

United Nations Development Group Iraq Trust Fund
Project #: ITF F8-12 (a and b)
Date and Quarter Updated: 30 June 2011

Participating UN Organisation: UNHCR - IOM **Sector:** PROTECTION
Government of Iraq – Responsible Line Ministry: **MINISTRY OF DISPLACEMENT AND MIGRATION**

Title	Capacitating and Strengthening Protection Networks with the Government of Iraq				
Geo. Location	Baghdad and 16 Branches of the Ministry of Displacement and Migration (MoDM)				
Project Cost	\$ 2,073,305 USD (UNHCR - \$1,554,980 and IOM - \$ 518,325)				
Duration	1 year				
Approval Date	27 June 2010	Starting Date	July 2, 2010	Completion Date	02 July 2011
Project Description	<p>This project contributes to Protection Outcome Team Outcome 1, “An environment for improved protection of civilians based on human rights standards in place throughout Iraq” and it is designed to strengthen the capacity of Ministry of Displacement and Migration, with support from UNHCR’s protection outreach and assistance networks to address returnees and IDPs’ needs including access to basic services and documentation and enjoyment of rights. The project builds upon the Government of Iraq (GoI) Order 101 stipulating the establishment of Return Assistance Centres (RACs) to manage returns and assist to those returning from displacement to achieve sustainable return and reintegration, and to recover property. UNHCR’s Protection Assistance Centres (PAC) and Return Integration and Community Centres (RICC) expand the reach of Government of Iraq initiatives for returnees, by providing legal assistance to IDPs and returnees, monitoring the protection environment and assessing the social, assistance and information needs of returnees. The project is also designed to capacitate MoDM Branch Office operations through training and technical support in IDP/returnee registration and monitoring, project design and monitoring/evaluation, referral and reporting, information dissemination, as well as advocacy and coordination at the national and local levels</p>				

Development Goal and Immediate Objectives

The development goal and immediate objective is sustainable return and reintegration for displaced Iraqis, to be achieved by enhancing the capacity of the MoDM and protection networks to support fair and efficient return and reintegration. Partners in the project will jointly identify record and address the needs of those still displaced internally in Iraq, as well as returnees and communities affected by displacement, to support long term and sustainable return and reintegration. UNHCR will continue monitoring and assisting internally displaced and returnees highlighting to concerned partners and to the line ministry where procedural or other obstacles delay the reintegration process. UNHCR and IOM together will provide technical support and training to staff in the MoDM and RACs so that national capacity to meet the needs of displaced Iraqis is strengthened through systematic management of data. Elements of sustainable reintegration will include civil documentation, particularly issuance of birth certificates, access to or restitution of property, and access to education for children. RICCs will support refer returnees and internally displaced for essential interventions in housing, education and other social needs, while the MoDM will increasingly assess and record levels of return and reintegration, identifying obstacles and working with partners to overcome these obstacles through use of applicable legislation UNHCR will ensure that legal interventions conducted by the PACs will also facilitate access to documentation, legal support and advice which are essential to ensuring the returnees and IDPs’ basic rights are protected, while sharing information on identified needs with the MoDM in order to seek and implement sustainable solutions in a coordinated manner.

UNHCR will collaborate with MoDM in continued mass information activities and continue to develop up to date information regarding conditions and access to rights and services upon return. In addition, information regarding condictions and the protection environment will be shared with the country of origin information consultant in order to assure that the eligibility guidelines contribute to fair and efficient refugee status determination. IOM training is designed to strengthen registration, data management and analysis, reporting, monitoring and referral expertise and will target staff at the 16 MoDM Branch Offices as well as selected staff from the headquarters and staff of the two RACs. Through the practical training sessions to be complemented by on-the-job training in their daily work, all 16 Branch Offices will have at least a couple of staff with advanced skills and knowledge to monitor and assess the needs of the internally displaced, returnees and others of concern in displacement affected communities. MoDM Branch Offices and RACs staffed with trained officials to be also supported by the network of PACs and RICCs and contribute to the

reinforcement MoDM's role as a lead agency for coordination of required assistance and to provide more accessible protection services and other types of support.

The Development Goal and immediate objectives include:

- 1) goals identified in **National Development Strategy** goals for 2007 – 2010: **Pillar 3** of the Strategy, *Improving the Quality of Life* and **Pillar 4: Strengthening Good Governance and Improving Security**.
- 2) the goal and objectives consistent with ICI Benchmarks (as per the Joint Monitoring Matrix 2008): 3.3, 3.3.Upholding and protecting human rights, and 4.2 Strengthening institutions and improving governance,
- 3) and with **Protection Sector Team Outcome(s): An environment for improved protection of civilians based on human rights standards** in place throughout Iraq
- 4) and is aimed at supporting the **Joint Programme/Project Outcome(s) of** : An environment for improved protection of civilians based on human rights standards in place throughout Iraq

Outputs, Key activities and Procurement	
Outputs	<p>1.1. MODM, Protection Assistance Centres, and Returnees Integration Centres have strengthened coordination mechanisms to facilitate returnees access to services</p> <p>1.2 MoDM have improved capacities to undertake data collection, analysis, and information management related to returnees and IDPs</p>
Activities	<p>1.1</p> <ul style="list-style-type: none"> -PACs conduct protection monitoring in areas of return, and provide legal assistance to returnees; -Referral of cases between RICC and PAC; joint monitoring activities conducted -RAC registration, processing -New protection database completed - COI research ongoing; drafts reviewed and inputs provided. <p>1.2</p> <ul style="list-style-type: none"> - 8 staff members from MoDM's statistics section were trained on SPSS - 8 staff members from MoDM's programming & statistic sections received an advanced GIS training - 6 staff from MoDM's statistics section were trained on SPSS 2 and on developing survey forms - 42 staff from MoDM branches and RACs received a training in advanced communication skills - 42 staff from MoDM branches and RACs received a training in customer services - 15 MoDM staff attended a joint displacement monitoring training - 44 Staff received a project monitoring and evaluation training - 2 participants from MoDM facilitated a project planning meeting - 6 MoDM officials attended a strategic planning workshop with the MODM Minister - 14 MoDM officials attended a Property Claim -Order 101 Workshop - 6 MoDM officials participated in a joint displacement monitoring planning workshop. - 5 MoDM staff were trained in data processing and reports writing
Procurement	

a. UNHCR

Funds Committed	1,554,980	% of approved	100%
Funds Disbursed	1,554,980	% of approved	100%
Forecast final date	30 June 2011	Delay (months)	-nil-

b. IOM

Funds Committed	518,325	% of approved	100%
Funds Disbursed	518,325	% of approved	100%
Forecast final date	30 June 2011	Delay (months)	-nil-

Direct Beneficiaries	Number of Beneficiaries	% of planned (current status)
-----------------------------	--------------------------------	--------------------------------------

Men		
Women		
Children		
IDPs	19,380 families	
Others		
Indirect beneficiaries		
Employment generation (men/women)		

Quantitative achievements against objectives and results		
1.1. MODM, Protection Assistance Centres, and Returnees Integration Centres have strengthened coordination mechanisms to facilitate returnees access to services	During the period under review, 2449 legal cases were received by PAC monitoring teams. Beneficiaries of protection monitoring visits are as follows: - IDP returnees – 965 families - Refugee returnees – 1227 families - Post 2006 IDPs – 11, 237 families - Pre 2006 IDPs – 8,143 families	
1.2 MoDM have improved capacities to undertake data collection, analysis, and information management related to returnees and IDPs	1.2.1: Number of MoDM branch offices trained on a. Data collection and analysis b. Communications and external relations c. Programme design and implementation	113% 65% 128%

Qualitative achievements against objectives and results
<p>1.1. MODM, Protection Assistance Centres, and Returnees Integration Centres have strengthened coordination mechanisms to facilitate returnees access to services</p> <p>Indicator 1.1.5: A functional coordination mechanism between PACs and RICCs in place The functional coordination mechanism between PACs and RICCs has been further strengthened, with the gradual merging of UNHCR's PACs [<i>renamed PARCs – Protection Assistance and Reintegration Centres</i>] and RICCs, and the integration of functions. In locations where the two separate entities remain (eg Baghdad), coordination has been enhanced with the presence of additional legal staff in the RICC, and the ongoing referral of protection cases to the lawyers. PARC / RICC staff have conducted joint activities and received further training designed to expand their understanding of Iraqi law and regulations related to return, registration, reintegration, restitution of property and access to services, in addition to the identification and appropriate referral of persons with special needs.</p> <p>-UNHCR's database consultant has continued to develop the new protection database, which was rolled out on 1 January 2011. The database records protection monitoring information and legal cases assisted by the PARCs, for IDPs and returnees, which will be used to direct programming.</p> <p>Indicator 1.1.6: Guidelines on protection environment for returnees updated Guidelines on protection environment for returnees updated: During the reporting period work has continued to finalise the revised Eligibility Guidelines. UNHCR staff have continued to provide information and input to the COI consultant; the Guidelines are nearing completion.</p> <p>Indicator 1.1.7: Number of returnees/potential returnees reached through MODM information campaign on returnees conditions in areas of return The returnee leaflet, containing essential legal information, was distributed to returnees and potential returnees inside and outside of Iraq</p> <p>1.2 MoDM have improved capacities to undertake data collection, analysis, and information management related to returnees and IDPs</p> <p>Indicator 1.2.a Data collection and analysis</p>

Statistical Package for Social Sciences(SPSS) training:

A specialized training on how to analyze the data statistically was provided inside the ministry for the statistics section. The training enabled to the trainees to provide statistical projections of the data collected about its caseloads.

Advanced Geographical Information Systems training:

IOM's capacity building program for MoDM has managed to provide an introduction to GIS training during the previous phase of the programme. As a continuation of what started earlier; and building on the basic knowledge developed; the programme supported an advanced training on GIS, which enables the Information Department staff to map the collected information and in future to connect the databases with geographical locations.

Developing Survey Forms (Advanced SPSS) Training:

After providing a training to the Statistics Section on SPSS, the need to understand how survey forms are to developed became clear, due to the importance of MoDM surveying the needs of its caseloads and their intentions. This training was implemented over 2 weeks and took the participants gradually from identifying the type of data that needs to be collected to how to design the form which will allow that.

Monitoring and Evaluation of Development projects:

A training targeting MoDM's Field programmes units in the different governorate was held. The training's main goal was to enable the unit's staff to be able to monitor and evaluate the different projects that get to be implemented in their areas and targeting the ministry's beneficiaries.

Programme for Human Security and Stabilization Methodology Training

As IOM's Programme for Human Security and Stabilization(PHSS) programme works closely with MoDM; a training for the 15 of the programme's main counterparts from MoDM was held in Erbil, where the PHSS methodology was explained thoroughly and related information was provided.

Monitoring Displacement Data Processing and Reports Writing:

As a first step in the joint monitoring activity, 5 staff from MoDM Information department received a training on the different phases of displacement monitoring IOM has been conducting over the year 2010-2011; and participated in a technical training on how IOM's displacement monitoring database functions, how it processes the data in it, and how to auto-produce and edit reports. The training, which lasted for 1 week, occurred in Amman and used in-house specialists to brief participants on a variety of software that IOM uses.

Indicator 1.2.b Communications and External Relations

Advanced Communication Skills Training:

The need for such a training was raised since MoDM's Branches and RACs are the main channel that communicates on a daily basis with the Ministry's beneficiaries; from returnees and displaced, providing and sending beneficiary-related information, inquiries and complaints.

Customer Services Training:

As all the work starts from the ministry's field offices and ends there. The field offices are the last entity that communicates the services MoDM's offers to the beneficiaries. Due to that, the importance to capacitate the field offices with the right manner in which to approach the beneficiaries has become critical, in addition to delivering the right message about how important the reception areas are for day to day work at the field offices and its impact on the beneficiaries visiting them on a daily bases. As a result and after the completion of this training, the ministry has managed to create reception areas in most of its field offices.

Indicator 1.2.c: Programme design and implementation

Project Planning Meeting:

In order to proceed with the implementation of the project properly, a planning meeting was held with 2 senior officials from Baghdad in order to agree on the prioritization of the different activities, in addition to endorsing all proposed activities, workshops and trainings.

In addition, a series of consultative workshops were held with MoDM in Beirut during the month of May, bringing

together MoDM officials and members of IOM Iraq's senior management, in order to discuss a possible Memorandum of Understanding for a new project shared between IOM Iraq and MoDM(2- 3 May 2011); joint monitoring possibilities (4 May 2011); and the Iraqi Property Claims Commission (5-6 May 2011).

Strategic Planning Workshop with the MODM Minister

This strategic planning workshop brought together members of IOM's senior management and senior officials from MoDM in order to discuss and clarify the objectives of a four year memorandum of understanding. Priority issues and capacities were outlined and recorded and translated into an agreement between the two institutions which will direct activities for future years to come.

Order 101 implementation Information Management:

A workshop was held in Beirut over the implementation of order 101. The purpose was to understand the differences between the implementation procedures that is taking place inside the Baghdad RACs and unify them. In addition, the training was a starting point to discuss concepts related to how data should be collected and the information; and on how evictions should be tabulated and reports produced.

Joint Monitoring Planning Workshop:

A workshop with senior officials from MoDM and the council of ministers on the importance of monitoring displacement and how to plan for the upcoming joint monitoring activities was held.

Main implementation constrains & challenges (2-3 sentences)

The main constraints and challenges to implementation continue to be related to the security situation and limited number of slots for international staff, that make it difficult to conduct planning meeting and training. The political vacuum and uncertainty during the reporting period also had a negative impact in official government decision-making mechanisms