satisfaction**
- **% of HH that have received specific types of other non-food items**

### Communication

- **% of HH with at least one adult (male or female) that can read and understand Arabic, Kurdish**
- **% of HH by current main source of public information**
- **% of HH by most trusted source of public information**
- **% of HH by preferred source of public information not currently available**
- **% of HH by type of information desired**
- **% of HH who knew the people in their IDP community before displacement**
- **% of HH living in a community with a spokesperson**
- **% of HH sensing tensions with the hosting community, by cause of tension**
**A. GENERAL**

- **Respondent gender:**
  - Male
  - Female

- **Governorate:**
  - [DD/MM/YY]

- **District:**
  - [DD/MM/YY]

**Where in Iraq were you living before your displacement?**

- **Governorate:**
  - [DD/MM/YY]

**When did you leave the area you were living in before your displacement?**

- **[DD/MM/YY]**

**When did you arrive in this current location?**

- **[DD/MM/YY]**

**How many members in each age group are in your household?**

- **Male:**
  - 0-5 y
  - 6-11 y
  - 12-15 y
  - 16-18 y
  - 19-59 y
  - 60 y and over

- **Female:**
  - 0-5 y
  - 6-11 y
  - 12-15 y
  - 16-18 y
  - 19-59 y
  - 60 y and over

**B. PROTECTION**

**Are you registered with the IDOM / CDOM?**

- Yes
- No

**Are members of your household missing any civil documents?**

- Passport
- ID card
- Citizenship certificate
- Food ration card
- Information card

**Which type of entry permit do you have?**

- Tourist pass
- Refusal
- Leave to remain
- None

**How long can you remain in the KRI with this document?**

- 24 hrs
- 2-7 days
- 8-14 days
- 14 days or more

**Is it still valid?**

- Yes
- No

**What is the gender of the head of household?**

- Male
- Female

**What is the marital status of the head of household?**

- Single
- Married
- Divorced/Separated
- Widowed

**Is your household currently caring for persons under the age of 18 for whom you do not normally provide care for?**

- Yes
- No

**How many of these minors are related to you?**

- How many minors which are not related to you at all?

**Have any members of your household been separated from you?**

- Yes
- No

**Is there any pregnant or lactating woman in your household?**

- Yes
- No

**Is your household currently caring for persons with any physical disability?**

- Yes
- No

**How many members of your household have any permanent disabilities?**

- Physical disabilities
- Mental disability
- Visual disability
- Auditory disability
- Speech disability

- Other:

**Is there any pregnant or lactating woman in your household?**

- Yes
- No

**Have any members of your household been separated from you?**

- Yes
- No

**Is there a safe space here for children under 5 to play?**

- Yes
- No

**Is there a safe space here for children age 6-11 to play?**

- Yes
- No

**C. ASSESSMENT**

**During the last 30 days, has your household been able to afford basic needs: food, water, shelter and urgent medical care?**

- Yes
- No

**Civil Documents**

- Education for children
- Employment

**Food**

- Food
- Learn local language

**Water**

- Sanitation
- Water

**Emergency**

- Insulation
- Heating

**Other:**

- Other shelter support
- Other: _____

**If preparation of shelter for winter, what do you need?**

- Weatherproofing
- Insulation
- Heating
- Other: _____

- Mattresses
- Fan heater

- Other: _____

**If household items, what 3 items do you need as a priority?**

- Bedding material
- Gas cooker
- Gas / fuel

- Pots and pans
- Cooking supplies

- Cleaning supplies

- Other: _____

**If household items, what 3 items do you need as a priority?**

- Hygiene items
- Women’s hygiene items

- Coolbox
- Fan

**Other household items**

- Other: _____

**What is the type of shelter?**

- Hosted
- Hotel
- Rented accommodation
- Unfinished building
- Abandoned building

**What is the total size of the accommodation?**

- Bedding area
- Heating area

**What is the type of shelter?**

- Hosted
- Hotel
- Rented accommodation
- Unfinished building
- Abandoned building

**What is the size of the area you have for your household in this accommodation?**

- School
- Other

**Do you have any private space for your household alone?**

- Yes
- No

**What is the size of the area you have for your household in this accommodation?**

- [DD/MM/YY]

**Do you feel this accommodation is of adequate quality?**

- Yes
- No

**What are the primary issues?**

- Broken windows
- Leaking roof
- Damp

- Lack of heating
- Unhygienic washing facilities
- Lack of lighting

- Lack of privacy
- Not secure
- Presence of vectors

- Not enough space

**Do you feel this accommodation is of adequate quality?**

- Yes
- No

**Please take a picture of the most important shelter issue**

**How many families share your current accommodation?**

- Yes
- No

**Rent**

- [DD/MM/YY]

**Do you have a written rental contract?**

- Yes
- No

**Do you intend to move to a different location in the next 3 months?**

- Yes
- No

**When do you intend to move?**

- In the next 2 weeks
- Within one month (not next 2 weeks)
- Within 3 months (not this month)

**Where do you intend to move?**

- School
- Other

**Why do you intend to move?**

- Eviction
- Building not safe
- Building needed for intended purpose

- Harassment
- Overcrowding

- Move to better accommodation
- Cost of living
- Area not safe

- To be near family
- Weather conditions

**How many mattresses does your household currently have?**

- [DD/MM/YY]

**Have you been requested to vacate your current shelter?**

- Yes
- No

**If you were to be forced to vacate your current shelter, would you move to a camp?**

- Yes
- No
### FOOD SECURITY

**How far do you travel to access your main source of water?**

<table>
<thead>
<tr>
<th>Distance</th>
<th>Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 2 hours</td>
<td>Yes</td>
</tr>
<tr>
<td>2-6 hours</td>
<td>Yes</td>
</tr>
<tr>
<td>6-10 hours</td>
<td>Yes</td>
</tr>
<tr>
<td>More than 10 hours</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**What is your main source of drinking water?**

- Brought with cash
- Bought on credit
- Own production
- Network (private)
- Network (communal)

**Do you have access to markets to purchase food?**

- Yes
- No

**Do you have access to a latrine?**

- Yes
- No

**Do you have access to a working latrine?**

- Yes
- No

**What is your main type of heating system?**

- Electric heater
- Kerosene heater
- Blankets
- Wood fire

**What is your main type of fuel for cooking?**

- Electricity
- Gas
- Kerosene
- Wood
- Other

**How much did your household spend on food in the past 30 days?**

**How many of the following items do you have for adults or children over 12 years old?**

- Meat or fish (red meat and chicken - including the internal organs; fish, seafood)
- Vegetables (tomatoes, lettuce, cabbage)
- Pulses, nuts & seeds (beans, chickpeas, lentils, etc)
- Cereals or tubers (bread, pasta, wheat flour, rice, bulgur; potato, sweet potato)
- Spices & condiments
- Milk & dairy products (milk, cheese, etc)
- Eggs
- Oil & fats
- Sweets (sugar, honey, jam, cakes, candy, etc)
- Fruits (apples, oranges, bananas, etc)
- Eggs
- Milk & dairy products (milk, cheese, etc)
- Fruits (apples, oranges, bananas, etc)
- Spices & condiments

**How many of the following items do you have for your young children (age 0-11)?**

- Warm clothes
- Warm pants
- Blankets
- Shoes or rubber boots
- Warm pants
- Blankets
- Shoes or rubber boots
- Warm clothes
- Warm pants
- Blankets
- Shoes or rubber boots

**Do you have access to a previous income source?**

- Yes
- No

**Did the household engage in any of the following other activities to support themselves?**

- Spent savings
- Reduced essential non-food expenditures such as education/health
- Borrowed money
- Sold household assets
- Access to a previous income source
- Support from friends/relatives
- Charitable donations
- Sold assistance received
- None of the above

**Between the income (if any) and the other ways to support your family (if any) you listed above, what was the total amount of money you had available to support your household in the past 30 days?**

**Saving**

- < 1 week
- 1-2 weeks
- 2-4 weeks
- > 1 month

**Debt**

- If the household borrowed money, what is the current amount of the debt contracted since your displacement?

**How many children in your household attended school before displacement?**

- Ages 6-11
- Ages 12-15

**How much did your household earn an income in the past 30 days?**

- Yes
- No

**How many of the following items do you have for adults or children under 12 years old?**

- Shoes or rubber boots
- Warm clothes
- Warm pants
- Blankets
- Shoes or rubber boots
- Warm clothes
- Warm pants
- Blankets
- Shoes or rubber boots
- Warm clothes
- Warm pants
- Blankets
- Shoes or rubber boots

**What was the method(s) of payment?**

- Daily salaried
- Monthly salaried
- Own business
- Skilled labour
- Unskilled labour
- Agriculture labour
- Trades
- Small business
- Other

**What was the total combined income received in the past 30 days?**

**IQD**

**How much was the current amount of the debt contracted since your displacement?**

**IQD**

**How often have you experienced shortages in fuel for heating in the last 30 days?**

- Never
- Once or twice
- Every week
- Every day
- We had no fuel at all

**What is your main type of fuel for cooking?**

- Electricity
- Gas
- Kerosene
- Wood
- Other

**How many of the following items do you have for your young children (age 0-11)?**

- Warm clothes
- Warm pants
- Blankets
- Shoes or rubber boots
- Warm clothes
- Warm pants
- Blankets
- Shoes or rubber boots
- Warm clothes
- Warm pants
- Blankets
- Shoes or rubber boots

**How much was the total combined income received in the past 30 days?**

**IQD**

**Did the household engage in any of the following other activities to support themselves?**

- Spent savings
- Reduced essential non-food expenditures such as education/health
- Borrowed money
- Sold household assets
- Charitable donations
- Sold assistance received
- None of the above

**Between the income (if any) and the other ways to support your family (if any) you listed above, what was the total amount of money you had available to support your household in the past 30 days?**

**Saving**

- < 1 week
- 1-2 weeks
- 2-4 weeks
- > 1 month

**Debt**

- If the household borrowed money, what is the current amount of the debt contracted since your displacement?

**IQD**

**How many children in your household attended school before displacement?**

- Ages 6-11
- Ages 12-15

**How often have you experienced shortages in fuel for cooking in the last 30 days?**

- Never
- Once or twice
- Every week
- Every day
- We had no fuel at all
### COMMUNICATION

**Which is the most trusted source of information?**

<table>
<thead>
<tr>
<th>Select maximum 3</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friends, neighbours and family</td>
<td>Community leader</td>
<td>Newspaper (national and local)</td>
</tr>
<tr>
<td>Aid worker</td>
<td>Religious leader</td>
<td>Radio</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>Government official</td>
<td>TV (national and local)</td>
</tr>
<tr>
<td>Aid worker</td>
<td>Religious leader</td>
<td>Radio</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>Government official</td>
<td>TV (national and local)</td>
</tr>
</tbody>
</table>

**Which are your current main sources of public information?**

<table>
<thead>
<tr>
<th>Select maximum 3</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Government official</td>
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<td>Religious leader</td>
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</tr>
<tr>
<td>Other (please specify)</td>
<td>Government official</td>
<td>TV (national and local)</td>
</tr>
</tbody>
</table>

**Which is your family's main source of public information?**

<table>
<thead>
<tr>
<th>Select maximum 3</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Aid worker</td>
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<td>Other (please specify)</td>
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<tr>
<td>Aid worker</td>
<td>Religious leader</td>
<td>Radio</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>Government official</td>
<td>TV (national and local)</td>
</tr>
</tbody>
</table>

### HEALTH

**Since arriving in KRI, has any member of the household required health care?**

Yes:  
No:  

**If yes, who provided this assistance?**

<table>
<thead>
<tr>
<th>Type of assistance</th>
<th>Government</th>
<th>UN</th>
<th>International NGO</th>
<th>Local community</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>NFI/CRI Kit</td>
<td>Other: ____</td>
<td>Cleaning kit</td>
<td>Kitchen set</td>
<td>Hygiene kit</td>
<td>Sleeping/ shelter kit</td>
</tr>
<tr>
<td>Winterization Kit</td>
<td>Other: ____</td>
<td>Winter clothes</td>
<td>Blankets</td>
<td>Carpets</td>
<td>Heater</td>
</tr>
<tr>
<td>Other non-food items</td>
<td>Government</td>
<td>UN</td>
<td>International NGO</td>
<td>Local community</td>
<td>Other</td>
</tr>
<tr>
<td>Shelter winterization</td>
<td>Government</td>
<td>UN</td>
<td>Local community</td>
<td>Other: ____</td>
<td></td>
</tr>
<tr>
<td></td>
<td>International NGO</td>
<td>Local community</td>
<td>Other: ____</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Government</td>
<td>Local community</td>
<td>Other: ____</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food</td>
<td>Government</td>
<td>UN</td>
<td>Local community</td>
<td>Other: ____</td>
<td></td>
</tr>
<tr>
<td></td>
<td>International NGO</td>
<td>Local community</td>
<td>Other: ____</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Government</td>
<td>Local community</td>
<td>Other: ____</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Winterization items</td>
<td>Government</td>
<td>UN</td>
<td>Local community</td>
<td>Other: ____</td>
<td></td>
</tr>
<tr>
<td></td>
<td>International NGO</td>
<td>Local community</td>
<td>Other: ____</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Government</td>
<td>Local community</td>
<td>Other: ____</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water</td>
<td>Government</td>
<td>UN</td>
<td>Local community</td>
<td>Other: ____</td>
<td></td>
</tr>
<tr>
<td></td>
<td>International NGO</td>
<td>Local community</td>
<td>Other: ____</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Government</td>
<td>Local community</td>
<td>Other: ____</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fuel</td>
<td>Government</td>
<td>UN</td>
<td>Local community</td>
<td>Other: ____</td>
<td></td>
</tr>
<tr>
<td></td>
<td>International NGO</td>
<td>Local community</td>
<td>Other: ____</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Government</td>
<td>Local community</td>
<td>Other: ____</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**How many children missed exams as a result of displacement?**

<table>
<thead>
<tr>
<th>Select maximum 3</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>(select all that apply)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**How many children in your household currently attend a learning environment at least 4 days per week?**

<table>
<thead>
<tr>
<th>Select maximum 3</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>(select all that apply)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Would the children be able to study in Kurdish?**

Yes:  
No:  

**How many household members over 18 attended continued education before displacement?**

<table>
<thead>
<tr>
<th>Select maximum 3</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>(select all that apply)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Are you able to afford the necessary school supplies for your children to attend school?**

Yes:  
No:  

**Do you know where your children will attend school when the school year starts?**

Yes:  
No:  

**How many members of your household suffer from a chronic illness?**

<table>
<thead>
<tr>
<th>Select maximum 3</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
</table>
| Yes:  
No:  |

**How many children missed exams as a result of displacement?**

<table>
<thead>
<tr>
<th>Select maximum 3</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>(select all that apply)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**How many family members age 6 or older have suffered from these issues in the most recent 2 weeks?**

<table>
<thead>
<tr>
<th>Select maximum 3</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
</table>
| Yes:  
No:  |

**How many children under 5 have suffered from these issues in the most recent 2 weeks?**

<table>
<thead>
<tr>
<th>Select maximum 3</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
</table>
| Yes:  
No:  |

**Which of the following problems did members of the household experience in accessing the health care needed?**

- No medicine available at hospital  
- No medicine available at public health clinic  
- Insufficient funds to purchase medicine at pharmacy  
- Language barrier  
- Public health clinic did not provide referral  
- No transport available  
- Other: ____  

**Since arriving in KRI, has any member of the household required health care?**

Yes:  
No:  

**If yes, what did you receive?**

<table>
<thead>
<tr>
<th>Select maximum 3</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>(select all that apply)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Are you able to afford the necessary school supplies for your children to attend school?**

Yes:  
No:  

**Do you know where your children will attend school when the school year starts?**

Yes:  
No:  

**How many household members over 18 attended continued education before displacement?**

<table>
<thead>
<tr>
<th>Select maximum 3</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>(select all that apply)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Are you able to afford the necessary school supplies for your children to attend school?**

Yes:  
No:  

**Do you know where your children will attend school when the school year starts?**

Yes:  
No:  

**How many members of your household suffer from a chronic illness?**

<table>
<thead>
<tr>
<th>Select maximum 3</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
</table>
| Yes:  
No:  |

**How many children under 5 have been vaccinated against the following:**

- DTP3  
- Other (please specify)  

**Are you able to afford the necessary school supplies for your children to attend school?**

Yes:  
No:  

**Do you know where your children will attend school when the school year starts?**

Yes:  
No:  

**How many household members over 18 attended continued education before displacement?**

<table>
<thead>
<tr>
<th>Select maximum 3</th>
<th>Male</th>
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</tr>
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<tbody>
<tr>
<td>(select all that apply)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Are you able to afford the necessary school supplies for your children to attend school?**

Yes:  
No:  

**Do you know where your children will attend school when the school year starts?**

Yes:  
No:  

**How many members of your household suffer from a chronic illness?**

<table>
<thead>
<tr>
<th>Select maximum 3</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
</table>
| Yes:  
No:  |

**How many children under 5 have suffered from these issues in the most recent 2 weeks?**

<table>
<thead>
<tr>
<th>Select maximum 3</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
</table>
| Yes:  
No:  |

**Which of the following problems did members of the household experience in accessing the health care needed?**

- No medicine available at hospital  
- No medicine available at public health clinic  
- Insufficient funds to purchase medicine at pharmacy  
- Language barrier  
- Public health clinic did not provide referral  
- No transport available  
- Other: ____  

**Since arriving in KRI, has any member of the household required health care?**

Yes:  
No:  

**If yes, what did you receive?**

<table>
<thead>
<tr>
<th>Select maximum 3</th>
<th>Male</th>
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<td></td>
</tr>
</tbody>
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**Are you able to afford the necessary school supplies for your children to attend school?**

Yes:  
No:  

**Do you know where your children will attend school when the school year starts?**

Yes:  
No:  

**How many members of your household suffer from a chronic illness?**

<table>
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<tr>
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<th>Female</th>
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</table>
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No:  |

**How many children under 5 have suffered from these issues in the most recent 2 weeks?**

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<thead>
<tr>
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Yes:  
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**Are you able to afford the necessary school supplies for your children to attend school?**

Yes:  
No:  

**Do you know where your children will attend school when the school year starts?**

Yes:  
No:  

**How many members of your household suffer from a chronic illness?**

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<tr>
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**How many children under 5 have suffered from these issues in the most recent 2 weeks?**

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**Since arriving in KRI, has any member of the household required health care?**

Yes:  
No:  

**If yes, what did you receive?**

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<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>(select all that apply)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there a source of information do you not currently have access to, but you would prefer? (select 1)</td>
<td>Aid worker</td>
<td>Religious leader</td>
</tr>
<tr>
<td>----</td>
<td>----------</td>
<td>-----------------</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>How to register with MoDM</td>
<td>Distribution of humanitarian assistance</td>
</tr>
<tr>
<td>Government official</td>
<td>How to report violence/security</td>
<td>Available services</td>
</tr>
<tr>
<td>TV (national and local)</td>
<td>How to contact aid providers</td>
<td>Job vacancies</td>
</tr>
<tr>
<td></td>
<td>How to access services for persons with a disability</td>
<td>Education opportunities for adults</td>
</tr>
<tr>
<td></td>
<td>How to enroll children in school</td>
<td>Refuges rights</td>
</tr>
<tr>
<td></td>
<td>How to obtain marriage/birth certificates</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What is the most important information that your family wants to know about</th>
<th>Government official</th>
<th>TV (national and local)</th>
</tr>
</thead>
<tbody>
<tr>
<td>How to enroll children in school</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Distribution of humanitarian assistance</td>
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<table>
<thead>
<tr>
<th>Do the displaced people in your location have a spokesperson?</th>
<th>Yes</th>
<th>No</th>
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<td>Yes, most of them</td>
<td></td>
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<th>Did you know the other IDPs in your location before you were displaced?</th>
<th>Yes, most of them</th>
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| Are you noticing any tension between IDPs and the local community? | Competition over jobs | Increase of rent | Security fears | Other: |
|----|-----------------|-----------------|-----------------|
| Yes | |
| No | |

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<th>What do you think the tension is about?</th>
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<tr>
<th>Is there a source of information do you not currently have access to, but you would prefer? (select 1)</th>
<th>Aid worker</th>
<th>Religious leader</th>
<th>Radio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other (please specify)</td>
<td>How to register with MoDM</td>
<td>Distribution of humanitarian assistance</td>
<td></td>
</tr>
<tr>
<td>Government official</td>
<td>How to report violence/security</td>
<td>Available services</td>
<td></td>
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<tr>
<td>TV (national and local)</td>
<td>How to contact aid providers</td>
<td>Job vacancies</td>
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<tr>
<td></td>
<td>How to access services for persons with a disability</td>
<td>Education opportunities for adults</td>
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<td></td>
<td>How to enroll children in school</td>
<td>Refuges rights</td>
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<tr>
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<td>How to obtain marriage/birth certificates</td>
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<th>What is the most important information that your family wants to know about</th>
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<th>TV (national and local)</th>
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