

Post-Distribution Monitoring Non-Food Items

VENEZUELA SITUATION RESPONSE BRAZIL

OCTOBER 2021

Boa Vista and Pacaraima

Emergency shelters (13 de Setembro, BV8, Janokoida, Jardim Floresta, Nova Canaã, Pintelândia, Pricumã, Rondon 1, Rondon 2, Rondon 3, Rondon 4, São Vicente 1, São Vicente 2, Tancredo Neves).

Sub-Office Boa Vista Multi-Functional Team (Protection, Camp Coordination and Camp Management (CCCM), Information Management, Programme)

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Introduction

Background

Following the onset of the crisis in Venezuela, refugees and migrants have been arriving in Brazil to seek protection, shelter, food, and medical care among other basic needs.

UNHCR, in close collaboration with the Brazilian army, partners, and other humanitarian actors, continues to support the Government of Brazil in responding to refugee and migrant needs in Roraima state by ensuring, inter alia, that relief items are available and ready to be delivered to the most vulnerable individuals and families in a timely manner.

UNHCR provides household and personal assistance to People of Concern (PoC) residing in emergency shelters in Roraima state. Distributions of Non-Food Items (NFIs) include female, male and family hygiene kits, house cleaning kits, bars of soap, diapers, buckets, jerrycans, mattresses, mosquito nets and plastic tarpaulin sheets. UNHCR partners in Boa Vista¹ usually conduct NFI distributions monthly.

The Global Distribution Tool (GDT) was introduced in September 2020 to speed up the recognition of beneficiaries at distribution points in the shelters using biometric data (fingerprints and iris scanning). GDT aligns distribution data with registration data on refugees and other persons of concern to UNHCR available from UNHCR registration and case management system, proGres v4. It provides greater transparency in the distribution process since the beneficiary identity is accurately verified at the distribution point.

In September 2021, UNHCR delivered 5,713 family and individual hygiene kits, 1,592 bags, 2,579 family cleaning kits, 992 mattresses, 1,047 waterproof mattress covers, 1,936 packs of diapers, 385 jerrycans, 387 buckets and 129 solar lamps to support refugees and migrants sheltered in Roraima.

Objectives of the Post-Distribution Monitoring

UNHCR conducts the Post-Distribution Monitoring (PDM) as a mechanism to collect refugees' feedback on the quality, sufficiency, utilization, and effectiveness of the assistance items they receive.

The underlying principle behind the PDM exercise is linked to accountability as well as to the commitment to improve the quality and relevance of support provided, and related services. Usually, the surveys that form the basis of the assessment are conducted soon after the distribution of relief items is completed, within maximum 2 weeks.

This report concerns the NFI distribution carried out in September 2021 in 14 shelters of Boa Vista and Pacaraima, in Roraima state. Findings from this report may be used in improving further upcoming distributions and the items provided.

¹ Associação Voluntários Para o Serviço Internacional –AVSI Brasil; Fraternidade - Federação Humanitária Internacional (FHIF); and Fraternidade sem Fronteiras (FSF)

Methodology

In line with the Standard Operating Procedures (SOPs) for PDM², the UNHCR Multi-Functional Team (MFT) composed of Protection, CCCM, Information Management, and Programme units implemented the following processes:

1. Reviewed and adjusted the questionnaire proposed for the PDM (September 2021).
2. Met with partners conducting NFI distributions in the shelters to present and discuss the PDM concept, objectives, methodology, and planning, including the survey questionnaire, for review and feedback.
3. Conducted the PDM exercise in 12 shelters of Boa Vista (13 de Setembro, Jardim Floresta, Nova Canaã, Pintolândia, Pricumã, Rondon 1, Rondon 2, Rondon 3, Rondon 4, São Vicente 1, São Vicente 2, Tancredo Neves) and 2 shelters of Pacaraima (BV-8 and Janokoida), with 428 households that had received NFIs from UNHCR.

The population sampling method used was the stratified random sampling where the household groups (single male, single female, male-headed family, and female-headed family) were the strata. Random sampling of households that had received assistance in each stratum was thereafter conducted³. A 20% of buffer on the minimum of interviews was added and distributed across the 14 shelters⁴. Number of minimum interviews with a 95% confidence interval was defined, and for each shelter the number respected the population proportion in comparison with the total population sheltered in Boa Vista and Pacaraima. With the GDT lists, random households were selected to respond to the questionnaire. Findings are statistically representative to the overall sheltered population but may not be to the population of each shelter.

Five research questions guided this assessment:

- 1) What are the profiles of households that received NFIs distributed in the reporting period?
- 2) Have the NFI distributions reached people in need living in shelters?
- 3) Is the community of beneficiaries being adequately informed about the NFI distribution process (date and criteria)?
- 4) Are the NFIs sufficient and useful to the households which receive NFI kits?
- 5) Are the beneficiaries satisfied with the distribution cycle?

With these questions, each individual interview took an average of 10 minutes and was conducted by partner staff. The Boa Vista Sub-Office MFT participated as observers in some of the interviews.

² With some agreed adjustments made due to alignment with operational needs.

³ The PDM survey was carried out from 6 to 20 October 2021.

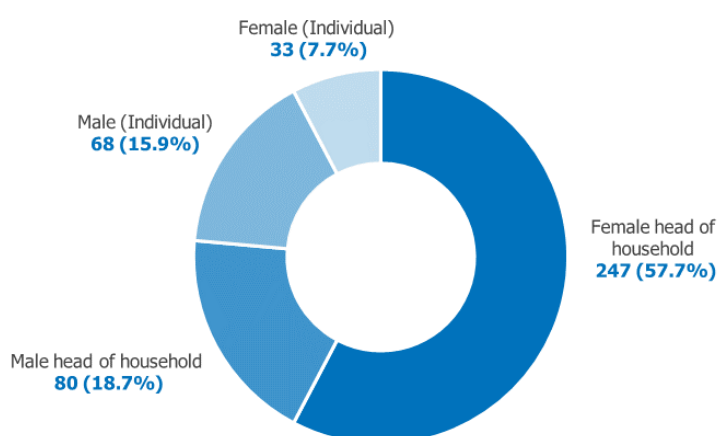
⁴ At BV8 shelter only flow 2 and 3 were considered. Flow 2 comprises Protection/Vulnerable cases identified during the documentation process. Flow 3 refers to Interiorization and comprises people who have accessed legal status regularization in the country and are awaiting their relocation from Roraima to other states of Brazil.

Findings and analysis

Household Profiles

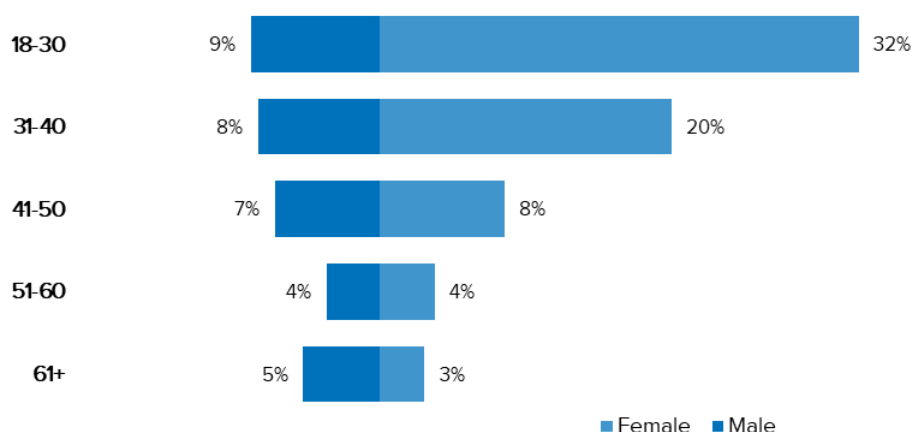
The interviews were conducted with 4 different household groups, according to the NFI distribution framework and considering the focal point person (female individuals, male individuals, male head of households, female head of households).

Chart 1.1: # and % household groups interviewed



Female heads of households were the most interviewed group, as it is the predominant household profile in the registration. Interviews reached a significant number of females between 18 to 30 years old, followed by men in the same age range. Two respondents reported identifying themselves as Other when asked about their gender.

Chart 1.2: Gender and age pyramid of respondents



The table below shows the distribution of interviews in relation to the total interviews carried out in shelters of Roraima state. As of 24 September 2021, 2,703 households were living in shelters.

Table 1.1: % of household groups interviewed by shelter

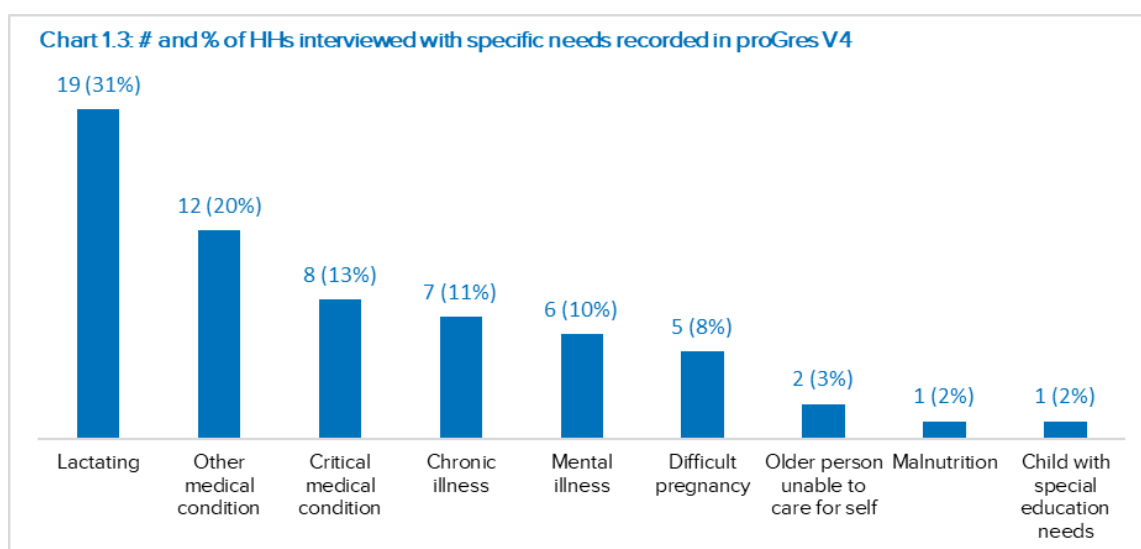
Shelter	Male head of household	Female head of household	Male (individual)	Female (individual)	Total
13 Setembro	1.17%	2.57%	0.70%	0.47%	4.91%
BV-8	0.47%	9.11%	3.74%	0.00%	13.32%
Janokoida	0.00%	3.50%	0.70%	0.93%	5.13%
Jardim Floresta	1.17%	1.17%	1.17%	0.93%	4.44%
Nova Canaã	0.93%	1.64%	0.47%	0.47%	3.51%
Pintolândia	2.10%	5.14%	0.47%	0.70%	8.41%
Pricumã	4.44%	5.61%	2.34%	0.23%	12.62%
Rondon 1	2.34%	3.27%	2.34%	1.17%	9.12%
Rondon 2	0.23%	5.14%	1.64%	0.23%	7.24%
Rondon 3	2.10%	10.05%	0.23%	0.47%	12.85%
Rondon 4	2.10%	4.91%	1.40%	0.23%	8.64%
São Vicente 1	0.23%	3.04%	0.00%	0.70%	3.97%
São Vicente 2	0.47%	1.40%	0.00%	0.70%	2.57%
Tancredo Neves	0.93%	1.17%	0.70%	0.47%	3.27%
Total	18.69%	57.71%	15.89%	7.71%	100.00%

With respect to the household size, the table below presents the percentage distribution of family component categories. In general, most of the households interviewed have 2 to 3 persons, followed by households of 4 to 5 persons.

Table 1.2: % of household size by shelter

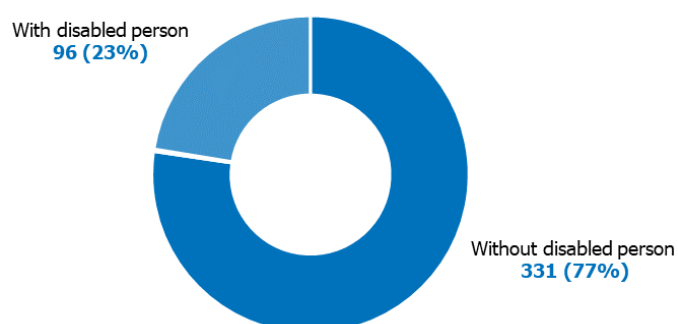
Shelters	1 person	2-3 persons	4-5 persons	6 or more persons
13 Setembro	24%	38%	19%	19%
BV-8	33%	25%	35%	7%
Janokoida	27%	41%	27%	5%
Jardim Floresta	42%	21%	21%	16%
Nova Canaã	20%	40%	27%	13%
Pintolândia	14%	42%	22%	22%
Pricumã	20%	37%	33%	9%
Rondon 1	33%	33%	18%	15%
Rondon 2	26%	19%	42%	13%
Rondon 3	4%	33%	45%	18%
Rondon 4	16%	32%	32%	19%
São Vicente 1	24%	47%	18%	12%
São Vicente 2	27%	9%	45%	18%
Tancredo Neves	43%	36%	7%	14%
Total	23%	33%	30%	14%

While cross-checking data of interviewed households with data available in proGres v4, 61 households or 14% were identified as having at least one specific need. “Lactating” women, and people reporting “other medical condition” were the most recurrent protection specific needs identified among the interviewed households.



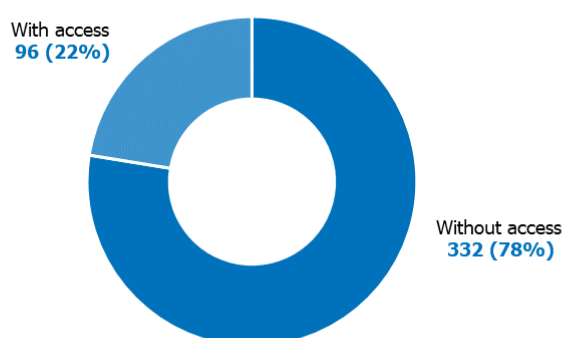
The 23% of interviewed households reported the presence of “Persons with disabilities” within the family, most of them with special physical needs followed by special mental needs.

Chart 1.4: # and % of HHs interviewed with at least one person with disability



Most of the households (78%) do not have access to sources of income through livelihoods opportunities, which reflects their level of economic vulnerability.

Chart 1.5: # and % of HHs interviewed with access to livelihoods



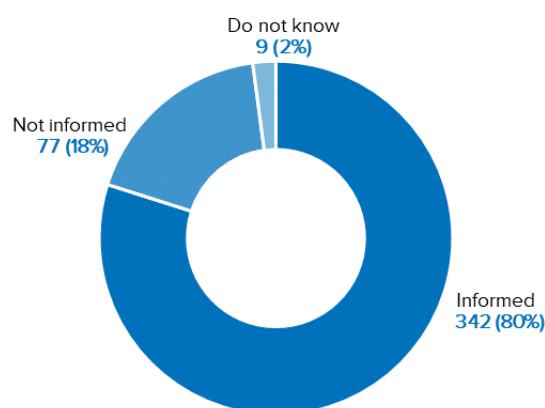
BV-8, Rondon 2, and Rondon 4 shelters had households reporting less access to livelihoods opportunities, while Janokoida, Jardim Floresta and São Vicente are the shelters in which households mostly reported access to income generating activities.

Information about the distribution

Informing people of concern to UNHCR about the criteria, date and location of distribution is one of the most important aspects of the process. It allows refugees and migrants to adequately prepare for and participate in the distribution. In this sense, individuals and households must receive the information in a clear and timely manner, through efficient means of communication.

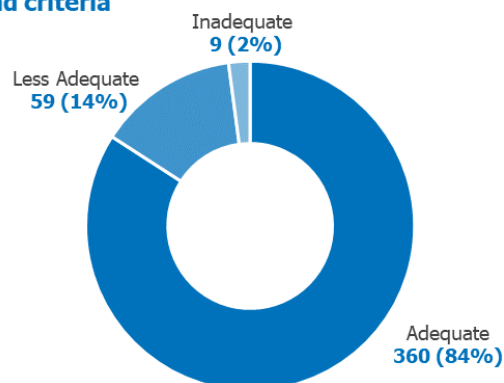
Chart 2.1 presents the percentage of households informed about distribution criteria. In September, 80% of the respondents declared having received information about the distribution in the shelters.

Chart 2.1: # and % of HH informed about distribution criteria, date and location



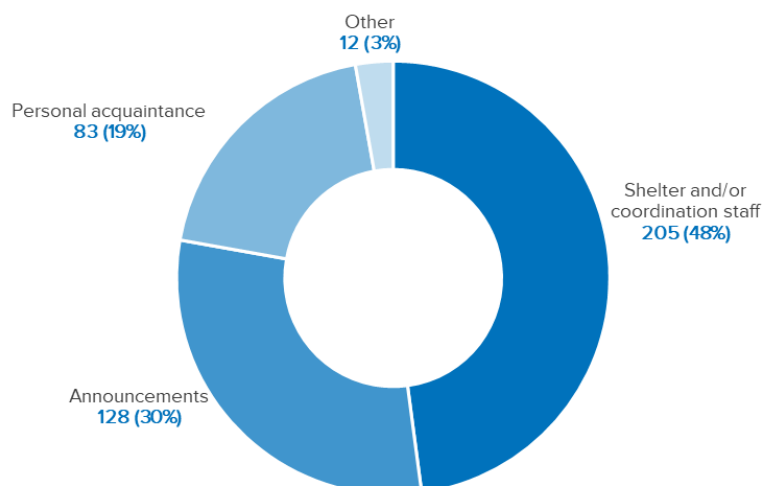
In addition, a significant number of the households interviewed perceive their access to information on date and criteria as very adequate. Interviews have shown that 16% of households highlighted the access to this information as being less adequate than expected or inadequate.

Chart 2.2: # and % of HHs satisfaction on information access to distribution date and criteria



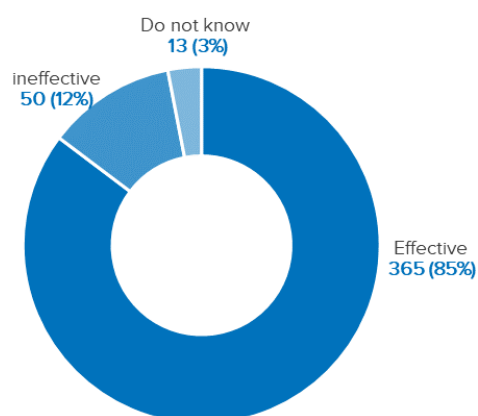
According to the interviews, 48% of the respondents were informed about distribution through shelter coordination staff, 30% reported receiving the information through announcements in common areas, while 19% by word of mouth from friends and neighbours within the shelters.

Chart 2.3: Most used means for informing HHs about NFI distribution



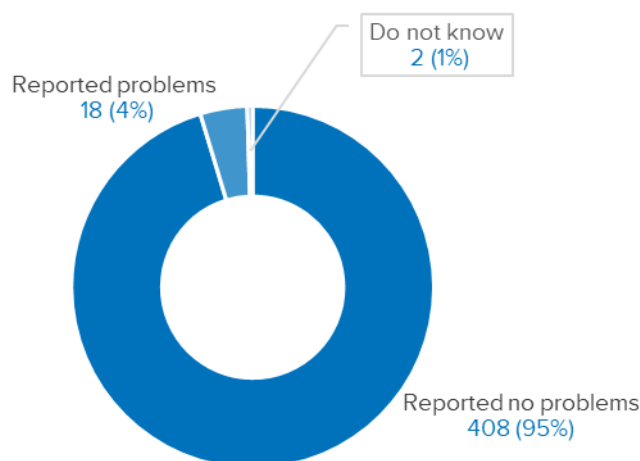
For the majority of interviewed households (85%), communications means being used by the partners managing shelters are considered effective to obtain information in a timely manner, while 12% of interviewees consider current means as ineffective.

Chart 2.4: # and % of HHs satisfied with communication means for NFI distribution



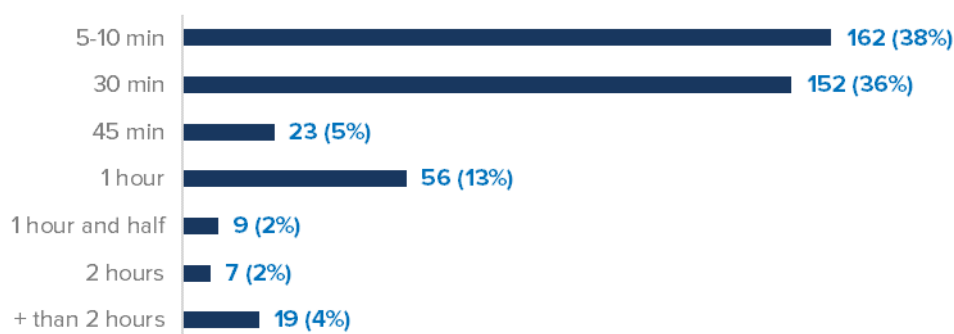
Regarding the distribution cycle, only 4% of the respondents noted some specific problem, with long waiting time in the queue being the most recurrent issue.

Chart 2.5 # and % of HHs that reported problems during distribution process



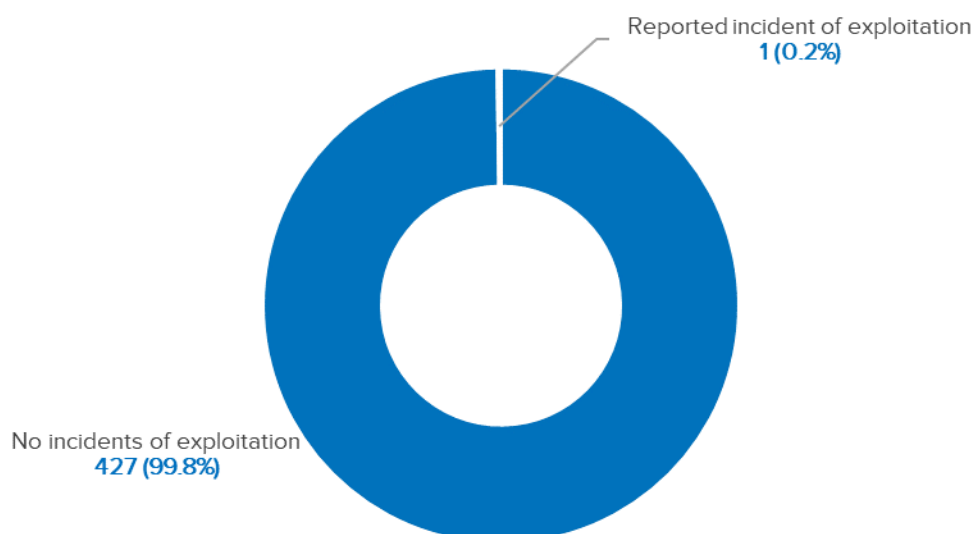
With regards to the waiting time in the distribution queue, 73% of respondents reported that they waited from 5 to 30 minutes. Very few households waited for 1 hour or more. Analysis of the age range of respondents indicated that few individuals older than 50 years (10 cases) reported waiting for a longer period in the distribution queue.

Chart 2.6: Waiting time at the distribution queue



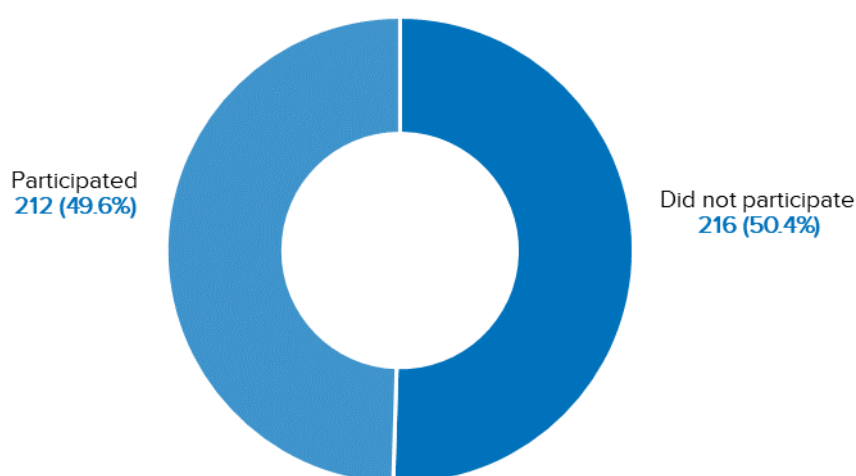
In accordance with the Standard Operating Procedure of the complaints mechanism, the implementation of a complaints desk is part of a mechanism to receive, manage and respond to different types of complaints, submitted by interested persons, including complaints related to Code of Conduct violations and Prevention of Sexual Exploitation and Abuse (PSEA). The complaints mechanism is part of a larger feedback mechanism, including complaints, suggestions, and recommendations. One incident associated with risk of exploitation was reported. Protection unit was notified to investigate.

Chart 2.7: # and % of HHs reporting incidences of exploitation to access distribution



To improve the hygiene practices among the people of concern in the shelters, UNHCR, together with other UN agencies and partners, conducts training sessions and WASH improvement projects within the shelters. UNICEF's WASH project in partnership with ADRA⁵ aims to provide hypochlorite donation and provide information sessions on oral hygiene, female hygiene for women, hand hygiene, mobilization of cleaning common areas, tents, restrooms, and other areas of the shelter. The project involves conversation groups with women, teenagers, men, and others, taking place monthly in all shelters in Roraima. Chart 2.8 shows that across the 14 shelter, 50% of the households participated in these information sessions.

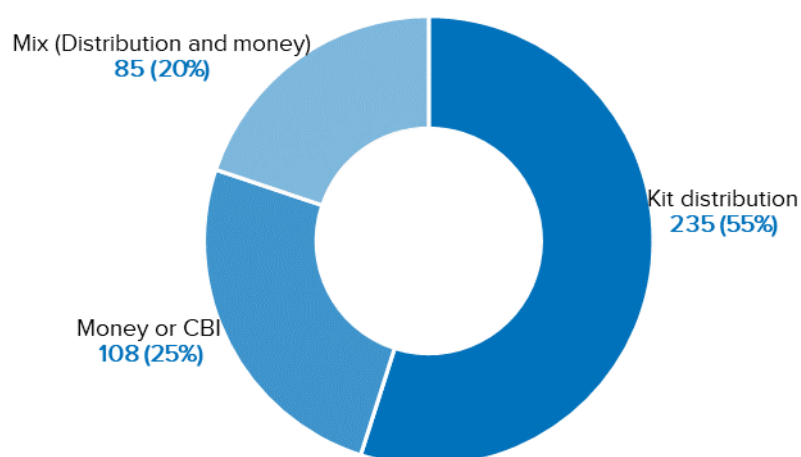
Chart 2.8: # and % of HHs that participated in information sessions with ADRA



5 - ADRA - Adventist Development & Relief Agency is an organization that supports persons of concern with improvement of hygiene practices through health informational sessions.

During the PDM survey, interviewees were asked about their most preferred modality for receiving the NFI assistance in shelters. Data revealed that kit distribution (55%) is the most preferred modality for receiving the support of hygiene and cleaning items, followed by cash-based intervention (CBI).

Chart 2.9: # and % of most preferred modality for receiving assistance



The table below presents disaggregated percentages by shelters, indicating that although most households in shelters preferred the NFI distribution, some locations noted more preference of other modalities. In Pintolândia and Tancredo Neves shelters (both for indigenous population), 50% of households interviewed reported CBI as the preferred modality.

Table 1.3: % of household preferred model of NFI access by shelter

Shelters	Mix	Distribution	CBI
13 Setembro	19%	62%	19%
BV-8	28%	65%	7%
Janokoida	9%	55%	36%
Jardim Floresta	0%	74%	26%
Nova Canaã	0%	80%	20%
Pintolândia	25%	25%	50%
Picumã	6%	72%	22%
Rondon 1	23%	56%	21%
Rondon 2	35%	23%	42%
Rondon 3	20%	47%	33%
Rondon 4	22%	68%	11%
São Vicente 1	41%	47%	12%
São Vicente 2	18%	64%	18%
Tancredo Neves	21%	29%	50%

Sufficiency and utility of items distributed

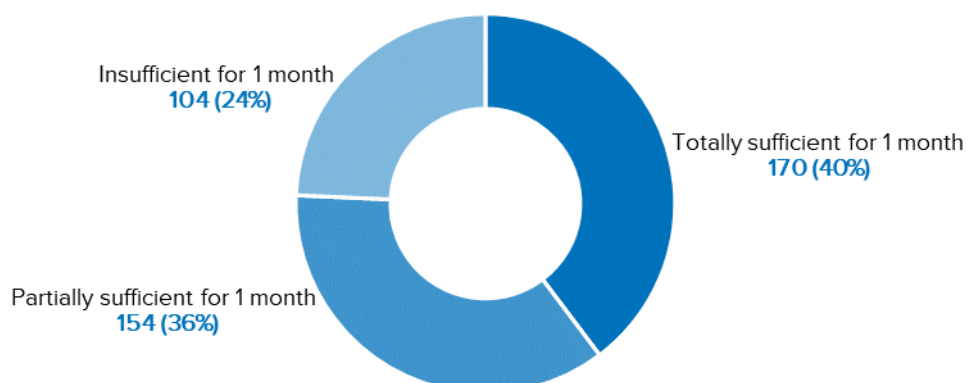
According to the Sphere Project minimum standards, items appropriate for hygiene, health, dignity, and well-being need to be available and used by affected people. UNHCR's Emergency Handbook highlights that the objective of protection is to provide necessary commodities for life to displaced populations in a coordinated, fair, and organized manner, while strengthening People of Concern's coping mechanisms, and taking account of their specific needs, cultural values, the environment, and physical context.

Interviews have shown that most households used the hygiene and cleaning items distributed. A small percentage of the households (3%) reported to have exchanged their items, had their items stolen, sold the items or sent the items to Venezuela.



A significant number of the households receiving NFIs (96%) reported that the items were useful to the family members for maintaining their hygiene and healthy habits and ensuring dignity. In addition, 76% reported that the items distributed were totally or partially sufficient for 1 month, while another 24% of the respondents perceived the items distributed to be insufficient to them for the same period.

Chart 3.1: Level of sufficiency of hygiene items distributed for 1 month



75% of the households reported the need to purchase additional hygiene and cleaning items in addition to the NFIs received.

Chart 3.2: # and % of HHs reporting need to purchase additional items

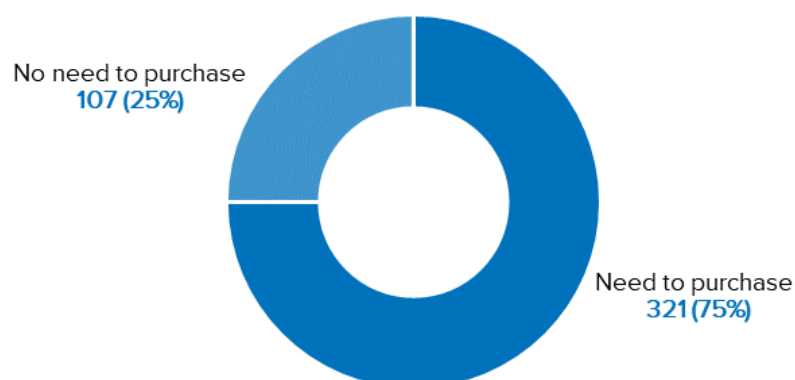
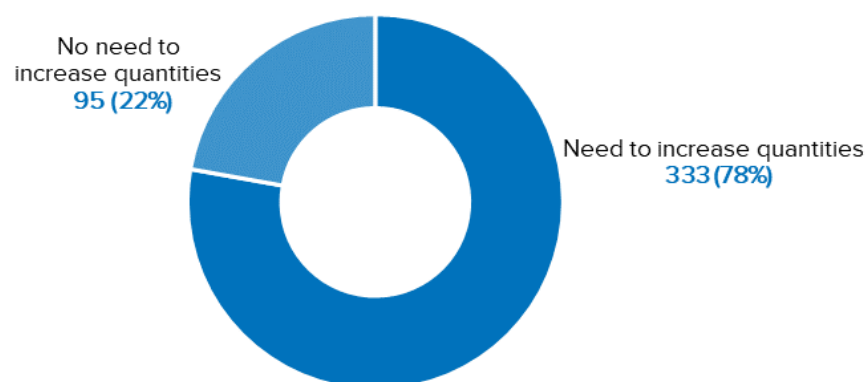


Chart 3.3 shows that 78% of households perceive the need to increase the quantity of NFIs distributed, while 22% perceive the current quantities meet their needs.

Chart 3.3: # and % of HHs reporting need to increase the quantities of NFIs in distribution kits

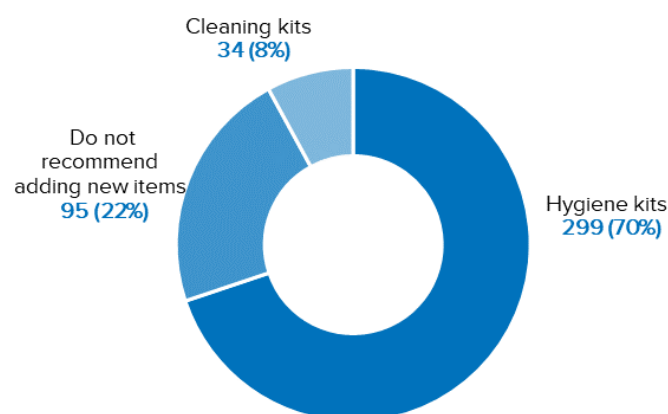


30% of HHs suggesting increasing the quantity of NFI kits, reported **soap** as a priority. The average quantity suggested by interviewees was 9 items per month.

Secondly, **baby diapers** (with 2 packs, on average) and **toilet paper** (6 items, on average) were reported as the most needed items in insufficient quantity.

With respect to the need of adding new items which are not in the NFI kits, 70% households interviewed recommended the addition of items of hygiene.

Chart 3.4: # and % of new items needed to the NFI kits



85% of HHs suggesting new items for hygiene kits, reported **deodorant** as a priority.

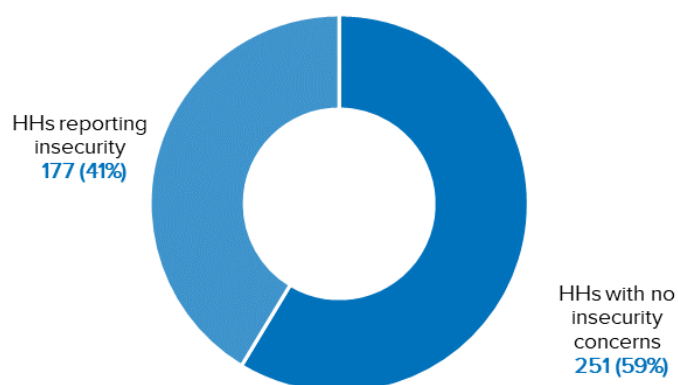
Secondly, **shaver** and **alcohol for hands** were reported as most needed.



On cleaning kits, **washing powder** and **bleach** were the most mentioned products by HHs suggesting new items.

The assessment also explored the feeling of security of the households that received NFI kits. 59% reported no perceived feeling of insecurity.

Chart 3.5: # and % of household perception of general security (around NFIs)



To assess the general satisfaction of beneficiary households, interviewees were asked to set a score to the distribution cycle in the month of September in their shelters, from 1 (not satisfied) to 10 (extremely satisfied). Table 1.4 shows that Rondon 3, Janokoida and Pintolândia received the lowest scores for the general satisfaction regarding the distribution process.

Table 1.4: Average general satisfaction score of HHs on distribution process

Shelter	Average score
Tancredo Neves	8.9
Rondon 1	8.9
Rondon 2	8.7
Pricumã	8.7
BV-8	8.7
13 Setembro	8.7
São Vicente 2	8.5
Nova Canaã	8.3
São Vicente 1	8.2
Rondon 4	8
Pintolândia	7.6
Janokoida	7.6
Rondon 3	7.5

Recommendations

- Consider adding hygiene items in the kits distributed, especially deodorant, identified by the households interviewed as a top priority.
- Increase quantities of some of the items currently distributed for hygiene, especially bars of soap per household.
- Strengthen communication mechanisms for informing People of Concern in shelters about the distribution criteria so that all individuals are notified timely.
- Explore deeper reasons for People of Concern not attending information sessions conducted to improve hygiene and health habits.
- Improve safety at the distribution points in the shelters through a community-based protection approach.
- Evaluate opportunities of complementing NFI distribution with cash-based interventions or a mixed approach in distributions.
- On the general satisfaction score to the distribution carried out in September, all the 14 shelters had average score greater than 7 out of 10. However, among the shelters assessed, Pintolândia, Rondon 3 and Janokoida had greater incidence of lower scores (around 20-30%) compared to the others. To understand the reasons behind the incidence of lower scores, discussions groups should be conducted in those shelters to identify qualitative aspects that may be impacting on PoCs perceptions of the distribution cycle.

POST DISTRIBUTION MONITORING – NON-FOOD ITEMS

BOA VISTA AND PACARAIMA

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