



## Evaluation of Peace Winds Programming: Shelters & Livelihoods for Syrian Refugees in Kurdistan Region of Iraq



Prepared by Skills House for Peace Winds

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**SKILLS  
HOUSE**



Gawilan Refugee Camp, Duhok

<b>Executive Summary</b>	<b>2</b>
<b>1. Introduction</b>	<b>4</b>
<b>2. Methodology</b>	<b>5</b>
2.1. <i>Secondary Data</i>	5
2.2. <i>Key Informant Interviews</i>	5
<b>3. Measuring the Effectiveness of Service Delivery Models</b>	<b>6</b>
3.1. <i>Shelter Assessments</i>	6
3.2. <i>Upgrade Services</i>	12
3.3. <i>Cash for Work</i>	19
3.4. <i>Tool Service Centers</i>	25
<b>4. Specific Activities that Impact the Success of the Project</b>	<b>28</b>
4.1. <i>Upgrade Services</i>	28
4.2. <i>Cash for Work</i>	32
4.3. <i>Tool Service center</i>	34
<b>5. Sustainability of the Service Delivery Models</b>	<b>39</b>
5.1. <i>Cash for Work and Tool Service Center Models</i>	39
5.2. <i>Tool Service Center and Shelter Upgrade Models</i>	44
5.3. <i>Cash for Work and Shelter Upgrade Models</i>	51
<b>6. Prospects for the Service Delivery Models to Serve Refugees outside the Camps</b>	<b>56</b>
<b>7. Designing Future Surveys on Impact Measurement</b>	<b>59</b>
<b>8. References</b>	<b>61</b>

## Executive Summary

### Objectives

In August 2023, Skills House undertook this study to assess the impact of a three-pronged Peace Winds initiative to support Syrian refugees in Kurdistan Region of Iraq (KRI) over the course of the year starting in September 2022. The program, "Sustainable Shelters, Camp Infrastructure, and Livelihoods for Syrian Refugees in the Kurdistan Region of Iraq," was made possible thanks to US government funding via the US State Department Bureau of Population, Refugees, and Migration (PRM). It involved three interconnected service delivery models:

- Shelter and Public Facility Upgrades: Improving accessibility and safety in refugee camps, especially for elderly and people with disabilities.
- Cash for Work Program: Empowering refugees by providing work opportunities.
- Tool Service Centers: Developing the refugee vocational skills through providing training, tools, and workshop spaces.

These models were implemented in seven camps: Domiz 1, Domiz 2, Gawilan, Basirma, Darshakran, Kawergosk, and Qushtapa, which are located in Erbil and Duhok Governorates.

### Methodology

To track and assess the impact of Peace Winds service delivery models, we first analyzed 20 large datasets collected by Peace Winds through multiple in-person surveys with the beneficiaries. We further conducted 15 Key Informant Interviews with 9 male and 6 female beneficiaries, to collect qualitative data and reveal in-depth insights about the benefits of the models and future opportunities.

### Findings

#### Success of Service Delivery Models

Our findings confirm that Peace Winds was able to exceed its targets in all three areas. A total of 613 shelters and 43 public facilities were upgraded, which improved accessibility for refugees with disabilities and elderly, and elicited an outstanding 98% satisfaction rate from beneficiaries. In total, the Cash for Work model paid out 456,010,000 IQD (US\$348,276) for refugees to work a cumulative 13,337 days upgrading the shelters and public facilities. They used this cash to pay for necessities, such as groceries, transportation, healthcare, and medicine. Meanwhile, 1,517 refugees gained new construction-related skills through vocational training offered by the Tool Service Centers, and they lent tools to more than 18,000 people, which enabled refugees to access employment opportunities in the camps and therefore, improve their living situations.

Female refugees were significant beneficiaries of the models. A total of 335 women were employed in the Cash for Work program for shelter upgrades, despite reporting this was challenging and the tasks required physical strength. The participation of women in the Cash for Work initiative surpassed the initial target, reaching 16% of all Cash for Work employees. Training sessions were well attended not only by women, but also by people with disabilities and elderly. Surprisingly, the overall number of women participating in training sessions was more than double that of men; plus 30% of training participants (447 refugees) either reported a disability or were elderly.

#### Sustainability of the Service Delivery Models

This study highlighted the sustainability of the three separate but related models. They complement one another and each contributes to the continuation/success of the overall ecosystem of models. Refugees first received training at the Tool Service Centers to gain skills

and learn how to use tools safely. Then, they signed up for the Cash for Work program, which paid them to upgrade shelters and/or public facilities using the skills and tools provided by the Tools Service Centers:

- 90% of refugees who received training applied the skills they gained in upgrading shelters and public facilities.
- Tools were borrowed 48,820 times for various purposes, including shelter and public facility upgrades.
- Refugees logged 13,337 Cash for Work days upgrading shelters and 1,037 in upgrading public facilities.

### **Prospects and future opportunities**

Given the success of the Tool Service Centers in nurturing the needed construction workforce within the camps, it is possible that the benefits of this model can extend outside the camps. The construction sector, which is one of the fastest-growing sectors in KRI, and the large numbers of trained refugees represent an important potential human resource that can help meet broader societal needs.

In addition to the construction sector, the Tool Service Centers may help in the development of other fast-growing sectors, such as agrifood. However, pursuing this would require better analyzing the needs, designing appropriate training sessions, and equipping refugees with the required skills.

*This report was authored by Skills House, which was contracted by Peace Winds America to assess its project on "Sustainable Shelters, Improved Protection, and Access to Livelihoods for Syrian Refugees, 2022-2024." Peace Winds America's overall project is funded by a grant from the United States Department of State. The opinions, findings and conclusions stated herein are those of the author[s] and do not necessarily reflect those of Peace Winds or the United States Department of State.*

## 1. Introduction

Peace Winds (PW) has been implementing programs across 7 refugee camps—Domiz 1, Domiz 2, Gawilan, Basirma, Darashakran, Kawergosk and Qushtapa—in the Kurdistan Region of Iraq (KRI). The “Sustainable Shelters, Camp Infrastructure, and Livelihoods for Syrian Refugees” program is made possible thanks to US government funding via the US State Department Bureau of Population, Refugees, and Migration (PRM). Programs are designed to provide crucial support to refugees and enhance their quality of life inside the camps, and they include a Cash for Work (CfW) component, the management of “Tool Service Centers (TSCs),” and an initiative to upgrade shelters and public facilities (PFs).

The primary objective of the shelter and PF upgrade model is to improve the overall living conditions, safety, and accessibility in the camps, especially for people with disabilities and elderly individuals. Meanwhile, the CfW model aims to create employment opportunities for refugees who are living in camps to empower them economically. The TSCs, on the other hand, offers multiple services, including tool lending, training sessions, and workshop spaces with a goal of equipping refugees with valuable skills and resources.

The aim of this Skills House assessment is to comprehensively analyze the impact of the service delivery initiatives implemented by Peace Winds from September 2022 until September 2023, for refugees in Duhok and Erbil refugee camps. Additionally, this study focuses on the relationships between the three models and how they support one another. The objectives of this assessment are as follows:

- Objective 1: Measure effectiveness of service delivery models.
- Objective 2: Identify specific activities that impact the success of the project.
- Objective 3: Measure the sustainability of the service delivery models.
- Objective 4: Identify prospects for these service delivery models in serving refugees outside the camp.
- Objective 5: Inform the design of future surveys on impact measurement.

It is essential to note that this assessment encompasses a comprehensive analysis, incorporating both qualitative and quantitative data. The secondary data of this study was collected by Peace Winds staff directly from refugees who have benefited from these models, including both qualitative and quantitative data. Once the data collection was compiled, all files were shared with Skills House. Afterwards, primary data for this study was gathered by Skills House staff through key informant interviews (KII) with 15 beneficiaries. These interviews were designed to fill the identified data gaps.

## **2. Methodology**

This assessment was conducted between July 23, 2023 and September 17, 2023, utilizing both secondary and primary data. The study approach was discussed between PW and Skills House during the project’s inception and planning phase.

### **2.1. Secondary Data**

Secondary data refer to the data collected by PW from surveys with refugees who benefitted from the service delivery models, as well as data that had been collected in the planning and implementation stages. The surveys measured the impact of the three program approaches on refugees’ lives, their satisfaction with the services they received, their needs, and how the three service delivery models could be further improved. This secondary data consisted of 20 sets of data. Skills House analyzed these to evaluate the impact of the models, both independently—and all three in combination—as well as whether the models could be extended beyond the boundaries of the camps. It also sought to identify research gaps and additional initiatives that might better integrate refugees with host communities.

### **2.2. Key Informant Interviews**

To complement the PW data, Skills House conducted 15 Key Informant Interviews (KIIs), in two rounds. The first round of KIIs was conducted face-to-face with 5 refugees from Gawilan and 5 refugees from Domiz 2. This sample included 5 females and 5 males, as well as 3 people with disabilities. The effort to involve beneficiaries from both camps, genders, and with diverse needs was intended to ensure that the data collected accurately represented the diverse needs and experiences of the refugee population. This approach helped avoid bias and led to more equitable outcomes.

A second round of KIIs was conducted via telephone with 4 males from Domiz 2 and 1 female from Gawilan. These 5 refugees worked as laborers. The focus of these KIIs was to investigate how the TSCs enabled refugees transitioning from unskilled to skilled labor.

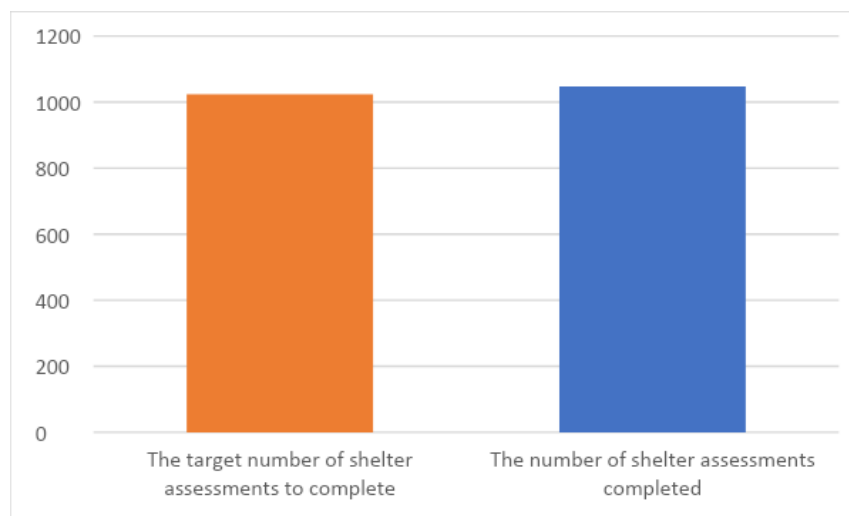
### 3. Measuring the Effectiveness of Service Delivery Models

#### 3.1. Shelter Assessments

##### 3.1.1. Household demographics of assessed shelters

Peace Winds (PW) conducted shelter assessments in two camps for Syrian refugees, the Domiz 2 and Gawilan camps, to identify the most vulnerable households in need of shelter upgrades, particularly those including persons with disabilities and elderly. From the start of the project year in September 2022, PW set out to assess 1,024 shelters but exceeded that target by assessing 1,215 shelters and conducting in-depth interviews with residents of a total of 1,048 shelters (as shown in Figure 1).

*Figure 1: Shelter in-depth assessments: target vs. actual*



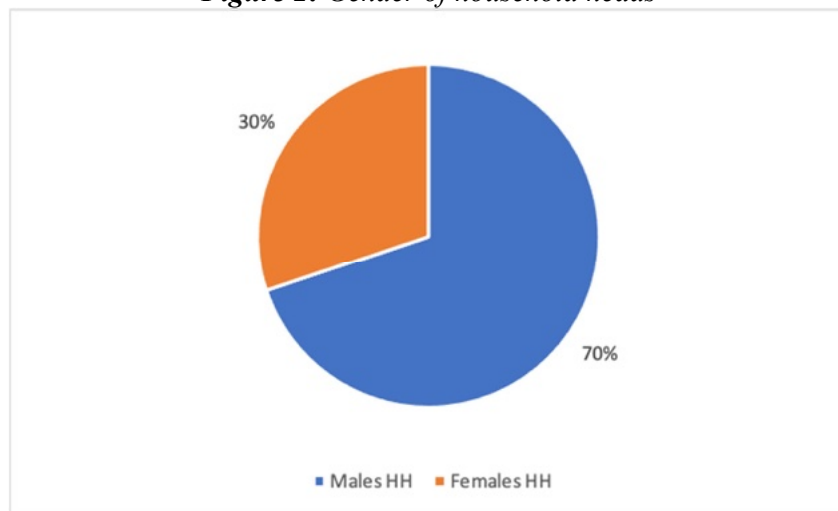
Skills House analyzed data from 568 assessments that were completed in Domiz 2 and 480 assessments in Gawilan. Factors such as priority setting by PW, population size, and specific refugee needs contribute to the relatively higher number of assessments in Domiz 2. Among the 1,048 assessed shelters for which data is available, it is notable that 30% of household heads were females, while the remaining 70% were headed by males. (For each family, a UNHCR form designates one person as the head of the household, while the remaining members are considered family members.) This distribution shows two important things. Firstly, it shows that women already have a significant role as leaders in their communities. Secondly, it emphasizes the critical need for fostering increased female participation in community leadership.



*Technical Assessment, Domiz 2 Refugee Camp, Duhok*



*Figure 2: Gender of household heads*



We further analyzed the characteristics of the beneficiaries of the shelter upgrade model. Among the 1,048 assessed shelters, 89.7% of household heads were married, 4.2% were single, 4.0% were widows or widowers, 1.8% were divorced, and 0.3% were separated. This aligns with traditions and social norms of Syrian society, where the number of married households is high when compared to other categories such as divorced.

Also, the majority of individuals, 3,366 out of 4,810 respondents, report that they have no education, including 70.6% of male respondents and 69.4% of female respondents.

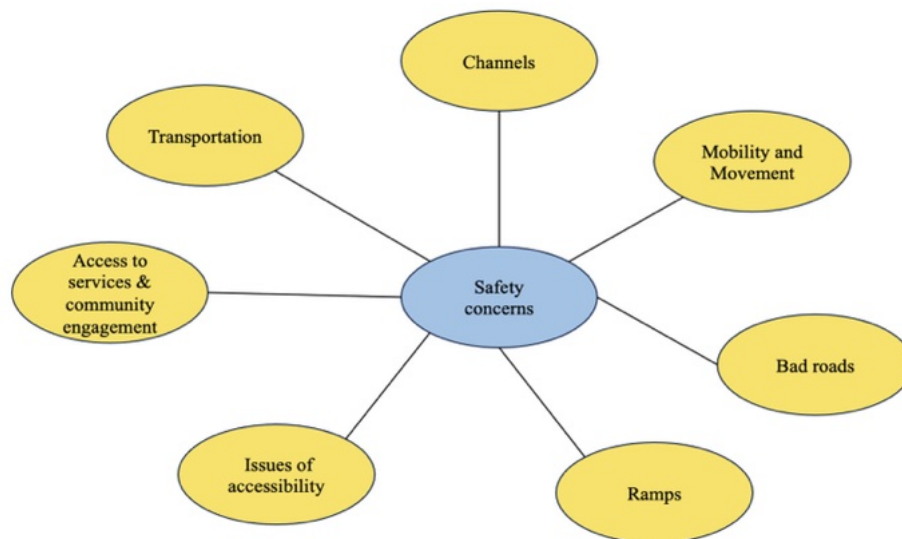
### **3.1.2. Safety perceptions**

The social assessment also aimed to understand the perceptions of refugees regarding the safety of the camps, particularly focusing on the mobility of refugees with disabilities and elderly within the camps. Various factors that have impacted the safety of the camps were mentioned

by refugees. These include bad roads, a lack of wheelchair ramps, issues of accessibility, mobility and movement, open drainage channels, a lack of transportation, and an inability to access the services and engage in activities with the community.

Addressing these concerns is essential for ensuring the overall safety and well-being of all camp residents, including elderly people and those with disabilities. This highlights the significance of conducting social assessments to inform targeted interventions that promote a safer and more secure living environment for all refugees.

*Figure 3: Reasons of perceiving the camps unsafe*

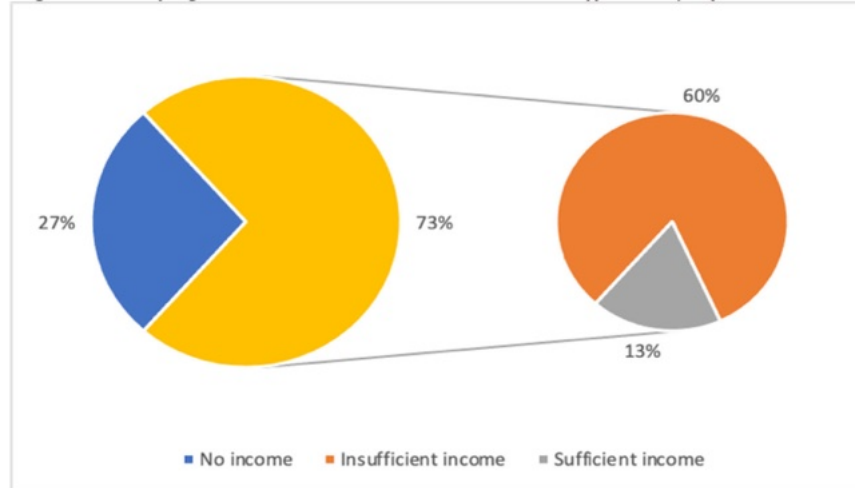


We further analyzed the differences between camps in regard to the safety perception, with a focus on assessing the movement of individuals with disabilities/elderly within the camps. Our analysis revealed that the majority of refugees who perceive the camps as unsafe are in Gawilan.

### **3.1.3. Income & employment**

Our findings reveal that a significant majority of refugees (73%) reported having some income, but 60% of those with an income reported that it is insufficient to cover their basic needs and living expenses (Figure 4). This highlights the pressing need for job opportunities that enable refugees to secure sufficient earnings. Innovative models such as Cash for Work (CfW) and Shelter Upgrade have shown effective results, as they improve the livelihoods of refugees by providing work opportunities inside the camps and facilitating pathways to opportunities outside the camps.

**Figure 4: Refugee households with income & sufficiency of that income**



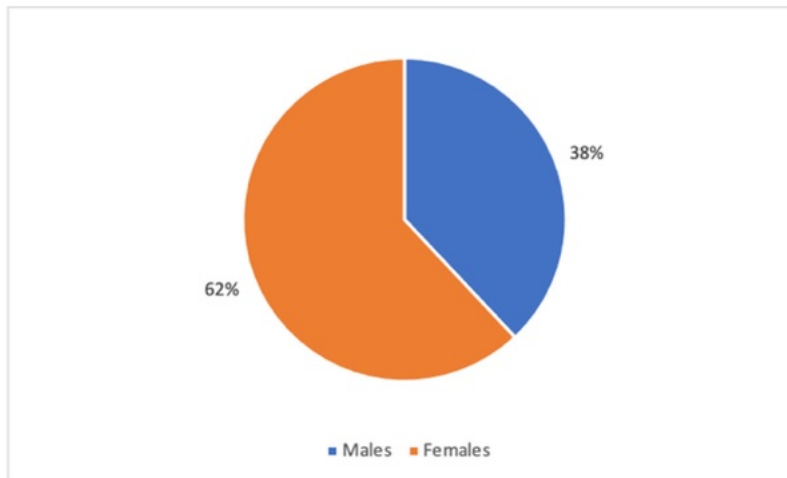
The social assessment further analyzed the leading expenses of refugee households. As shown in Table 1, household heads reported that a large proportion of their income goes to groceries, followed by healthcare, clothing and personal items, and education. (Respondents were allowed to select multiple categories.)

**Table 1: Leading expenses of refugee households**

Expense Category	Households heads reporting a large portion of income is expended, by category
Groceries	591
Medication/healthcare	575
Clothing/personal items	291
Education	217
Hygiene	175
Transportation	141

An analysis of the social assessment data shows that more than 94% of female respondents report having no employment, compared with 63% of male respondents. Accordingly, out of the total population of unemployed camp residents, fully 62% are women (Figure 5). There are multiple barriers that prevent women from working, including caregiving (reported by 52% female respondents), lack of knowledge (24%), other household responsibilities such as cooking and cleaning (12%), cultural barriers (9%) and insufficient transportation options (3%).

*Figure 5: Gender of unemployed respondents*



### 3.1.4. Disability Assessment

Impairments present significant challenges for camp residents as they are living in challenging physical environments. The two camps, Domiz 2 and Gawilan, have a total population of 10,092 and 9,703, respectively. Out of the two camps' population, 4,810 benefitted from the shelter upgrade model. A total of 35% of the shelter upgrade beneficiaries (i.e. 1,709) were people with disabilities. The majority of respondents with disabilities, 1,438 individuals, have physical disabilities while only 271 reported other types of disabilities, such as vision impairment, hearing & speech impairment and/or cognitive impairment.

*Disability Assessment, Domiz 2 Refugee Camp, Duhok*



The challenges that people with disabilities face encompass various aspects of daily life, including barriers that hinder them from participating in the workforce. These constraints not only reduce economic independence but also restrict opportunities for personal growth and self-fulfillment. Table 2 provides an overview of these barriers along with the number of refugees who reported these barriers.

**Table 2: Barriers hindering refugees with disabilities from participating in the workforce**

<b>Barriers hindering participation in workforce</b>	<b>Number of refugees</b>
Physical and mental limitations	1,040
Community barriers (discrimination, etc.)	213
Shortage of job opportunities	205
Unavailability of trainings	61
Lack of tools' adaptivity	35
No equitable access	33
Lack of civic empowerment	28
Lack of inclusion means	27
Exclusivity of programs	13
Lack of protective rules and regulations	5
Not given institutional consideration	4
Stereotyping & stigmatization	2
Other (Too old or young to work, family commitments, full time student, etc.)	129

Among children in the refugee households, two forms of disabilities were particularly prominent: (i) developmental delays (64 children) and (ii) delays in motor-skills and problem solving (54 children). Other forms of special needs were also reported, including non-adaptive social behavior (35 children), autism (18 children), and Down's Syndrome (13 children).

### 3.2. Shelter & Public Facility Upgrades

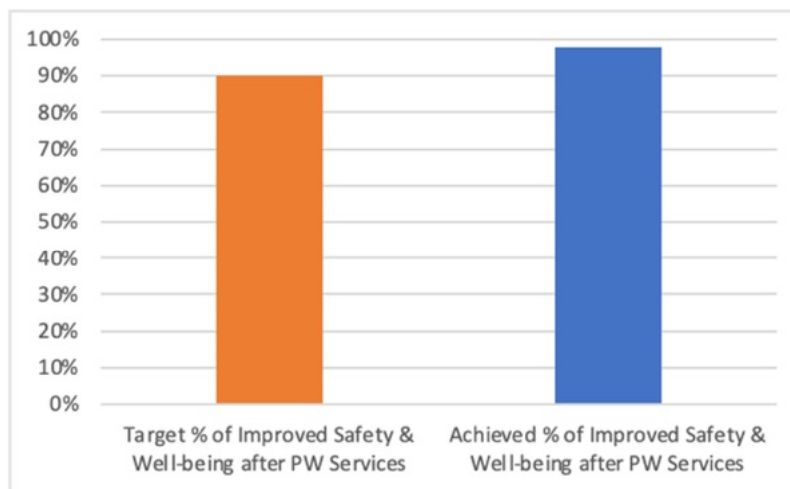
#### 3.2.1. Shelter Upgrades

PW successfully upgraded 613 shelters, surpassing their original target of 606 shelters. Specifically, 305 shelters were upgraded in Domiz 2, while 308 shelters were upgraded in Gawilan. The results of shelter upgrade satisfaction survey are highly encouraging, as 98% of the households living in upgraded shelters reported satisfaction with the services provided by PW. This finding suggests that PW succeeded in addressing the needs and concerns of beneficiaries. It also suggests that the interventions, support, and resources provided through PW services have had significant positive impacts on the well-being and perceived shelter safety of the beneficiaries (Figure 6). The following comments from beneficiaries show their level of satisfaction with the shelter upgrades:

“Too much change and my mom love the Western toilet style and helps her a lot as she is sick, and we feel comfortable.”  
- (P1GA, Female, 37, Laborer)

“The bathroom is completely different and it is much more comfortable.”  
- (P2GA, Male, 20, TSC Trainee)

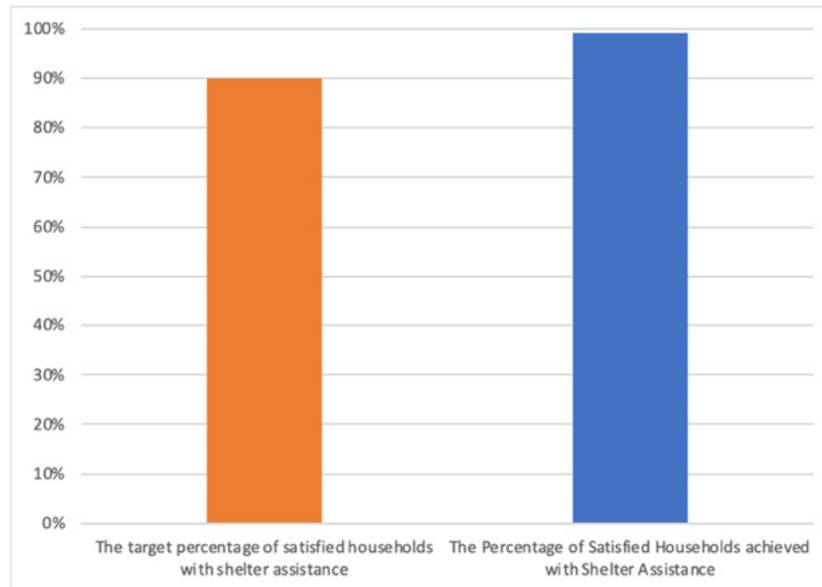
**Figure 6:** Households reporting improved safety and well-being: Target vs. actual



PW aimed to have 90% of households satisfied with their shelter assistance, but the actual proportion of beneficiaries that reported being satisfied was 99% (Figure 7). Once again, this indicates that the shelter upgrade model has been highly successful and exceeded expectations in terms of refugee satisfaction.

In particular, 99% of beneficiaries report being satisfied with material quality and the new design of their upgrades. This helps foster a sense of security and stability for displaced populations, and the responses showcase the importance of humanitarian organizations like PW in responding to crises and making a positive difference in the lives of vulnerable communities.

*Figure 7: Household satisfaction with shelter upgrade: Target vs actual*



*Shelter Improvements, Gawilan Refugee Camp, Duhok*



*Domiz 2 Refugee Camp, Duhok*



The shelter satisfaction survey tried to measure the level of respect shown by PW teams towards the refugees during the shelter upgrade procedure. Out of 1,293 respondents, an overwhelming 99.6% (1,288 individuals) reported that the PW staff treated household members respectfully during the shelter upgrade process.

As much as possible, PW employed refugees from the camps through their Cash for Work (CfW) program to carry out these upgrades. Table 3 shows the total number of CfW skilled and unskilled workdays of shelter upgrades in each camp.

***Table 3: Skilled and unskilled Cash for Work workdays for shelter upgrades***

<b>Camp</b>	<b>Total skilled workdays of Shelter Upgrade</b>	<b>Total unskilled workdays of Shelter Upgrade</b>
Gawilan	2,836	3,303
Domiz 2	2,887	3,268
<b>Total</b>	<b>5,723</b>	<b>6,571</b>



*Gawilan Primary School, Gawilan Refugee Camp, Duhok*



### **3.2.2. Public Facilities Upgrades**

Peace Winds activities also included work to enhance the public facilities within the camps, aiming to create a more accommodating environment for refugees facing mobility constraints. Public facilities include spaces such as camp management offices, registration centers, schools, hospitals, women’s centers, child-friendly spaces, Asayish offices, and tool service centers. The improved accessibility of these facilities had a profound impact on the lives of refugees with disabilities/elderly, granting them a greater sense of dignity and independence. Moreover, these upgrades also significantly alleviated the burden placed on family members or caregivers, who previously had to deal with the challenges of assisting refugees with disabilities/elderly in moving around. By upgrading the public facilities, the project also generated CfW opportunities for the refugees, further empowering the community.

A total of 43 public facilities were successfully upgraded, surpassing the Year 1 target of 40, as shown in Table 4. This accomplishment indicates the commitment to creating accessible environments within the camps, benefiting both refugees with disabilities/elderly as well as skilled and unskilled laborers (i.e. refugees) through CfW.

*Table 4: Target and actual numbers of public facilities upgraded*

<b>Target # of public facilities to upgrade</b>	<b>Actual # of public facility upgrades</b>
40	43

“After the public facility upgrades that were made by PW, I can now freely move by myself without needing any help.”

- (P3GA, Female, 58, Household Head, PwD)

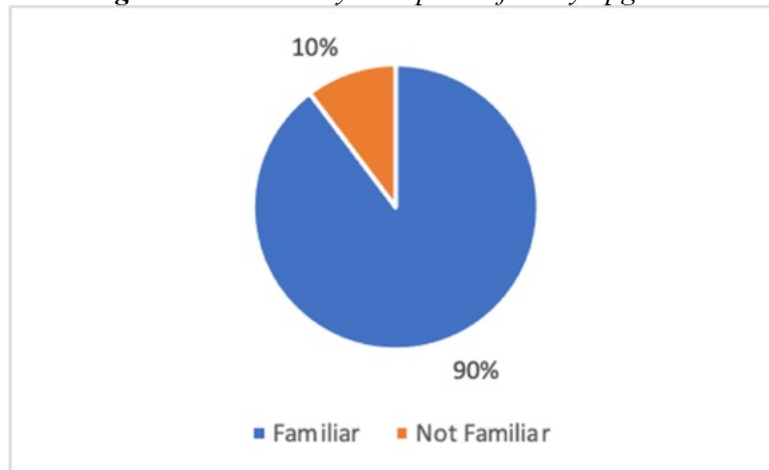
Table 5 displays the total workdays (skilled and unskilled labor) that refugees participating in PW’s CfW program were paid for when employed on the public facility upgrades.

**Table 5: Skilled and unskilled Cash for Work workdays for public facility upgrades**

Camp	Total skilled workdays	Total unskilled workdays
Gawilan	256	367
Domiz 2	145	269
Total	401	636

Out of 2,438 survey respondents, 2,187 residents (90%) indicated that they were familiar with public facility upgrades, while only 251 (10%) were not familiar (See Figure 8). This suggests effective communication and outreach efforts to inform the camp residents about the upgrades.

**Figure 8: Familiarity with public facility upgrades**



Among the 2,187 refugees who were familiar with upgrades, 1,473 respondents (67%) reported utilizing the public facilities in the camps that have recently been completed, such as camp management, registration centers, schools, hospitals, women centers, child-friendly spaces, Asayish offices, and TSCs. The relatively high usage rate shows the importance of public facilities in the camps, especially for people with disabilities/elderly.

After the public facility upgrades, residents were surveyed to measure their perception regarding the utilization of these facilities. Among 1,473 people surveyed, 149 reported increasing their usage by 50% or more, a noteworthy amount. Another 404 respondents reported a moderate increase in usage of between 25% and 50%, while 609 had increased their usage by 25% or less. Only 311 said they do not use those public facilities. (Table 6). These findings demonstrate a comprehensive perspective on the impact of PFs upgrades, highlighting a noticeable rise in the utilization of these facilities among refugees.

**Table 6: Awareness of increased usage of public facilities after the upgrade**

<b>Respondents reporting change in public facility usage after upgrades</b>	
50%+ increase in usage	149
25% - 50% increase	404
0- 25% increase	609
Do not use	311
<b>Total</b>	<b>1,473</b>

After the upgrades, an overwhelmingly positive impact was observed in terms of the ease of navigating inside the camps and access to camp offices and services. Notably, 1,462 out of 1,473 respondents—more than 99%—reported finding it easier to navigate within the camp after the upgrades. Among these 1,462 respondents, 881 were people with disabilities/elderly. PW aimed for a 90% improvement in camp accessibility for refugees with disabilities/elderly but, impressively, its work to make the camps more accessible also achieved a 99% satisfaction rate among people with disabilities and elderly.

Furthermore, refugees expressed their satisfaction about the quality of PFs in the camps, as shown in Table 7. Additionally, many supervisors of public facilities praised the accessibility upgrades because they noticed a significant increase in the participation of refugees with disabilities in various programs and activities.

**Table 7: Perceived quality of public facilities**

<b>Respondent assessment of quality of PFs in the camps</b>	
Excellent	407
Good	1062
Not good	2

“This handrails and ramps made the accessibility much better compared with the situation before, especially in the hospital.”  
- (P4D2, Female, 41, Household Member)



Gawilan Refugee Camp, Duhok

### 3.3 Cash for Work

#### 3.3.1. Refugee participation & satisfaction

PW has been implementing a Cash for Work (CfW) model to economically empower Syrian refugees, providing opportunities for them to be employed in the upgrades of shelters and public facilities in the camps. The initial CfW target for the first year was to provide skilled and unskilled employment for a cumulative 12,288 workdays but PW actually employed refugees for 13,337 workdays.

*Female Cash for Work beneficiary*



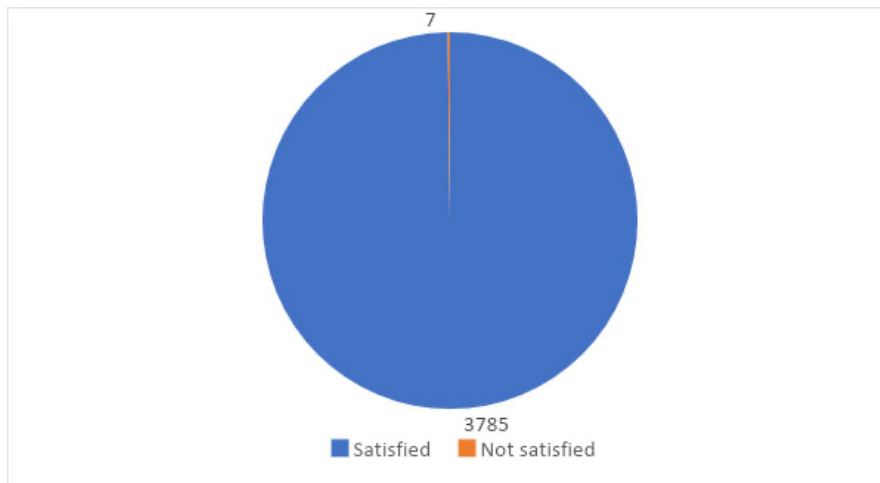
Of these, male refugees worked for 12,707 days, which account for 95% of the total number of labor days. Female refugees worked for 630 days, which account for 5% of the total number of labor days. This exceeds the Year 1 target of achieving 2.5% female participation in the CfW model—meaning that female labor days should account for 2.5% of the total labor days. Additionally, female workers comprised 16% of the total number of workers. Accomplishments such as this one are a testament to the program’s inclusivity and the willingness of female refugees to actively contribute to the improvement of their living conditions.

A significant indicator of the success of the CfW model is the satisfaction rate of beneficiaries, which was measured by directly surveying participants. The survey found that PW exceeded its target of 90% satisfaction rate, with an impressive 99% of respondents—3,785 out of 3,792 beneficiaries—expressing their satisfaction with the program's outcomes (Figure 9).

“The way the administration worked was good, and the workers were paid well and became self-employed.”

- (P5D2, Male, 44, Worker, PwD)

**Figure 9: Satisfaction rate of Cash for Work beneficiaries**

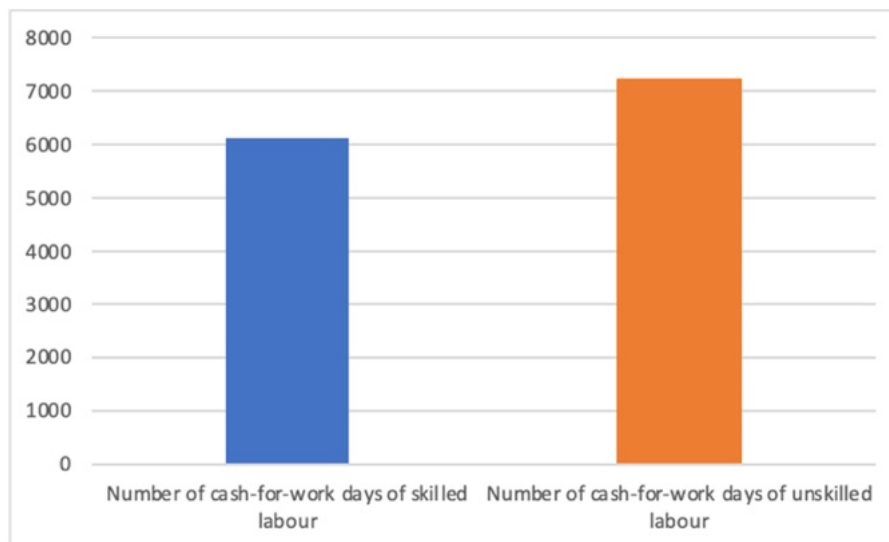


### 3.3.2. Skilled and unskilled labor

The number of unskilled labor days was higher than the number of skilled labor days (Figure 10). This indicates that the model does not discriminate against those refugees who lack specific skills and therefore, are more vulnerable. In fact, it demonstrates a positive outcome, in which unskilled refugees were provided with equitable opportunities to earn income and improve their livelihoods.

It is noteworthy that 121 unskilled laborers report successfully transitioning to become skilled laborers across different stages of work. This transition is financially beneficial for refugees, as skilled laborers receive a higher daily wage of 45,000 IQD per day while unskilled laborers earn 25,000 IQD per day.

**Figure 10: Number of Cash for Work days of skilled and unskilled labor**



Furthermore, as seen in Table 8, both skilled and unskilled laborers not only improved their own shelters, but also helped upgrade shelters for other refugees. In total, skilled laborers worked for 818 days upgrading their own shelters. This total number of labor days increased more than six fold (5,311 days) for those upgrading shelters for other refugees. A similar, though less pronounced, pattern is observed in regard to the number of labor days for unskilled refugees. Overall, these findings indicate a positive trend in which both skilled and unskilled refugees actively participated in improving living conditions within the camp, with unskilled labor making a significant contribution despite their vulnerable status.

*Table 8: Number of Cash for Work labor days upgrading own households vs. others*

<b>Place</b>	<b>Number of CfW days of skilled labor</b>	<b>Number of CfW days of unskilled labor</b>
Others households	5,311	4,004
Own household	818	3,204
<b>Total</b>	<b>6,129</b>	<b>7,208</b>

### 3.3.3. Model inclusion

Table 9 shows the CfW model has benefitted diverse age groups and both male and female refugees, indicating that it has been inclusive in terms of both age and gender. This approach fosters diversity and accommodates the unique needs and circumstances of individuals from different age groups and genders, enabling a more effective and impactful implementation of the Cash for Work model.

*Table 9: Age and gender of Cash for Work workers*

Age of workers	Females	Males
18-19	7	60
20-29	68	425
30-39	99	588
40-49	81	426
50-59	54	182
60-69	26	88
70-79	1	7
80-89	0	1
<b>Total</b>	<b>336</b>	<b>1,777</b>

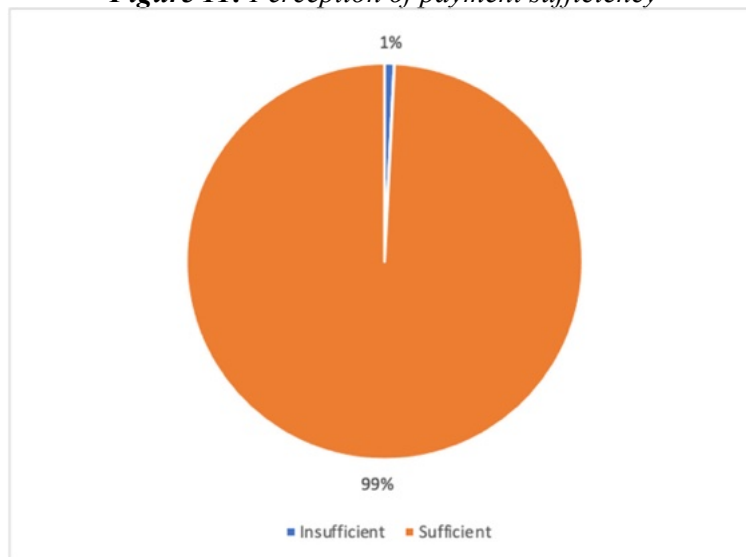
The largest number of CfW beneficiaries were concentrated in the Domiz 2 camp (1,475 beneficiaries), with Gawilan following (638 beneficiaries). Refugees with disabilities and the elderly accounted for 8.6% (182 beneficiaries) of all beneficiaries.



### 3.3.4. Economic benefits

The total amount received by the 2,113 CfW beneficiaries was 456,010,000 IQD<sup>1</sup> (US\$348,276), meaning that, on average, CfW workers received 215,812 IQD (US\$165). Payment amounts ranged from a minimum of 3,000 IQD (US\$2.29) to a maximum of 1,010,000 IQD (US\$771). An overwhelming 99% of beneficiaries expressed their satisfaction with the sufficiency of these payments, with only 1% reporting that the payments were insufficient (Figure 11). These findings suggest that the CfW model has made a substantial positive impact by providing valuable financial support and economic empowerment to the targeted refugees.

*Figure 11: Perception of payment sufficiency*



<sup>1</sup>Exchange rate on September 15 2023: 1 USD = 1,309.33 IQD



### 3.4 Tool Service Centers

Peace Winds supports the operations of 7 Tool Service Centers (TSCs) in refugee camps, which provide three different types of services: lending tools, offering training sessions and providing workshop spaces for refugees.

#### 3.4.1. Tool Utilization

The TSCs played an important role in providing the necessary tools to camp residents to support them in carrying out their shelter and public facility upgrades. Notably, PW has exceeded their planned target, with 18,476 beneficiaries utilizing the tools provided in the TSCs, more than doubling the initial goal of 8,000 beneficiaries. Of the beneficiaries, 16,150 were men and 2,326 were women. This information was collected by PW and represents tools utilization in seven camps (Domiz 1, Domiz 2, Gawilan, Basirma, Darshakran, Kawergosk and Qushtapa). Additionally, the data reveals that female tool utilization surpassed the 10% target, with females representing 13% of all borrowers. This shows the effectiveness and inclusivity of the TSCs.

*Table 10: Number of beneficiaries utilizing the tools of the Tool Service Centers, by gender*

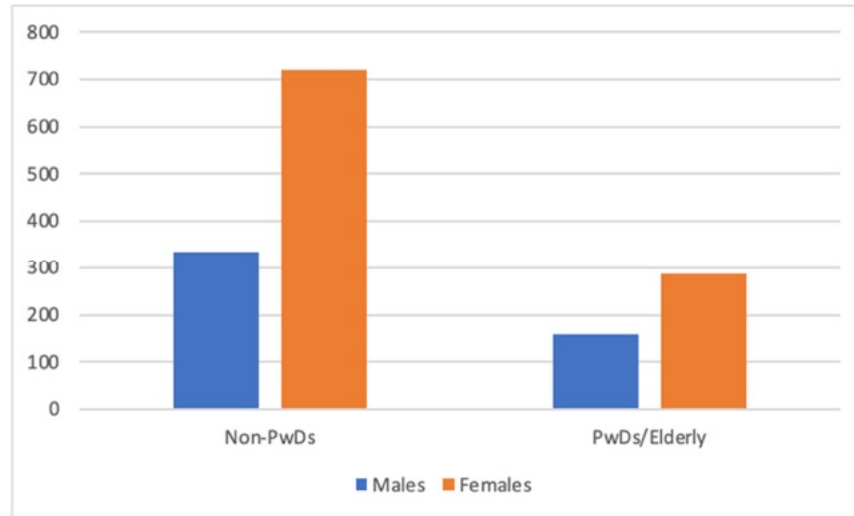
Target # of times beneficiaries utilize services of TSC	Actual # of times beneficiaries utilized services of TSC	Males	Females
8,000	18,476	16,150	2,326

“I used tools a lot because they helped me when we were upgrading my house.”  
- (P6GA, Male, 35, Worker)

#### 3.4.2. Training

Training sessions were provided in the TSCs to enable refugees to acquire valuable skills to prepare them to take advantage of employment opportunities, both inside and outside the camps. Attending these sessions also enabled refugees to transition from unskilled to skilled laborers, which helped them earn a better income. The total number of people who attended training sessions exceeded the target of 800 refugees, with a total of 1,517 participants. Among these participants, 447 had disabilities and/or were elderly (Figure 12). This data represents the number of people who attended the training sessions offered by TSCs in seven camps: Domiz 1, Domiz 2, Gawilan, Basirma, Darshakran, Kawergosk and Qushtapa. It highlights the TSCs’ commitment to inclusivity, offering training programs appropriate for vulnerable groups.

*Figure 12: Participants who attended the training sessions in the Tool Service Centers*

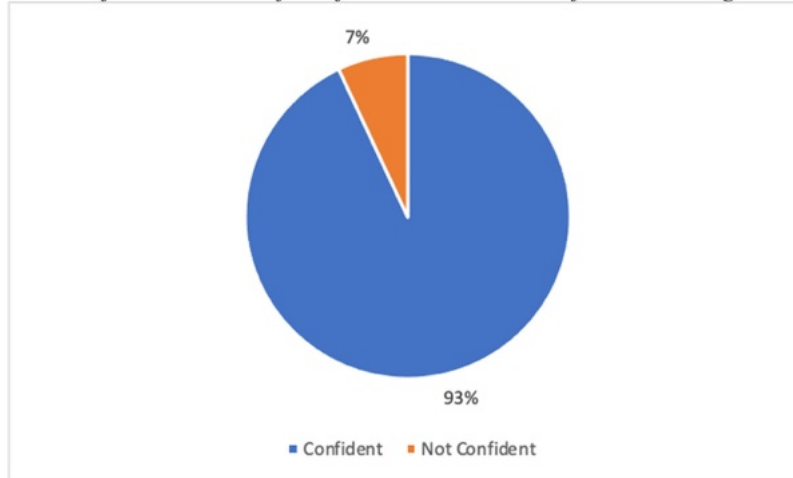


*Tool Service Center trainings in Domiz 1 Refugee Camp, Duhok*



The data revealed satisfactory learning outcomes, in which 93% of refugees reported confidence in applying newly acquired skills. In contrast, 7% of refugees reported the need for further training to better equip them with the desired skills (Figure 13).

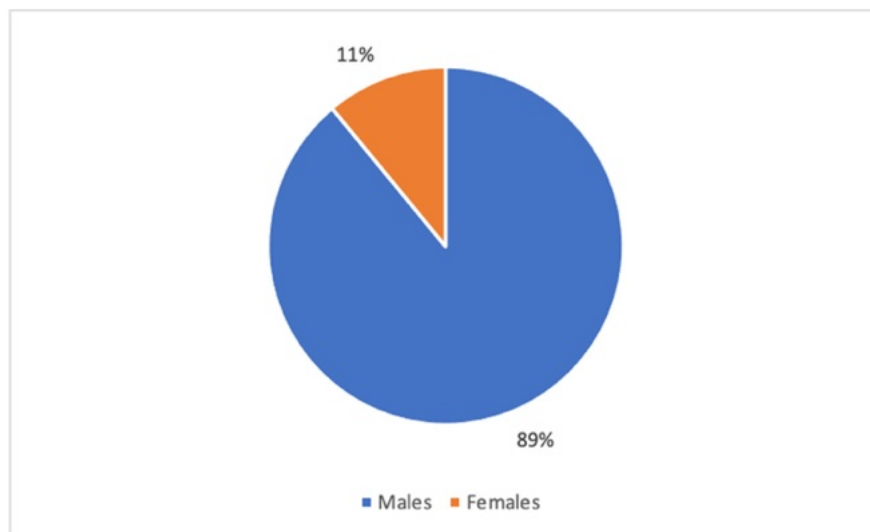
*Figure 13: Self-assessment of confidence with tools after receiving the training*



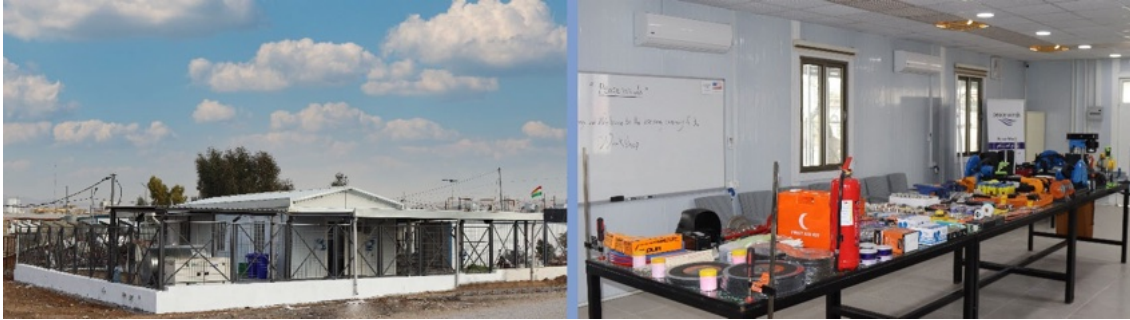
### 3.4.3. Workshops

At the time of the assessment, PW had established five workshop spaces that camp residents can use to work on various projects, such as fixing bicycles or repairing household equipment. A total of 2,245 individuals utilized these spaces in Year 1, 1,995 men and 250 women, underscoring the demand for such resources within the refugee community. This data shows the use of workshop spaces in the five camps: Darashakran, Qushtapa, Basirma, Gawilan, and Domiz 1. This response indicates that the establishment of workshop spaces has the potential to empower refugees and contribute to their skill development and self-sufficiency.

*Figure 14: Gender of people who utilized workshop spaces*



*Domiz 1 Workshop, Duhok*



## **4. Specific Activities that Impact the Success of the Project**

### **4.1. Upgrade Services**

#### **4.1.1. Shelter Upgrades**

##### **4.1.1.1. Satisfaction with Shelter Upgrades**

The shelter upgrade model has accomplished an exceptional satisfaction rate of 98%. Among the 1,293 beneficiaries responding to a question evaluating shelter upgrades, 1,266 people reported satisfaction with the services delivered by PW and 27 were unsatisfied.

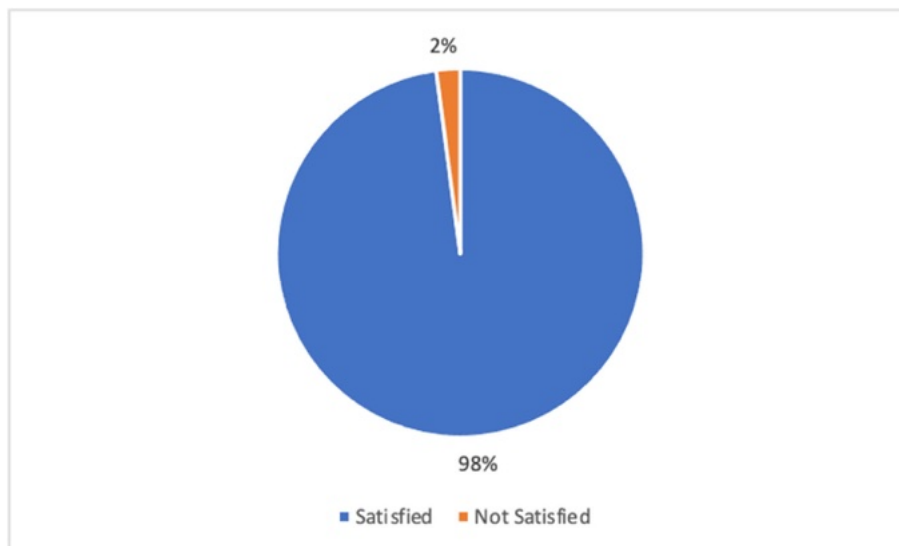
This remarkable level of satisfaction was accomplished due to multiple factors. First, the PW team worked to demonstrate respect and empathy in their interactions and communication with the beneficiaries throughout the entire process of upgrading the shelters. This compassionate approach enhanced a sense of trust and understanding, making the beneficiaries feel valued and heard. Second, the quality of materials used in upgrading shelters was high which helped in elevating the overall quality of the shelters. Third, PW focuses on managing expectations during the orientation phase, ensuring the beneficiaries are well-informed about what to expect upon completion of the upgrades.

Residents indicated that their shelters became more comfortable, cleaner, and more aesthetically pleasing. Ninety three respondents explicitly reported that the bathroom facilities in their shelters have become accessible and easier to use. Making the bathrooms accessible enables refugees with disabilities and/or elderly to use the facilities independently, without having to rely on family members for assistance. Moreover, refugees reported that installing doors for their shelters increased their sense of safety and security. This simple, yet crucial, addition not only enhanced the physical protection of the shelters, but also provided peace of mind to the families. Lastly, the CfW payments provided to residents who provided their own labor to upgrade the shelters contributed significantly to the high satisfaction rate.

“We are very satisfied with all services that you did for us, the staff were helping us and training us very well, as well as materials and cash were good”  
- (P7GA, Male, 47, Household head)

A notably small portion of refugees expressed dissatisfaction with the shelter upgrades, 27 (2%) of respondents (Figure 15). Some noted that the shower seat provided in the upgrade was a basic model that did not meet the specific needs of disabled family members. These families decided to make adjustments independently, modifying the chair so it can be utilized for both toileting and taking a shower. Another factor that apparently contributed to dissatisfaction was misunderstanding of the scope of services that would be provided, despite the staff efforts to explain the services and their utilization in advance to all beneficiaries. One factor may be that a majority of beneficiaries tend to request more services than can be provided.

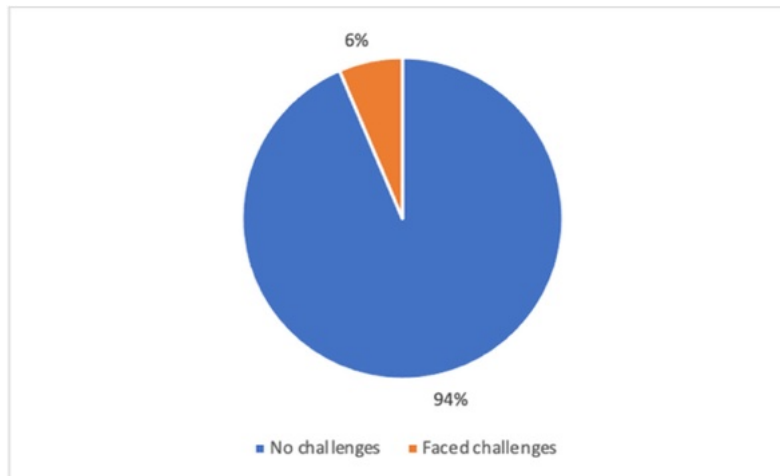
*Figure 15: Satisfaction rate with the shelter upgrade*



#### **4.1.1.2. Challenges During the Shelter Upgrade**

Ninety-four percent of refugees reported that they did not encounter any significant challenges during the process of shelter upgrade. A large proportion noted that the approach taken by PW staff helped make the upgrade a smooth and unproblematic process, followed by those who replied that they were satisfied with the timely completion of work by the hired laborers. In contrast, 6% of refugees encountered problems causing delays in completing the upgrades (Figure 16). One of the challenges faced by refugees was the lack of essential tools, such as air compressors, which were needed to complete the shelter upgrades. Although the TSCs provided all of the tools needed, the quantities may have been insufficient, leading to delays in the completion of the work.

**Figure 16:** Number of refugees who faced challenges during the shelter upgrade



*An elderly couple, both facing disabilities, at Gawilan refugee camp, Duhok*



“It was difficult to provide us the tools like compressor. We went to Tool Service Center but there was not a compressor because it was taken by others”  
- (P8GA, Female, 63, Household Head, PwD)

Additionally, the limited operating hours of the TSCs posed difficulties for refugees trying to complete the work on time. Consequently, many refugees started borrowing or renting tools from other refugees in the camp to ensure timely completion of their shelter upgrades. Weather conditions, particularly heavy rain, also caused delays.

One inconvenience that beneficiaries reported involved not being able to use their bathrooms during the upgrades. This led them to use the restrooms of their neighbors. Other challenges involved the difficulty in finding skilled labor and the high rates charged by these laborers. The lack of skilled laborers shows the importance of TSCs trainings for skilled laborers. Some laborers demanded higher wages than those set by PW staff, because they were dissatisfied



with their earnings, and the lack of expertise of some laborers led to construction-related problems. Moreover, many shelter owners faced financial constraints, hindering their ability to pay for labor and complete the upgrades effectively. In some cases, this is because they also undertook additional upgrades to their shelters on their own, beyond the scope covered by PW, such as tiling their walls and building larger rooms.

#### 4.1.1.3. Female Involvement in Shelter Upgrades

Three hundred thirty-three women participated in the shelter upgrades. Female beneficiaries reported multiple challenges such as tasks that require physical strength, including carrying blocks, plastering, demolishing, and building walls. Seven reported that their families did not allow females to work outside of home. This cultural restriction limited the work opportunities that females can access. Furthermore, several women reported that household responsibilities, such as cooking, cleaning, and caregiving for children and elderly relatives, make it difficult to dedicate sufficient time and effort to other work. Some women reported that shelter upgrades involve physically demanding tasks that are not possible to accomplish by those with certain disabilities.

In the following quote, one female refugee expressed the difficulty she faces with construction work:

“Construction work in my opinion is very difficult for women to do plastering or demolishing or build the wall”  
- (P9GA, Female, F31, Household Head)

*Shelter upgrades in Domiz 2*



Despite the challenges, women provided valuable insights and suggestions for improvement. Many of them expressed their willingness to continue working as unskilled laborers, assisting skilled laborers in tasks that better align with their capabilities.

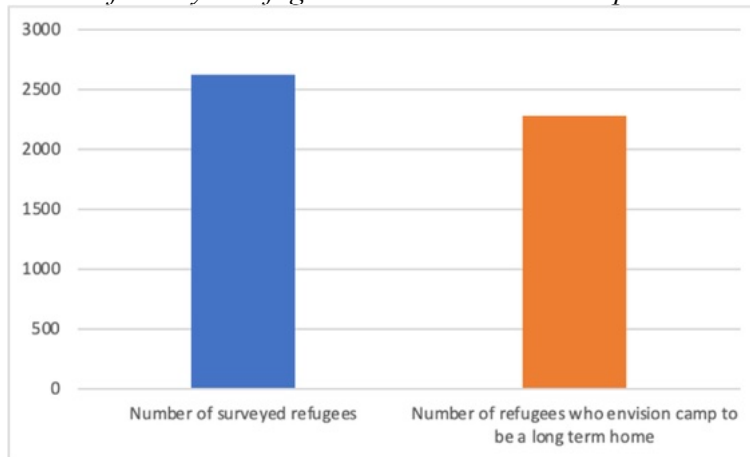
“In general, the construction work is difficult for women but we can just work as unskilled by helping in construction works”  
 - (P10GA, Female, 63, Household Head, PwD)

#### 4.1.2. Public Facilities Upgrade

Having lived in the camps for a very long time, many residents have naturally come to view these spaces as more than just temporary accommodations. Out of 2,624 survey respondents, 2,280 (87%) consider the camp to be their long-term home (Figure 17). There are several reasons contributing to this trend including the absence of alternative accommodations, the availability of cost-free services within the camp, limited income, challenging circumstances, mandatory military service, insufficient job prospects if they return to Syria, concerns for safety in Syria, improved educational opportunities for children, increased employment avenues, intentions to immigrate, and the prospect of enhanced living conditions in the Kurdistan Region of Iraq (KRI).

In contrast, 334 (13%) respondents do not view the camp as their future home. Their reasons include lack of job opportunities inside the camp, low income, and preference to emigrate to Western countries, mostly to get medical treatment and to escape the challenging living conditions in the camp. Additional factors include the aspiration of returning to Syria, a feeling of insecurity, and a desire to improve their quality of life.

**Figure 17:** Number of surveyed refugees who consider the camp to be their future home.



#### 4.2. Cash for Work

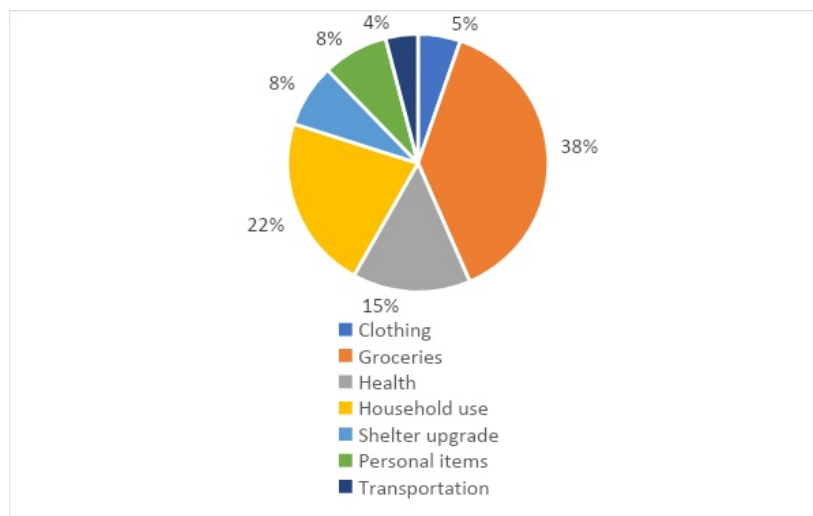
Respondents spend income earned through the CfW model for various essential needs (Figure 18). As expected, groceries represented the highest category of expenditures for which CfW income was utilized, indicating that the CfW model increased food security of households. The second highest category of expenditures was household items, such as air conditioners, TVs, and refrigerators, meaning that respondents used their income to create a more comfortable living environment.

Healthcare expenses were also among the top categories of expenses. Fifteen percent of beneficiaries reported spending the earned income to purchase medicine and healthcare, especially for household members who suffer from disabilities or chronic health conditions.

“I have a family member at home who needs medicine and checkup from time to time.”  
- (P11GA, Male, 34, Worker)

Personal items and shelter upgrades were equally reported by beneficiaries. Eight percent of beneficiaries reported using the earned income to purchase personal items to meet daily needs, with expenditures primarily being used on essential needs. Similarly, 8% of beneficiaries reported spending their CfW income to further improve their shelters. This involved hiring daily workers and purchasing extra construction materials. Finally, clothing and transportation expenses were reported by 5% and 4% of beneficiaries, respectively. These beneficiaries mentioned that proper clothing ensured their comfort, while transportation helped them access job opportunities outside of camps.

**Figure 18:** Expenditure of Cash for Work income, by category



Beneficiaries reported that the duration for which the income of CFW lasted ranged from two days to four weeks. Multiple factors influenced how long the income lasted, such as the amount of income, family size, the presence of disabled or elderly family members, the total number of family members working, and whether they had debts to pay.

Some beneficiaries reported that their income was sufficient for two to three days, while others reported that it covered two to four weeks of expenditures, enabling them to plan and manage their finances more effectively.

“(I could) pay a lot of debts and the rest of the money lasted for about 2 weeks.”  
- (P12GA, Male, 47, Worker)

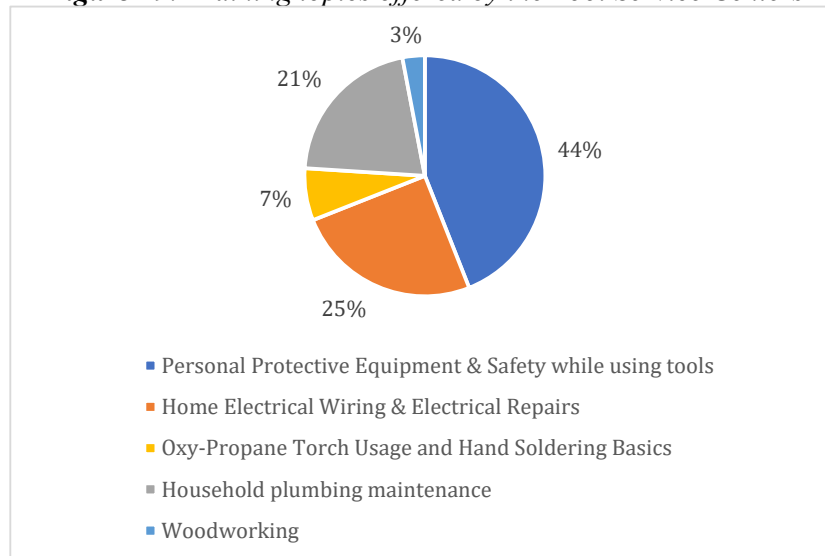
### 4.3 Tool Service Centers

#### 4.3.1. Training topics & Applications

Of all training courses, “Personal Protective Equipment (PPE) and Safety while Using Tools” had the highest participation, with 750 attendees, of which 469 were females. Meanwhile, 415 people attended trainings on “Home Electrical Wiring & Electrical Repairs,” 350 took trainings on “Household Plumbing Maintenance,” 126 participated in trainings on “Oxy-propane Torch Usage and Hand Soldering Basics,” and 54 attended trainings on “Woodworking.”

The high rate of female participation suggests that the TSCs have empowered females by equipping them with construction-related skills to access job opportunities and earn income. Notably, 30% of the refugees who took part in the training, i.e., 447 individuals, were also either people with disabilities or elderly individuals. The trainees conveyed that the training provided them with essential skills that boosted their self-confidence as well as self-reliance.

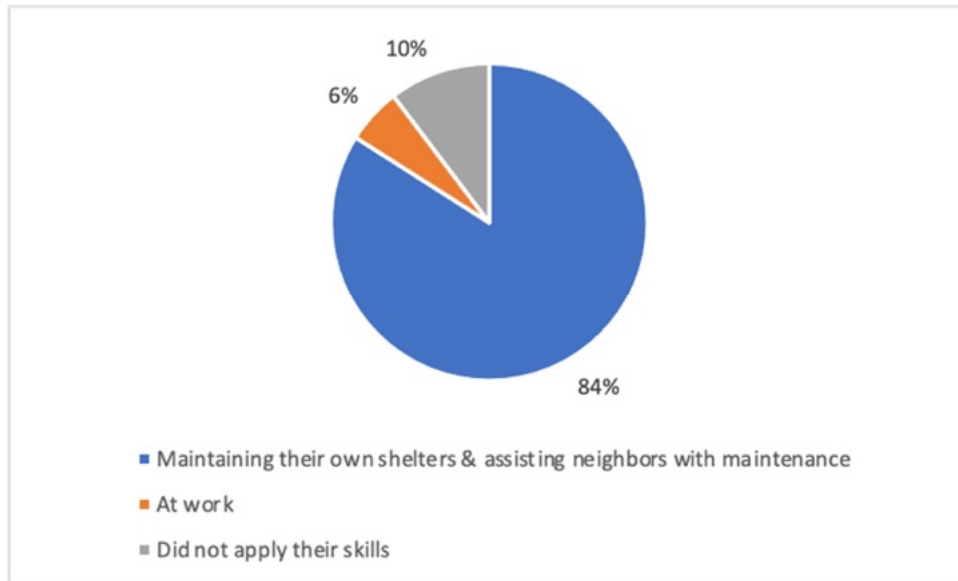
**Figure 19:** Training topics offered by the Tool Service Centers



“Because you make me believe in myself.”  
 - (P13GA, Female, 50, Household member, PwD)

An impressive 84% of beneficiaries, 1,484 individuals, utilized their expertise to maintain their own shelters or assist people in nearby shelters with maintenance. Another 100 respondents (6%) utilized their skills at work. Additionally, 183 individuals (10%), reported that they did not have the opportunity to use their skills yet, due to family responsibilities, advanced age, dependence on male household members for essential maintenance tasks, and health-related obstacles.

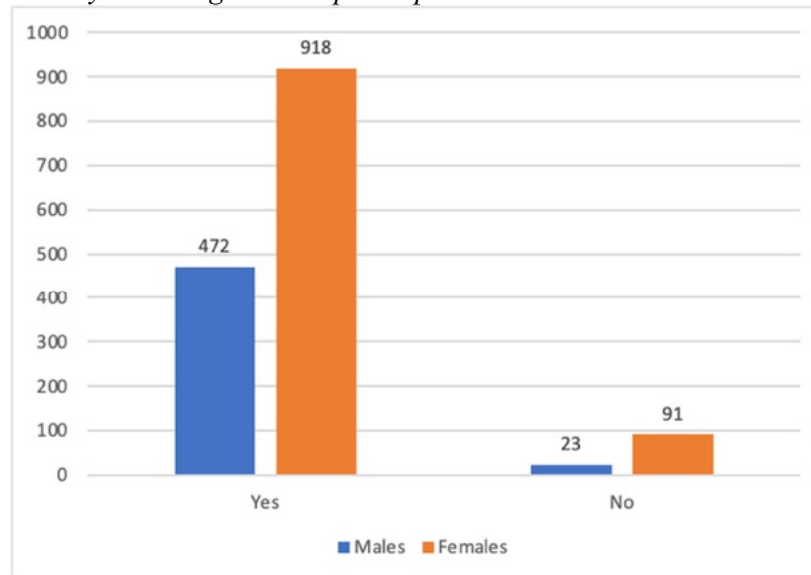
*Figure 20: Utilization of newfound skills in daily life*



#### 4.3.2. Participation motivation

The majority of beneficiaries received encouragement from their family members to participate in the TSC training sessions. As seen in Figure 21, 472 male refugees mentioned that their family provided them with encouragement. The specific reasons for their family's support were the courses' potential to foster independence, access to job opportunities, enable shelter repairs, and acquire new skills.

*Figure 21: Family encouragement to participate in Tool Service Center training sessions*



*Female participant engages in training sessions offered by Tool Service Center.*



Out of 1,009 female refugees, 918 were encouraged by their families to attend the training sessions. Among these families, 69% were motivated by the prospect of gaining new skills, 23% valued the sense of independence provided by the training, and 6% appreciated the ability to maintain their own shelters. For some female refugees who are widows or have disabled spouses, these training courses offered a pathway to financial independence, enabling them to contribute to their families' well-being and support.

“Because my husband is disabled so he encourages me to be independent.”  
 - P14DO2, Female, 45, Household Head)

“Because they (my family) want me to become independent skilled worker.”  
 - P15DO2, Male, 46, Household Head)

Moreover, two female refugees mentioned the usefulness of training sessions in acquiring new skills that could be utilized in their own future projects or ventures. The strong support from family members and the recognition of the trainings' potential for empowerment and economic opportunities indicate the positive impact of the TSC program on the lives of the refugees.

### 4.3.3. Transitioning from unskilled to skilled laborers

Further investigation shows the way that the TSCs empowered refugees, especially unskilled laborers, by equipping them with relevant construction-related skills and therefore helping them to become skilled laborers. To evaluate this, we conducted telephone interviews with four males in Domiz 2 camp and one female in Gawilan camp. Two of the male interviewees reported becoming skilled in latrine and shower cement plastering and sanitation work. During the telephone interviews, these respondents explained that in addition to the training sessions, engaging in work opportunities and applying the new skills allowed for incremental skills development. They reported that their transition from unskilled to skilled laborers was due to a motivation to improve living conditions and the understanding that continuous skills development leads to generating more income.

The remaining three refugees reported that they were still working as unskilled laborers. The female interviewee reported that longer training sessions (i.e., more hours of training) might better help her to become a skilled laborer. On the other hand, a male interviewee stated the lack of time, due to the need to work long hours every day, has not allowed him to attend training and develop his skills. Another reported that illness hindered him from attending training sessions. It is worth noting that, while he did not report his specific illness, PW staff has taken measures to ensure the accessibility of the training sessions by those who suffer from different types of disabilities, such as reported in section 3.4, and as a result 29.7% of training participants were elderly and people with disabilities.

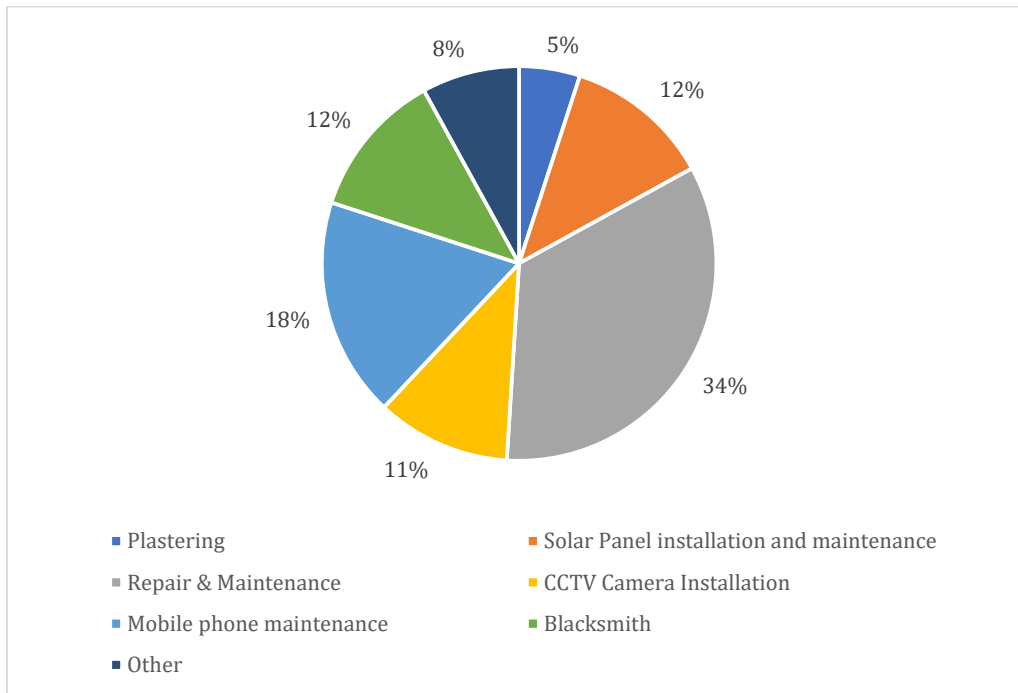
### 4.3.4. Additional training preferences

The data gives insights into which training topics refugees believe could have the most practical applications in their lives and potentially lead to income-generating opportunities (Figure 22). Out of 1,504 refugees, 34% of refugees expressed a strong preference for “Repair and Maintenance of Home Appliances” as their desired training topic. Following closely, 18% of refugees opted for “Mobile Phone Maintenance.”

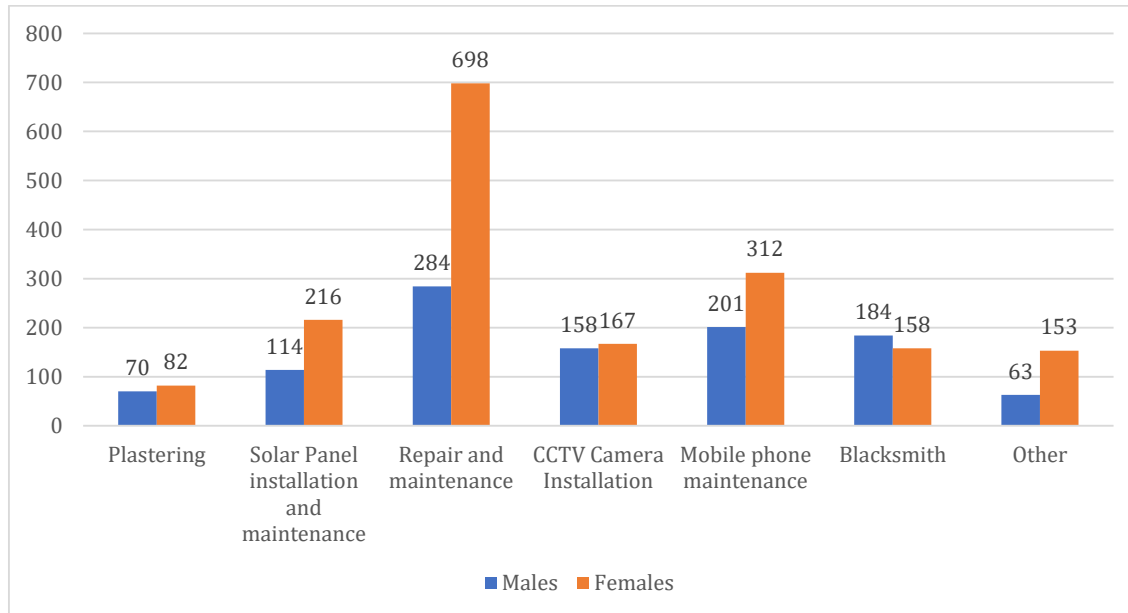
The next desired training subject was “Blacksmithing,” which was reported by 12% refugees, while 12% of refugees were interested in “Solar Panel Installation and Maintenance.” Furthermore, 11% of refugees expressed interest in having “CCTV Camera Installation” skills, while 5% of refugees expressed interest in “Plastering.” The interest shown by female refugees in choosing professions like blacksmithing and plastering, which have traditionally been perceived as male-dominated industries, is notable and highlights their determination and adaptability. Figure 23 compares training preferences between women and men.

The “other” category, which was chosen by 8% of the refugees, provides interesting insights into their preferred training topics beyond the predefined topics. This group of female and male participants expressed their interest in learning sewing, make-up application, cooking/baking, nursing, driving, car maintenance/repair, barbering, painting, first aid, bedroom construction, and electrical work skills.

**Figure 22: Additional training topic preferences among refugees**



**Figure 23: Training preferences, by gender**





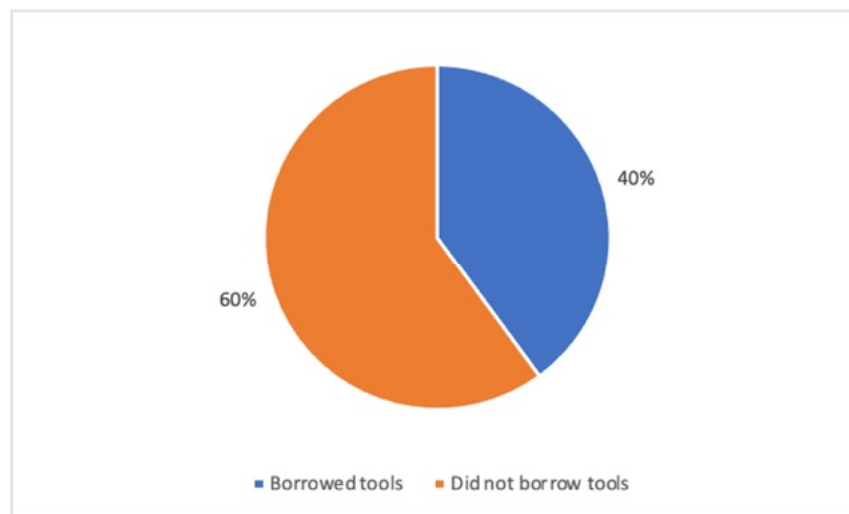
## 5. Measuring Sustainability

### 5.1. Cash for Work and Tool Service Center Models

#### 5.1.1. Laborers Utilizing TSC Tools

The TSCs have played an important role in assisting CfW laborers in two significant ways. Firstly, the TSCs have provided them with the necessary tools required to support them with job opportunities offered through the CfW model. Secondly, the TSCs offered training to the laborers on how to effectively and safely use these tools. Out of 2,113 laborers participating in the CfW model, 40% (844 laborers) found it beneficial to borrow tools from the TSCs to complete construction work inside and outside their households (Figure 24). These tasks included roof repair, floor tiling and skirting, cement plastering, iron gutter installation, electrical wiring, and repairs to doors and windows.

*Figure 24: Laborers who borrowed tools from Tool Service Centers*



The fact that almost half (44 out of 94) of disabled laborers borrowed tools from the TSCs showcases the positive impact of the TSCs on this vulnerable population. Additionally, this demonstrates the initiative's commitment to inclusivity and accessibility, ensuring that all laborers, regardless of their physical abilities, have access to the necessary tools for their work.

As expected, more male laborers (740) borrowed tools from TSCs than female laborers (104), as seen in Figure 25. This can be attributed to perceptions that construction is traditionally a male-dominated field, often involving tasks that require physical strength.

**Figure 25: Gender of laborers borrowing Tool Service Center tools**

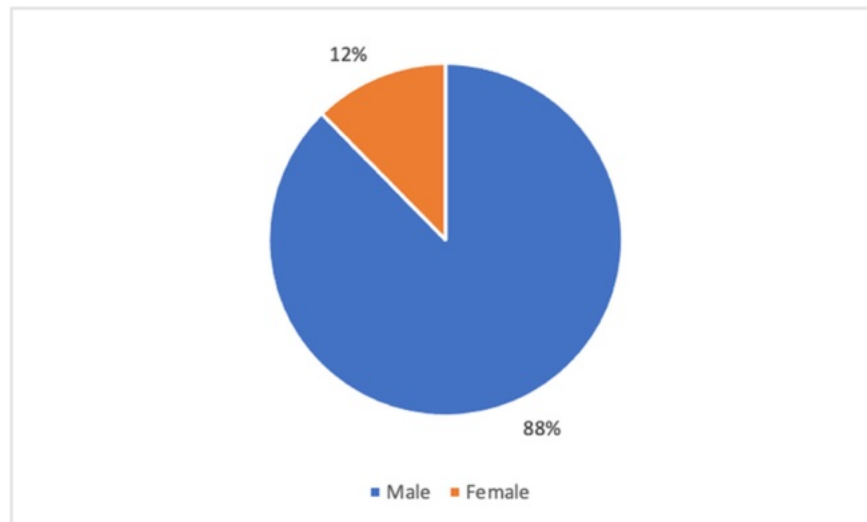


Table 11 shows the age groups of CfW laborers who borrowed tools from the TSCs. TSCs only lend to adults over the age of 18, and tools were borrowed by a variety of age groups, ranging from 18 to 89 years old, which indicates the accessibility of the TSCs to all age groups. The majority of borrowers fell into the 20 to 49 years old age range. This finding aligns with the expectation that younger laborers were more involved in construction work because of their physical ability to carry out multiple tasks, which led them to borrowing more tools. Still, 70 refugees between 60 and 89 borrowed tools from the TSCs to perform own construction work in their homes. This shows that the TSCs not only offer services to a specific age group, but also extend their services to those who are relatively older. By serving these older refugees, the TSCs are highlighting their commitment to inclusivity and skill development for a diverse range of individuals. When PW staff noticed that some refugees could not visit the TSC on their own, they brought tools directly to their shelters:

“One time they delivered the tools to me because I couldn’t do it myself, and it made me feel happy.”  
 - (P16D2, Female, 56, KII)

*A woman borrowing tools from the Tool Service Center*



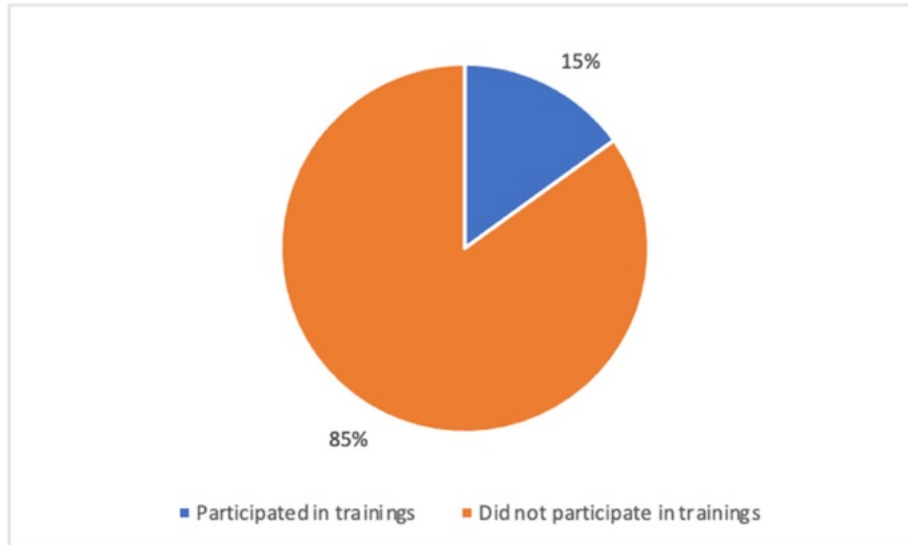
**Table 11: Age of Cash for Work laborers borrowing Tool Service Center tools**

Age	Number of CfW laborers borrowing TSC tools
18-19	31
20-29	193
30-39	249
40-49	206
50-59	95
60-69	67
70-79	2
80-89	1

### 5.1.2. Laborer Participation in Trainings

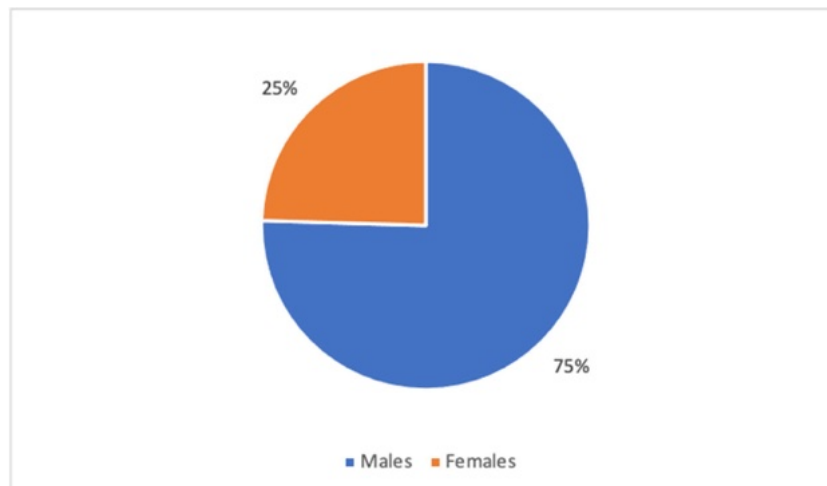
Out of the total population surveyed (2,113 CfW laborers), 318 (15%) actively participated in the TSC training programs, indicating a willingness to invest in their personal and professional development. On the other hand, a significant number of laborers 1,795 (85%) did not take advantage of the TSC training opportunities (Figure 26). This is likely because they already had the required skills to work as laborers. (It is worth noting that PW conducted extensive surveys that included even those not attending the training sessions in order to identify the skills for which trainings were most desired.)

*Figure 26: Participation in Tool Service Center trainings*



Out of the 318 CfW laborers who participated in TSC training courses, 240 (75%) were men, while 78 (25%) were women (Figure 27). This suggests that there is a significant gender difference in accessing training opportunities. This is attributed to various factors, including societal norms, cultural barriers, and the belief that construction work is for males. These presumably discouraged women from developing skills and career advancement opportunities in the construction field.

*Figure 27: Gender of laborers attending trainings*



Among the 31 young CfW laborers aged 18-19 who borrowed tools, 13 participated in the TSC trainings, showcasing the interest of young workers in skills development and career advancement. As the borrowers' ages increase, there is a consistent pattern of participation, with 70 laborers in the 20-29 age range attending trainings, 90 laborers in the 30-39 age range enrolling, and 69 laborers in the 40-49 age range participating in trainings (Table 12). However, after the age of 50 years old, the proportion attending trainings decreases. There were 43 laborers in the age group of 50-59, 31 laborers in the age group of 60-69, and only 2 laborers in the age group of 70-79 who attended the training.

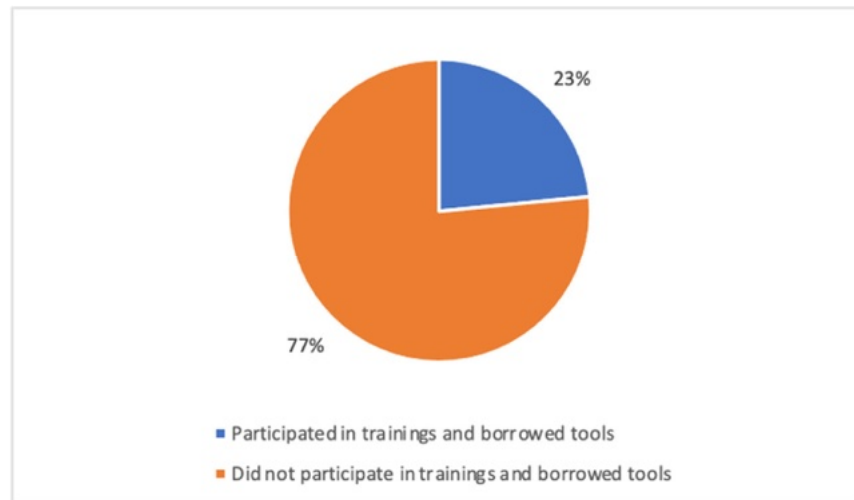
**Table 12:** *Age of Cash for Work laborers attending Tool Service Center trainings*

Age	Number of laborers attended trainings
18-19	13
20-29	70
30-39	90
40-49	69
50-59	43
60-69	31
70-79	2

Out of the total population surveyed (2,113 CfW laborers), 198 (9%) participated in TSC training and also borrowed tools from the TSCs (Figure 28). By attending training sessions and borrowing tools, they demonstrate a strong commitment to enhancing their skills and capabilities. Furthermore, this opportunity can facilitate their transition from unskilled laborers to becoming skilled professionals.

Meanwhile, a larger group of 646 (30%) laborers did not participate in the TSC trainings but still borrowed tools from the centers. The reasons for the choice to forego training opportunities may include having prior experience or learning from peers or family members.

**Figure 28:** Cash for Work laborer participation in Tool Service Center trainings and tool borrowing



## 5.2. Tool Service Center & Shelter Upgrade Models

### 5.2.1. Role of TSCs in Shelter Upgrades

The TSCs played a crucial role in supporting the shelter upgrades by offering training programs aimed at equipping refugees with the necessary construction skills and providing access to essential tools through short-term borrowing methods. The TSC model empowered refugees to work independently and maintain their shelters over time, leading to cost savings as they no longer require hiring additional laborers. Moreover, the skills gained during these programs unlock potential opportunities for future paid work.

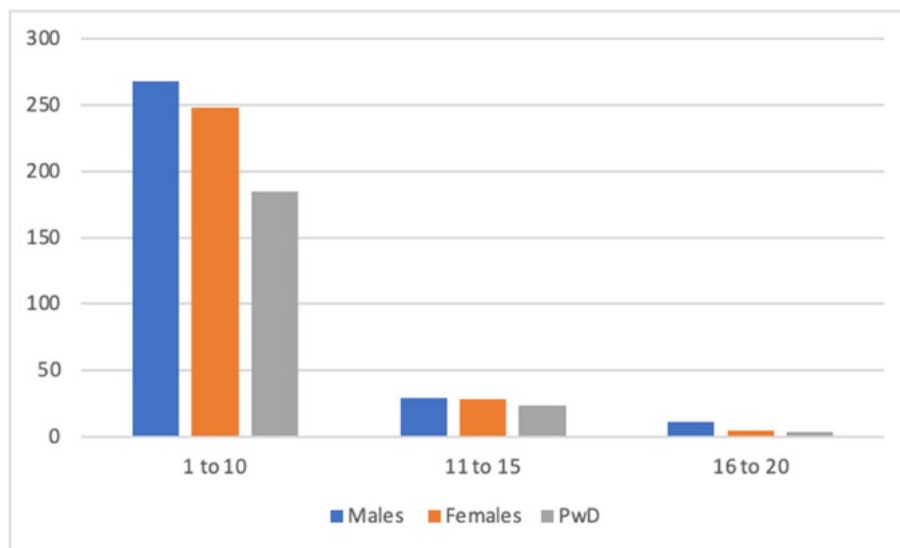


A survey of 1,380 camp residents was conducted and, of them, 516 respondents reported visiting the TSCs between one and ten times each (Figure 29). This included 248 women and 268 men. This gender balance suggests that an inclusive environment has been nurtured in the TSCs, enabling both genders to access and benefit from the training programs and resources equally. Notably, 185 members (13%) of this group consisted of people with disabilities/elderly, showcasing the TSCs' mission of empowering vulnerable members of the refugee community.

Another 57 refugees reported that they have visited the TSC between 11 and 15 times since its establishment. This group includes 28 women and 29 men. Notably, 23 (40%) of them are people with disabilities/elderly.

Another 16 camp residents showed even a higher level of engagement, having attended the TSC and its workshops between 16 and 20 times. This included five women and 11 men, including four people with disabilities/ elderly. These statistics demonstrate the positive impact and popularity of the TSCs among the refugee community, particularly among people with disabilities/elderly.

**Figure 29:** Visits to the Tool Service Centers and engagement in workshops, by gender



### 5.2.2. Utilization of TSCs’ Tools & Training in Shelter Upgrades

In the survey of TSC usage, refugees were asked whether they borrowed TSC tools for their shelter upgrades. The findings showed that a significant number, 534 out of 589 respondents who reported borrowing tools, used them for this purpose. This includes 244 women and 290 men, as well as 193 individuals who are elderly and/or have disabilities. (Only a small minority of the surveyed refugees, 55 out of 589—37 women and 18 men—reported visiting the TSC and borrowing tools for other purposes.) Overall, the data highlights the inclusivity of the TSC model in addressing the needs of a diverse population with different needs and vulnerabilities.

In the period from 2020 to 2022, tools were borrowed a total of 78,219 times for various needs such as upgrading public facilities and shelters. However, in just the first 10 months of the project year starting in September 2022, 48,820 tools were utilized, already 62% of the usage of the two preceding years. During the previous two years (2020-2022), there were 6 TSCs, and 2,390 shelters and 68 public facilities were upgraded in six different camps. In contrast, there are seven TSCs this project year, yet only 613 shelters and 43 public facilities were upgraded in two camps. Remarkably, despite the significant reduction in the number of upgrades, tool usage has been accelerating, highlighting the importance of TSCs in supporting shelter and infrastructure upgrades in the camps.

**Figure 30: Breakdown of respondents borrowing Tool Service Center tools**

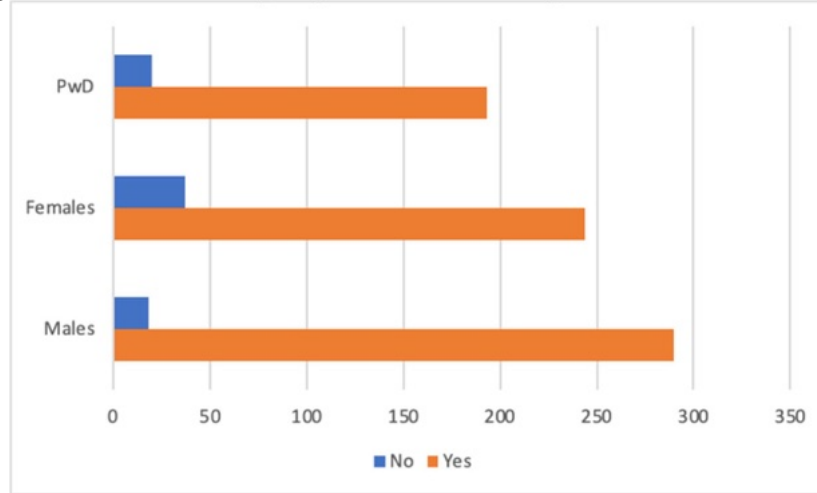


Table 13 shows the responses gathered when inquiring about the skills employed by refugees for upgrading shelters. The findings indicate that they utilized their abilities for different tasks such as cleaning and demolition, debris removal, masonry work, window and door installation, ceramic floor tiling, toilet/sanitation installation and repair, roof (welding), and electrical work. Respondents comprised 93 women and 44 men, including 37 individuals who identified as being elderly and/or people with disabilities.

**Table 13: Skills utilized during the shelter upgrade process**

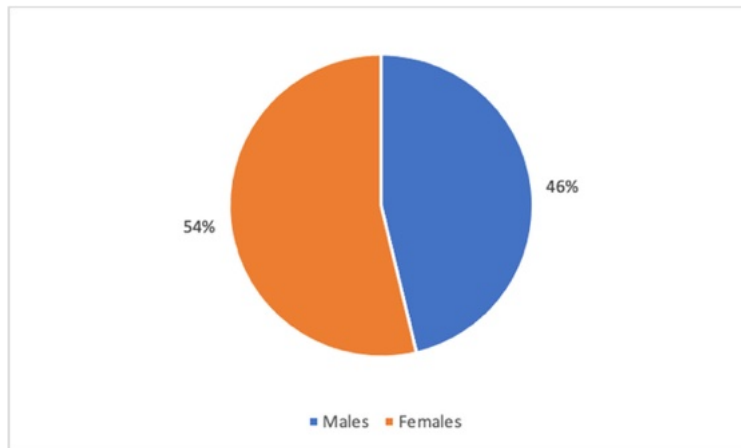
Skills	Males	Females	PwD/elderly
Toilet/sanitation installation & repair	22	60	14
Demolition & debris removal	5	12	7
Roof work (Welding)	5	6	4
Door installation	6	5	4
Window installation	5	3	4
Masonry work	0	4	1
Electrical work	1	2	3
Ceramic floor tiling	0	1	0

### 5.2.3. Utilization of TSCs’ Tools & Training in Public Facility Upgrades

CfW laborers also utilized TSC tools when upgrading the public facilities. Of the survey respondents, 227 indicated that they used TSC tools for this purpose, including 122 women and 105 men (Figure 31). The fact that 122 women utilized tools for this reason underscores their active participation in the TSC activities and also their willingness to contribute to the enhancement of public facilities. Additionally, out of the 227 refugees who utilized the tools, 149 of them were people with disabilities/elderly. This also highlights the effectiveness of the TSCs in providing the tools that are accessible.



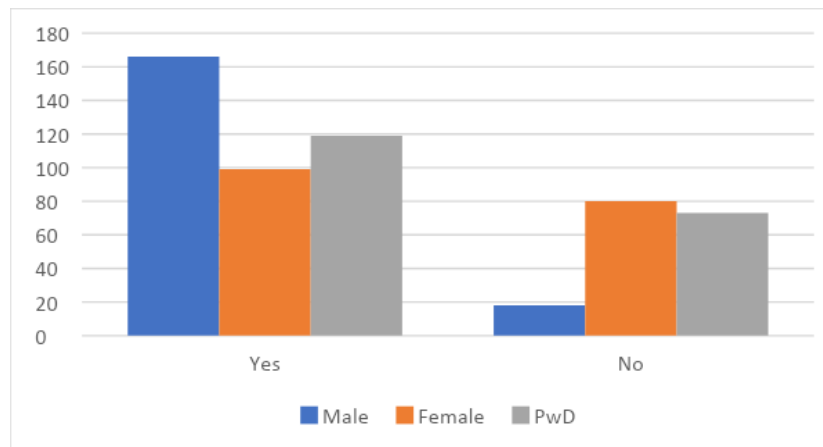
**Figure 31:** Tool Service Center tool usage for public facility upgrades, by gender



Of the respondents who reported utilizing TSC tools, 265 felt confident in using these them, while 98 refugees were not fully confident (Figure 32). A significant proportion of those who reported not feeling confident, 80 individuals, are women and 18 are men.

Furthermore, the finding showed that the majority of individuals who lacked confidence were individuals with disabilities/elderly, comprising 73 respondents. This highlights the physical challenges that these individuals may face when utilizing the tools.

**Figure 32:** Borrowers who felt confident using Tool Service Center tools



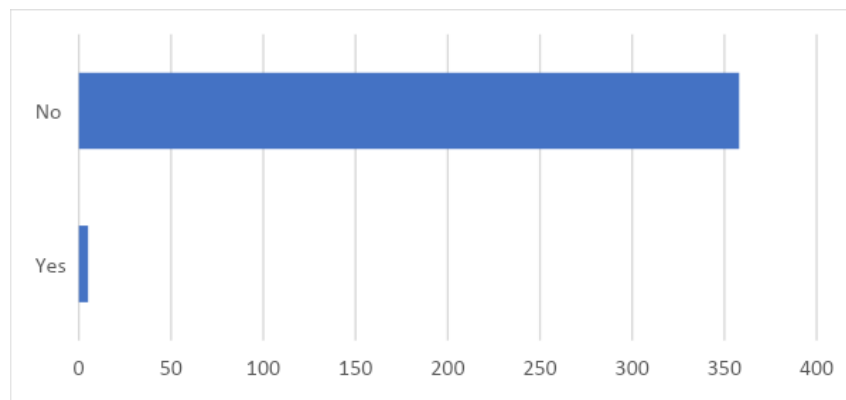
Among the respondents who have not borrowed tools, 57 explained that male family members (such as husbands, brothers, and sons) or hired laborers were using tools on their behalf. Additionally, 13 respondents revealed that they were not confident using the tools because of they were elderly, have a disability, or are unwell. Meanwhile, 26 participants mentioned their lack of familiarity with operating tools, and two noted that they lacked sufficient training, underscoring the need for expanding training opportunities.

**Figure 33:** *Reasons why refugees did not feel confident using tools*



In response to inquiries about challenges faced in borrowing TSC tools, 358 refugees indicated they had no problems, whereas five respondents, including three men and two women, reported encountering challenges. All five individuals who faced challenges identified as people with disabilities/elderly.

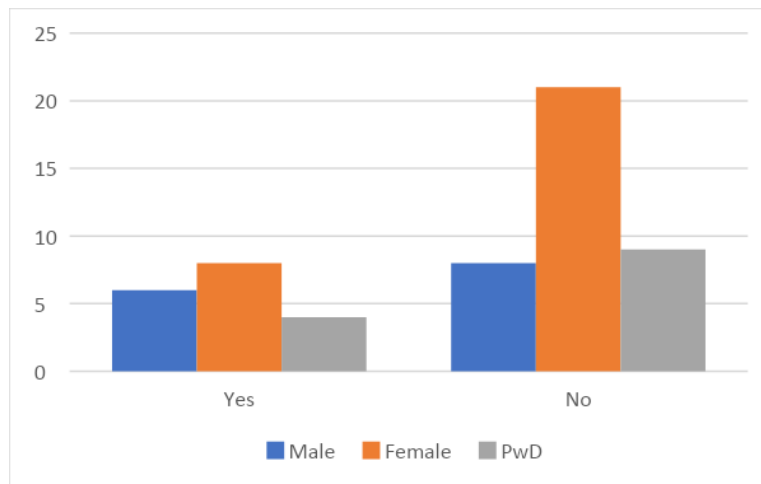
**Figure 34:** *Respondents reporting challenges in borrowing Tool Service Center tools*



Of the five individuals who reported challenges, four cited the limited time frame for tool usage, highlighting the need to return the tools by 4 pm. One other mentioned the scarcity of tools, as the particular tool they required was already being borrowed by another individual.

In response to a query about utilizing the skills acquired from TSC trainings, 14 refugees responded that they used the skills they learned as CfW laborers on public facility upgrades, while 29 other refugees involved in the public facility upgrades indicated that they did not use skills from a TSC training course.

**Figure 35:** No. of refugees who made use of skills gained during public facility upgrades



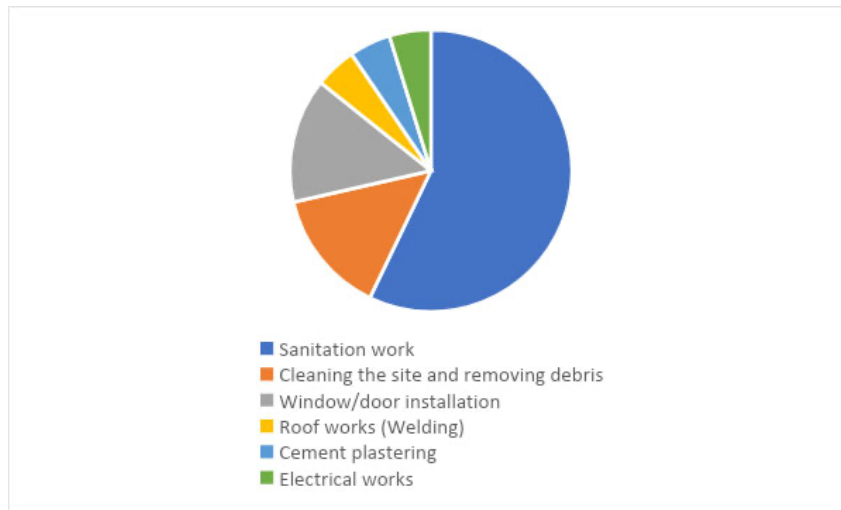
Among those who reported utilizing TSC training skills for public facility upgrades, 12 individuals specified that they employed skills acquired from “Sanitation Work Training.” Additionally, three refugees applied knowledge gained from trainings on demolition and site cleaning, while another three used skills acquired from trainings on door and window installation. One refugee utilized welding skills acquired for roof work, and one had training in cement plastering. Furthermore, one individual utilized skills acquired from a training course on electrical work.

*A person with a disability is waiting for improvements to their latrine and shower, ensuring accessibility for person with disabilities.*



These findings highlight the significance of the public facility upgrades that require diverse specialized skills, underscoring the transformative potential of training for refugees, not only empowering them to work on public facility upgrades but also providing avenues for income generation. Recognizing and nurturing this synergy between skill development and facility enhancements fosters inclusive, prosperous communities.

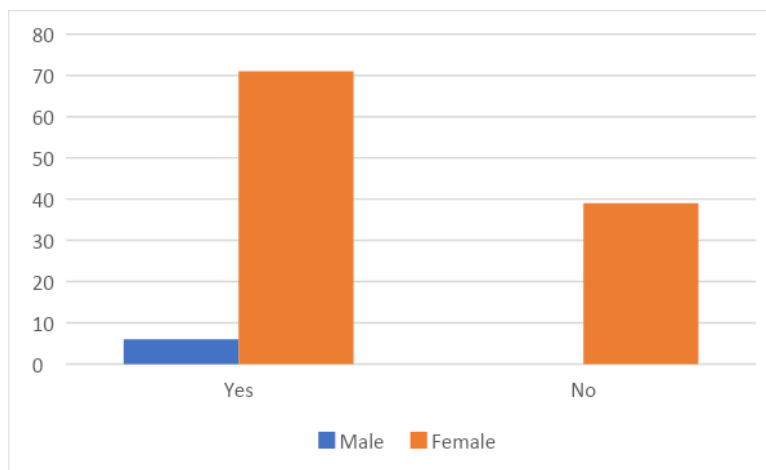
**Figure 36:** Tool Service Center training skills applied by refugees during public facility upgrades



#### 5.2.4. Saving Money

Participants in TSC training courses have been effectively applying the skills they gained to upgrade their own shelters, leading to cost savings. By independently completing various maintenance tasks, they managed to avoid the expenses associated with hiring laborers to do the work. Additionally, women without men in the household regularly utilized the skills that they gained from TSC training in order to fix shelter-related issues. This empowerment allowed them to independently resolve problems, eliminating the need to hire external workers for assistance. Out of the 116 surveyed refugees, 66% reported experiencing significant financial gains from applying the newly gained skills through the TSC training (Figure 37). This includes six men and 71 women, who applied their skills to tasks like installing shelves, constructing kitchen units, welding doors, repairing water taps, and handling electrical repairs. Notably, they also helped their neighbors with their shelters, showcasing their ability to contribute positively to their community with their newfound expertise.

**Figure 37:** Number of refugees who reported saving money due to Tool Service Center training skills



*Refugee Beneficiary Receiving Cash for Work, Domiz 2 Refugee Camp, Duhok*



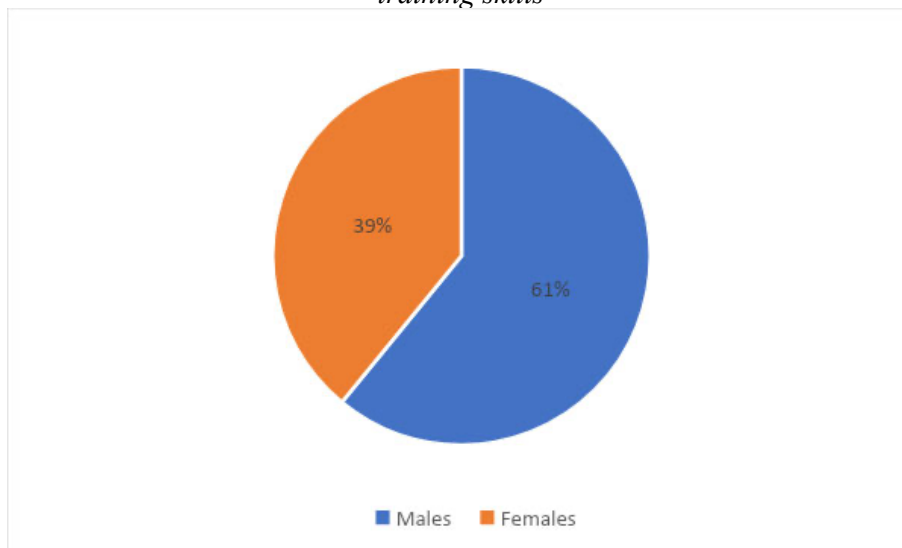
“Because now we do not need the help from others to repair our house.”  
- P18D2, Female, 57, Laborer, PwD

### 5.3. Cash for Work and Shelter Upgrade Models

#### 5.3.1. CfW Laborers Upgrading their Own Shelters

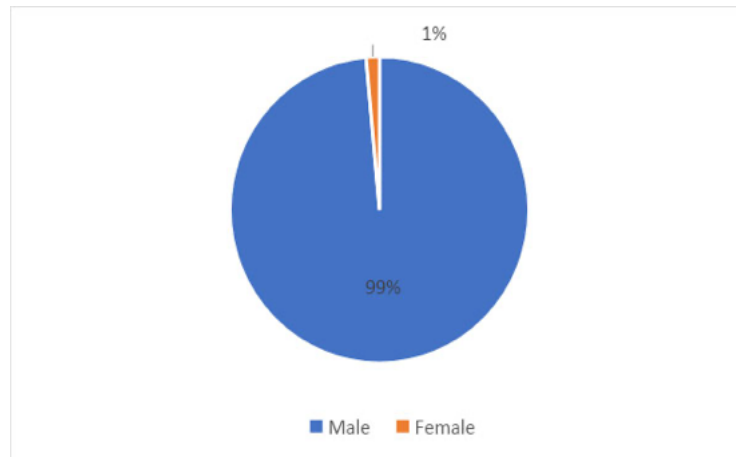
A total of 928 refugees participated in the CfW program to upgrade their personal shelters. Within this group, 801 refugees worked as unskilled laborers. This included 488 men (61%) and 313 women (39%), as seen in Figure 38.

**Figure 38:** *Number of refugees who reported saving money due to Tool Service Center training skills*



Two hundred eighty refugees worked as skilled laborers, including 276 men (99%) and 4 women (1%), as seen in Figure 39. The limited number of female refugees participating in skilled labor can be attributed to (i) the male-dominated nature of construction work, along with (ii) the physically demanding nature of many tasks.

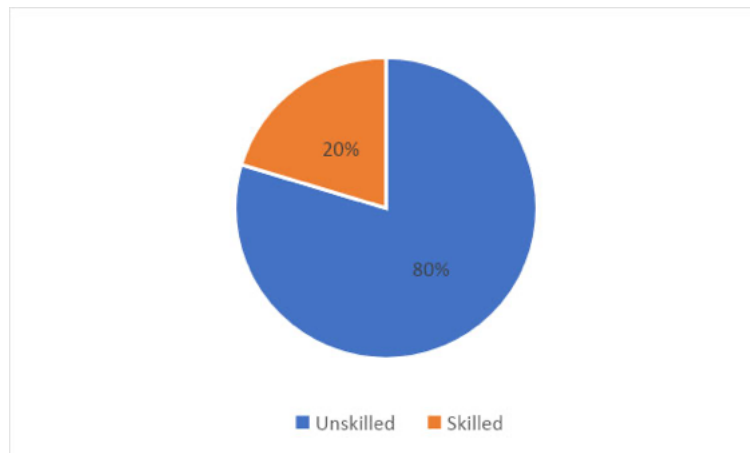
**Figure 39:** Skilled Cash for Work laborers who upgraded their own shelters, by gender



In total, refugees were employed for a cumulative 4,022 days upgrading their own shelters. Of these, 3,204 days were classified as unskilled days and 818 were classified as skilled days.

Refugees expressed positive feedback after being given the chance to improve their own shelters, which has instilled in them a sense of independence and pride:

**Figure 40:** Total number of skilled and unskilled work days upgrading own shelters



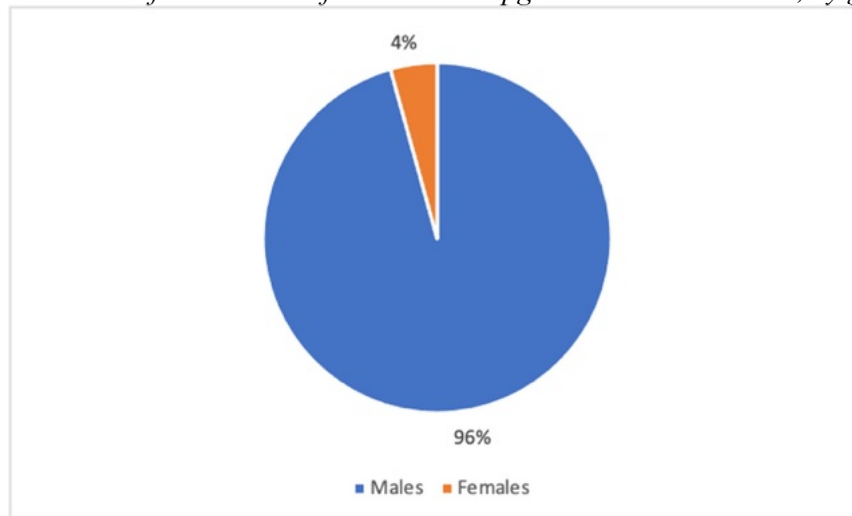
“Now it (the shelter) is much bigger, and we are 7 people, and now we have a very comfortable & cleaner space. If they did not support us, we could not make this change, thus we are grateful.”  
- (P19GA, Female, 26, KII)

“Because I worked for my house and I wanted to develop my space, I really felt pride and enjoyed it. It is always fun to work for yourself.”  
- (P20D2, Female, 44, KII)

### 5.3.2 CfW Laborers Upgrading Others’ Shelters

A total of 1,364 refugees participated in the CfW program to upgrade the shelters of other camp residents. Within this group, 648 worked as unskilled laborers. This number includes 620 males (96%) and 28 females (4%).

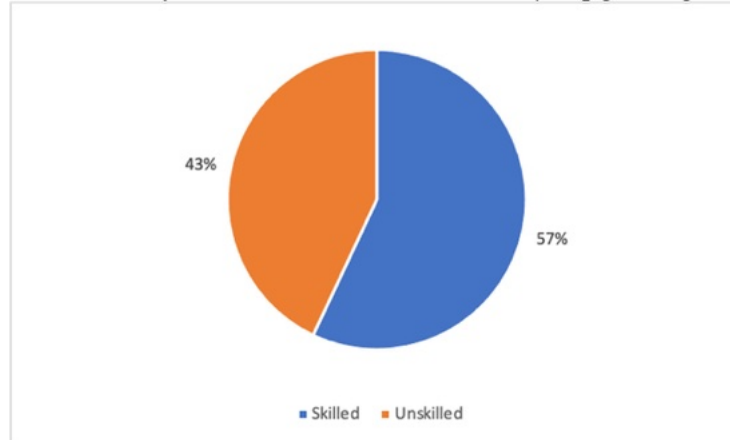
*Figure 41: Cash for Work beneficiaries who upgraded others’ shelters, by gender*



In total, 1,094 camp residents worked as skilled laborers. All were men. The lack of women among this group is due to the cultural barriers that prevent them from working in the shelters of others, especially conducting tasks that are perceived more appropriate for males.

In total, refugees worked 9,315 days upgrading the shelters of others in camps. Out of this total, 5,311 were skilled work days and 4,004 were unskilled work days.

**Figure 42:** Total number of skilled and unskilled work days upgrading shelters of others



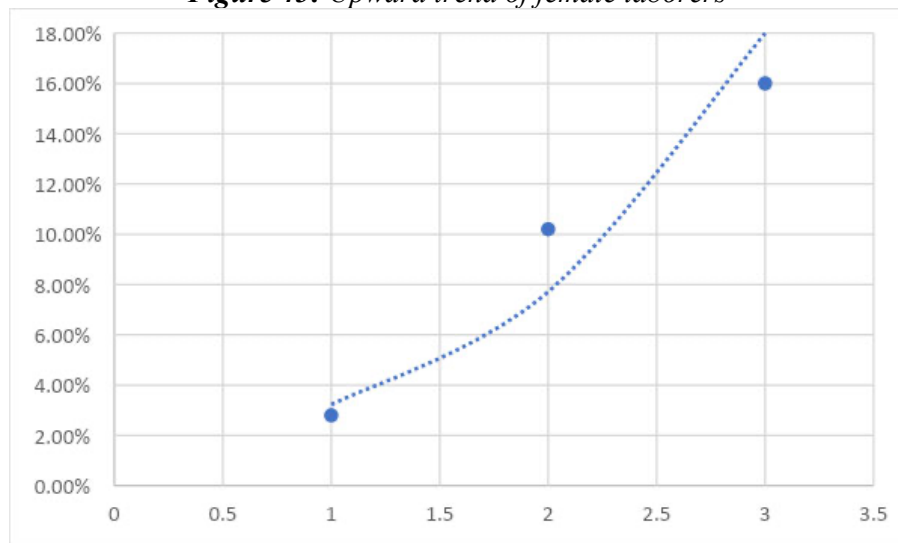
### 5.3.3. Female participation in CfW

Ever since TSC training initiatives for women started in 2020, there has been a remarkable transformation in the participation of female laborers across both skilled and unskilled positions, including their notable involvement in Cash for Work activities. The following data illustrates this noteworthy progress:

**Table 14:** Women’s involvement in Cash for Work programs

Year 1 - 2020 to 2021	Year 2 - 2021 to 2022	Year 3 - 2022 to 2023
2.80%	10.20%	16%

**Figure 43:** Upward trend of female laborers





This trend stands as a testament to the increase of female participants in TSC trainings, which ultimately should foster a more balanced and inclusive work environment. They also highlight commendable efforts to advance gender diversity in the workforce, with a noticeable acceleration in the second year and a steady upward trajectory in the current year. This increase in female participation clearly shows a commitment to establishing a balanced and inclusive workplace, with a noticeable correlation to the rising number of women taking part in TSC training.

## **6. Prospects for the Service Delivery Models in Serving Refugees outside the Camps**

### **6.1. Job Opportunities**

During April 2022, Skills House conducted a market assessment to identify the skills gaps in the job market in KRI. The assessment was carried out to identify job opportunities, assess competency gaps, and evaluate skills deficiencies among Syrian refugees. It revealed promising job opportunities in both Erbil and Duhok, particularly in two key sectors, construction and agribusiness. Additionally, it highlighted opportunities for self-employment and entrepreneurship.

The findings showed that, for refugees such as PW beneficiaries, construction and agribusiness sectors had the most employment potential due to the high demand for both skilled and unskilled laborers. However, it also found that the construction sector, despite offering numerous opportunities, also comes with irregular working conditions, with laborers often having no choice but to work without contracts, leading to issues of discrimination and wage theft.

Following the implementation of the TSC model by PW, there is now a growing trained workforce possessing a certain level of construction-related skills. At the same time, the construction sector is making significant strides in the KRI, as highlighted in the "Construction Assessment of the Labour Market & Skills Analysis Iraq and Kurdistan Region-Iraq" report, which resulted from a collaborative effort between the Government of Iraq, the KRI, the European Union, and UNESCO. PW has the potential to close the gap between this skilled workforce and the demand from the Construction sector, thereby taking a leading role in the development of the construction sector growth.

In addition to the construction sector, agribusiness is emerging as another vital industry in the KRI. This is actively supported by the regional authorities, as indicated in the "Vision for the Future 2020" report published by the KRG's Ministry of Planning. The KRI supports this sector due to its potential to significantly revitalize the economy, promote social stability, address climate change challenges, and become a major private-sector employer, generating numerous job opportunities. Investment in agribusiness and the implementation of policies and programs to foster its growth can help in alleviating poverty of the region. Furthermore, it can enhance food security, meet domestic demands, and contribute to export revenue. Agribusiness is a

sustainable sector that can accommodate refugee workers, particularly those with transferable skills acquired from the TSCs. PW can support this process by conducting skills mapping to determine the most effective ways to fulfill the labor requirements of the agribusiness sector, encompassing both skilled and unskilled positions.

Furthermore, entrepreneurship and freelancing represent opportunities for refugees to find financial empowerment. These opportunities were identified based on the skills and interests of refugees and encompass various areas, including remote graphic design, mobile phone and electronics maintenance, remote teaching, and agriculture projects like planting lentils and chickpeas.

## **6.2. Barriers to Employment Outside the Camps and How to Overcome Them**

### **6.2.1. Insufficient Awareness and Resources**

During the assessment process, it became evident that there is an information gap among refugees regarding job opportunities outside the camps. Refugees need to be aware of job listings on the Internet, which is not possible without an Internet connection. This raises the challenge of determining whether refugees have Internet access in the camps and, furthermore, how many possess the skills to use it effectively to discover opportunities outside the camps. A timely initiative might be a project aimed at raising awareness and skills of searching and applying to jobs online.

Another important consideration is that a significant number of refugees lack the knowledge to create CVs or prepare adequately for interviews. PW can address this issue by offering training sessions on CV writing and/or interview preparation. Some refugees might face obstacles such as not having access to computers, being illiterate, or simply never having had to undertake such tasks. A training program could provide computers and equip refugees with the needed computer skills.

### **6.2.2. Lack of Integration**

TSCs have demonstrated their effectiveness in providing tools, training sessions, and workshop spaces to refugees for applying their skills. By extending this model to the host community, PW could create a platform for enhanced integration of refugees with the local community, where both refugees and host community members borrow tools, receive training, and utilize workshops for projects. Over time, this would foster trust-building as a result of the improved integration between refugees and the local community. The TSCs could also benefit the private sector by providing them access to a skilled workforce.

Furthermore, TSCs can also serve as a solution to the issue of insufficient workforce data. They can collect information about refugees and the local community's workforce, including their skills, work history, whether they identify as skilled or unskilled laborers, and their proficiency in various tasks. This comprehensive data will not only provide insights into individuals

seeking employment, but also establish a system to ensure equal work opportunities for everyone.

### **6.2.3. Discrimination**

Another significant barrier faced by refugees is discrimination. Refugees have consistently encountered instances where their Syrian nationality hindered their chances of securing employment opportunities outside the camps. Furthermore, there are incidents in which refugees are paid lower wages compared to locals, or in some cases, they are not paid at all despite working extensive hours. These cases particularly occurred in the construction sector, which provided the most employment opportunities for refugees outside the camps. Consequently, this led some to refuse to work outside the camps, choosing to work only inside the camps due to a perceived sense of insecurity and lack of fairness.

Local and international companies are subject to a quota requirement outlined in Council Ministers Decree No. 172 of 2022 of the Iraqi Labour Law, which specifies that 25% of their workforce should consist of foreigners. This law creates opportunities for refugees with specialized skills, as they may fall within this category. This has the potential to increase employment rates among refugees and reduce the negative perception associated with hiring them.

### **6.2.4. Family Commitment**

Family commitments are considered to be a significant barrier faced by refugees who are not able to work due to practical necessities, particularly women. Their family responsibilities, such as caregiving for children, the elderly, and relatives with disabilities, often limit their capacity to fully engage in both employment and training. PW could address this issue by establishing care centers within the camps. This initiative would grant these refugees the necessary time to apply for jobs, join training sessions and work outside the camps.

## 7. Designing Future Surveys on Impact Measurement

Upon the completion of data analysis, several recommendations were identified to guide future research. These recommendations are provided separately for each relevant section and are intended to enhance the design of future research.

### 7.1. Market Assessment & Skills Mapping

A large-scale market assessment and skills mapping for refugees in the Kurdistan Region of Iraq (KRI) would be significant for several reasons. The conflicts and instability in Iraq and neighboring countries have resulted in a substantial population of refugees and internally displaced persons (IDPs). A large-scale market assessment would serve as a valuable resource addressing the unique challenges faced by these displaced populations and facilitate their economic integration. By understanding the dynamics of the fast-changing local labor market, including job availability, and wage levels, the assessment would provide insights into how refugees can align their skills and aspirations with employment opportunities. This would also show how well refugees are suited for these positions and the challenges associated with these opportunities.

Moreover, skills mapping would help identify refugees' skills and the required skills in the market, enabling the development of targeted training programs that enhance employability and bridge skill gaps in specific industries or regions. Therefore, local and international NGOs would know better which training topics and support programs would be most effective. This would ensure that refugees receive training customized to their existing skill sets, career aspirations, and the demands of the local job market.

Such an assessment would need to investigate financial empowerment strategies for refugees and approaches to promote social cohesion. It would also need to investigate how to allocate resources where they are needed most, to ensure that funding supports programs that have the most significant impacts on refugees' economic well-being. Eventually, this would lead to better integration and refugees becoming self-reliant.

Furthermore, females and people with disabilities are the most vulnerable groups as they face increased challenges when seeking job opportunities inside and outside the camps. One common reason reported by females and people with disabilities is their inability to work in the construction sector due to the physical strength required to engage in construction tasks. Therefore, it is necessary to find out which sector could be a better fit for females and people with disabilities, what skills they need to acquire, and how to equip them with the needed skills.

### 7.2. Market Demand

Understanding market demand, including the size of the job market as well as of specific sectors, is crucial in further investigations. Identifying sectors that have high employment

potential is invaluable for refugee integration, enabling organizations, including NGOs, to better design targeted training and job placement programs. For example, if the data indicates a lack of workers in the agribusiness sector, programs can be developed to equip refugees with the necessary qualifications, increasing their employment prospects. This sector-focused approach would not only enhance refugees' chances of finding employment, but also would contribute to addressing the broader skills gap in the market.

Additionally, knowing the size of various sectors and the number of employees needed within each sector would provide essential context for workforce planning. Organizations would gain an in-depth understanding of which sectors are crucial for the local economy and where refugees can make significant contributions. Moreover, it would help in matching refugees with sectors that align with their qualifications, thus promoting better job-market alignment. Therefore, this assessment would showcase refugees' role in addressing labor shortages, driving economic growth, and strengthening the host communities' workforce.

### **7.3. Barriers to Securing Employment Outside the Camps**

Exploring the barriers that refugees encounter when seeking employment outside of refugee camps is crucial for future studies. Future research needs to involve larger numbers of refugees to further explore the barriers they encounter when integrating into host communities and job markets outside the camps. It would be essential to further explore the reasons why refugees may refuse to work outside the camps. By identifying these issues, NGOs and INGOs could contribute to resolving them by advocating for refugees and pushing for changes in laws and policies to better support them.

### **7.4. Living Outside the Camps**

Studying why refugees choose to remain in camps instead of moving to the host community is crucial for several reasons. Firstly, it would provide a better understanding of the needs, preferences, and challenges faced by refugees. By gaining insights into their decision-making processes, local governments, NGOs, and INGOs may be able to provide support to overcome these challenges. Consequently, living outside of camps could lead to a well-structured community between the local citizens and refugees. Instead of staying in camps, it would benefit refugees to live in host communities where they could more easily network and find job opportunities. In addition, they presumably would benefit from an enhanced feeling of safety and belonging in the host communities.

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UNESDOC, (2019). *Assessment of the labour market & skills analysis: Iraq and Kurdistan Region-Iraq: construction*, *Unesdoc.unesco.org*. Available at: <https://unesdoc.unesco.org/ark:/48223/pf0000371371> (Accessed: 16 September 2023).



**About Peace Winds:** “Peace Winds” is a Trans-Pacific alliance of Peace Winds Japan (PWJ) and Peace Winds America (PWA). PWA is a U.S.-based 501(c)3 nonprofit organization. As the prime recipient of the award from the U.S. Department of State: Bureau of Population, Refugees, and Migration (PRM), PWA is responsible for management, administration, monitoring, and financial reporting. PWJ is one of Japan’s leading humanitarian NGOs, providing disaster relief and humanitarian assistance as well as reconstruction and development assistance in more than a dozen countries in Africa, Asia, Eastern Europe, the Middle East, and the Americas.

With field offices in Duhok and Erbil, Peace Winds has been working in Iraq since 1996, with extensive experience in the Kurdistan Region, as well as Ninewa, Baghdad, Kirkuk, and Diyala Governorates. Peace Winds is now implementing year two of a PRM-funded, two-year (2022-2024) project in six refugee camps in Duhok and Erbil. The program includes upgrading shelters, improving accessibility for persons with disabilities, and providing livelihood opportunities through the tool centers and cash-for-work program. From 2018-2022, Peace Winds successfully completed two additional programs funded by PRM in both Erbil and Duhok.

[www.peacewindsamerica.org](http://www.peacewindsamerica.org)



**About Skills House:** Skills House is a limited liability company that was established in 2021 with mission of transforming organizations through quality training and research. It offers different kind of services. First, it provides research services to local and international organizations. Professional investigators at Skills House are passionate about designing quantitative and qualitative studies, collecting secondary and primary data, and providing insights to support organizations in smart decision-making based on evidence collected from real humans. Second, Skills House offers a variety of learner-centered training courses on Research, Cultural Awareness, English language, Design, Software Development and Petroleum Geology. Our courses are designed based on analyzing the needs of the market to ensure the employability and career development of trainees.

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Domiz 1 Refugee Camp, Duhok