




MALAYSIAN SOCIAL
RESEARCH INSTITUTE

EMERGENCY SUPPORT PROGRAM EVALUATION

BY CHRISTOPHER TSE, OMAR YUCEF, AND
MUHAMMAD IMRAN MUHAMMAD HER
*INTERPRETERS: MARIAM AHMED,
BANAFSHEH MORADI, KHATERA NEIKZAAD,
AND SAMIRA AL-SHAWAFI*

 +603 4252 8699

 www.msri.org.my

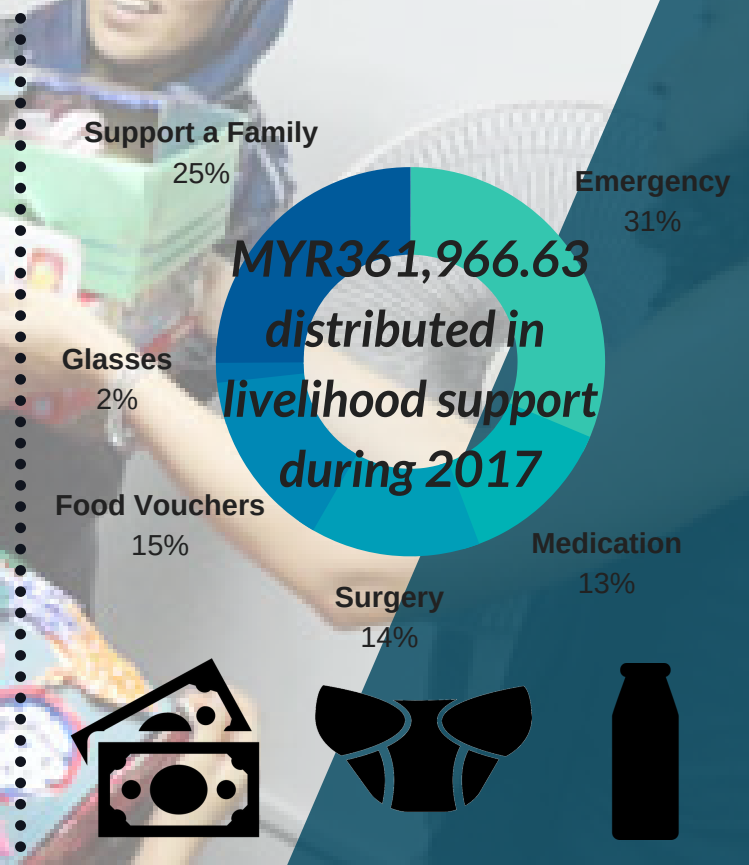
 admin@msri.org.my

 1 Jalan Mamanda 7, Ampang Point, 68000

MSRI EMERGENCY SUPPORT PROGRAM

Our Community Service Centre provides social and livelihood support. Refugees and asylum-seekers in need of assistance and registered with MSRI can attend Open Day (every Friday) and consult our social workers. Cases are then carefully discussed the next week, taking into account factors such as immediacy of need and vulnerability, and material support (money, food vouchers, etc.) is distributed if case workers decide assistance is warranted. Case workers can also suggest job postings, housing options, and make referrals to our legal case officer.

In addition, the Community Centre hosts a weekly discount bazaar, a refugee wishlist for furniture and supplies, and a Support-A-Family program to connect refugee families with private donors.



PROGRAM EVALUATION

The Emergency Support Program (ESP), or what it used to be (AU Emergency Fund), was initially designed to provide financial support for our clients on an emergency basis. The program supports refugees in terms of medical treatment, medication, food and livelihood support. Despite its service-delivery nature, the program is aimed at providing support to clients in emergency situations only; a paramount concern is preventing the creation of client dependency on the program.

As the program has completed its first 3-year cycle, the MSRI social work team decided to conduct a program evaluation aimed at reflecting on the past three years and identifying areas of success, areas of improvement, service gaps, and how we can adapt, improve, and potentially even redesign the process to be more aligned with our mandate of empowerment and being a hand-up program, rather than a hand-out program.

Initially, the Emergency Support Program was conceived to help refugees become self-sufficient and feel empowered to lift their families out of the cycle of poverty and build towards a better living situation in Malaysia for however long their UNHCR process kept them here. Indicators of self-sufficiency and empowerment include job procurement and other self-driven income-generating opportunities, increased capacity and self-efficacy within the client, motivation to overcome personal adversity, ability to contribute to the community, and a decreased dependency on our livelihood services.

INTRODUCTION & PROGRAM BACKGROUND

Until now, we have not had proper benchmarks in place to measure the success of the Emergency Support Program. Indeed, self-sufficiency and empowerment are highly relative to individual clients and are not particularly quantifiable indicators of success. As a social work team we could make educated guesses about client empowerment based off our personal interactions with clients, but as an organization committed to altering strategy when necessary to best meet client needs, a more robust and empirical body of data gauging the Emergency Support Program's impacts was necessary. Our desired outcome for this program evaluation, therefore, was to measure impacts of the ESP, gather useful feedback for all parties involved in the ESP, and to utilize this data to inform decision-making on the strategy of the ESP.

Currently, the ESP process follows a weekly repeating cycle. Clients can sign up for an interview with a caseworker from the Social Work Team; this happens weekly on Friday at the MSRI Community Centre (SSC1) and is called Open Day. The sign-up operates on a first-come, first-served basis and caps out at 25, with three extra spots allowed for attrition. Sign-up typically reaches capacity a week in advance. On Open Day, clients show up for their appointment at either 10am or 1pm and will see a caseworker in order of their arrival*. Waiting times can range from 0-45 minutes depending on volume of clients and how long interviews take. Caseworkers typically allot 20 minutes per interview, though some clients take less or more time. During the interview, clients can request material support in the form of: medical bill reimbursement (with receipts), medication bill reimbursement (with receipts), general livelihood, and milk and diapers. Other support they can request include: referral to talk to our legal officer about the client's UNHCR case, job referrals, housing referrals, medical referrals, referrals for their children to the MSRI school, and access to our Adult English classes and/or vocational training classes. Clients cannot request financial support for pregnancy-related medical procedures, utility bills, or rental bills.

The following Monday, caseworkers will input interview data into MSRI's digital files, collect any outstanding medical receipts from clients to be included in their Open Day claim, and have a Social Work Team meeting to discuss any special cases from the last week. On Tuesday, caseworkers meet for the AU Fund meeting (named for the ESP's core funder, the Australian Department of Immigration and Border Protection) to discuss the cases from Open Day and decide whether to approve (in part or in full) or not approve the week's support claims. On Wednesday, a list of the approved claims will be submitted to the Accounting Department, who will provide in cash the requested amount to the Social Work Team, and the Interpreter Team, who call clients with approved claims to inform them of the approval. On Thursday, clients will come to collect their cash disbursement from SSC1, along with diapers and/or milk if it's been approved in their request. Other Open Day services such as job referrals, housing referrals, or referrals to see our legal officer all occur on a rolling basis, according to availability and urgency. The process then repeats the next day, on Friday.

*Clients will only get an appointment if they have signed up, except in clear emergency circumstances where life or limb are at risk.

PROGRAM EVALUATION OBJECTIVES

Our objectives for the program evaluation were threefold - to learn, to measure, and to implement:

To learn: What is clients' understanding of the Emergency Support Program? What do clients think about the processes (booking, Open Day interview, timeliness and legitimacy of support decisions, etc.)? What is the experience of the clients with our program and staff?

To measure: What is the impact of the program on our clients' living situation? What are our clients' satisfaction and feelings of dignity and humanity related to the program?

To implement: How can we incorporate clients' feedback and observations into improving the process for all? How can we use data gathered from the research to ensure ESP procedure is more closely aligned with a mandate of empowerment?



RESEARCH METHODOLOGY

Phase 1: Focus Groups

Design: This study used a mixed design method. The study was also a non-experimental study because an interview method was used to carry out the focus group study. Semi-structured and open ended questions were utilized for the interview in order to obtain thorough information from participants based on the aim that we have set.

Participants: Participants were selected using stratified and randomized sampling from a pool of Open Day attendees' database for the year 2018. Participants were then segregated into groups of Arab/Somali and Farsi speakers. A total of 16-24 participants did the focus group study, with each group having 8-12 participants. For the Arab/Somali speaking group, 3 participants were from Somalia, 2 from Yemen, 2 from Iraq, 2 from Sudan, 1 from Syria, 1 from Palestine, and 1 from Pakistan. As for the Farsi speaking group, 8-12 participants were from Afghanistan while the other 2 were from Iran. The gender of each participant was not factored in for the purpose of selection and grouping. The study was done as part of Malaysian Social Research Institute (MSRI) initiative to delve further into the structure of the funding programme; how it is providing aid to our refugee clients, what can be done to improve the system, how our clients feel about receiving (or not) receiving support, and how this particular programme is operated to empower as well as restoring dignity and agency of refugees. Participants received monetary compensation of RM30 upon completing their participation of the study.

Materials and Staff: Facilitators, participants, pens, paper, recorder, consent form, light refreshments, cash compensation (between RM480 to RM720).

RESEARCH METHODOLOGY CONT.

Phase 2: Surveys

Phase 2 of the Emergency Support Program Evaluation (ESPE) was a scaling survey designed to gather quantitative data from a randomized pool of Open Day clients. Questions asked on the survey were intended to identify areas of strength and areas of potential improvement in the ESP program. The survey questions were informed by qualitative data gathered from Part 1 of the survey, which comprised one-hour focus groups made up of 8-12 MSRI clients discussing a number of pre-approved questions about their experiences with ESP. Participants for the survey were selected using convenience sampling methods.

Compensation

There is a long and sordid history of researchers entering communities, exploiting research participants for data in the form of their personal experiences (often asking pax to retraumatize themselves in the process), and then leaving without compensating the community. Not only is this damaging to researcher-community relations, but it also neglects the reality that research pax offer value in their experiences and as such, need to be compensated for sharing those experiences. Compensation shows that as researchers, we recognize and acknowledge the value of these pax sharing their stories with us. We provided a RM30 honorarium for each of the focus group participants (8-12 per group x 2 groups = 16-24 pax, or RM480-RM720), along with some light refreshments during the focus group (RM25 x 2 groups = RM50) for a total of RM530-770.

PHASE 1 PROCESS (FOCUS GROUP)

Phase 1 was aimed at compiling qualitative data on the efficacy of the Emergency Support Program through client testimonials gathered from focus group discussions. Two distinct groups were created according to language - one for Farsi speakers, and one for Arabic and Somali speakers. Participants for the focus groups were procured through stratified and then randomized sampling methods: clients were first divided based on their registered language with us, and then participants were randomly selected from these two distinct groups. Lists of these participants were given to MSRI interpreters, who called the clients to clarify the study and its objectives, explain the nature of their involvement and compensation, and confirm their consent and participation.

On the day of the focus groups, the first session for Farsi speakers was scheduled to begin at 10am, and the second session for Arabic/Somali speakers at 11:00am. Due to late arrivals and only half of the confirmed Farsi-speaking group coming, the first session was pushed 1 hour and ran concurrently with the Arabic/Somali-speaking session. One participant of the Farsi-speaking group could not stay for the later session, so agreed to be interviewed individually with the help of an interpreter. Their interview responses have been synthesized into the Farsi-speaking group responses.

Both groups had successful discussions and were able to address all the pre-planned questions (available in Appendix A). Facilitators also allowed ample space for discussion to deviate organically as directed by participants, though topics were always brought back to the pre-planned questions. Overall, participants in both groups were grateful for the opportunity to discuss their experiences and provide feedback to MSRI, with some participants becoming animated due to the emotional nature of their circumstances that inform their participation in the Emergency Support Program. At the conclusion of each focus group, participants were thanked for their time and contributions and provided RM30 as compensation for their involvement with the focus groups.

PHASE 2 PROCESS (SURVEYS)

Phase 2 was aimed at compiling quantitative data on the efficacy of the Emergency Support Program through surveys provided to Open Day attendees over the time period of two weeks. Surveys were informed by Phase 1's Focus Group discussions, with the survey's questions reflecting patterns and themes in the data from Phase 1. These distinct themes are, in no particular order: client service experience, amount of financial support, UNHCR case support, Open Day scheduling, and client empowerment. The survey was created in English according to these themes, and then provided to MSRI interpreters for a reverse-interpretation process (English to x language, and then back to English by a second interpreter to ensure accuracy). Surveys were translated into Farsi, Arabic, and Somali. Survey questions were intentionally written to identify areas of strength and areas of potential improvement in the Emergency Support Program. They can be found in Appendix B.

Over a time period of two weeks, surveys were given to Open Day attendees to complete and submit. Clients with appointments for Open Day were asked to complete and submit the survey before their appointment, with the exception of first-time Open Day attendees (of which there were 3). In the case of illiterate and semi-literate clients, an MSRI interpreter sat with them to ensure they understood all of the survey questions. After the time period of two weeks, 38 surveys were collected and given to MSRI interpreters to translate any additional comments that had been written by clients. Survey data was then recorded for both quantitative and qualitative data (scaling and comments) and analyzed for trends and patterns, which will be presented and discussed below.

RAW DATA (QUALITATIVE)

"I have been in Malaysia 3 years but only coming to Open Day for 1 year. It's not like we always want to come. We only come when we really really need help. My kids were not going to school, I needed advice. Whenever we come it's really hard to come because it takes a lot just to get here. For general livelihood, we just need money. Everything is hard for a refugee here, to be honest."

"Because of my UN process, I have been rejected by the UNHCR. I am afraid of the police all the time. After we are rejected, what do we do? Where do we go? We have no documents or hope. We want only a safe place to go. How can the UN know about our situation and keep rejecting us? Our interpreter at UNHCR was an Iranian so we don't even really speak the same language - that's pretty tough when we're trying to communicate complex stories. UNHCR should provide more avenues of support for what rejected cases can do."

"My recommendation is that MSRI should not stop services to UNHCR rejectees after six months; what options do we have? Can MSRI provide more advocacy to the UNHCR on our behalf, especially giving us options as rejectees? It's important to not just help people registered with UNHCR; you should not stop helping people who have been rejected because then those people really have no support; you should help people because they're human, not because they're under UNHCR."

"We are not always treated well by staff here; not sure if staff or volunteers but we are not always well treated by them. You feel very weak when you come, it's a bad feeling. You don't want people to have to help you."

RAW DATA (QUALITATIVE) CONT.

“It means a lot that we come and you guys listen to our stories. That’s already very important.”

“I am not satisfied with the interpreter - she was speaking very fast and I didn’t understand. When people come to seek help, you should not treat them like that. The interpreter behaved very bad with me and she gave me a feeling that she was better than me and that was not positive. Interpreters from our own country, culture, and language are very important.”

“Once my husband was jobless but they didn’t provide support, just milk. We only come when we’ve got serious problems so larger amounts of money would be the most helpful. Helping us find cheaper accommodations would be good too. I think what’s the point of giving small amounts of money to lots of people who don’t really need the help that badly when you can give to the people who really are in a tough situation and you can give a larger amount.”

“It depends, last year I was coming regularly because [undisclosed] and [undisclosed] were treating us with lots of respect. Now it has changed where I feel like if I come for Open Day, I won’t get help. This shift happened when I came for my glasses and I couldn’t see or read anything. I came and said I have eye problems and I need eye glasses but they didn’t have a good manner with me, they didn’t talk nicely to me... Their impoliteness and unkindness makes me feel like seeking help is not worth it. They made me feel like I shouldn’t be asking for help.”

“The appointment sign-up is for two months in advance, which doesn’t make sense because sometimes by then our issues have either gotten better or far far worse. It should be a week or two weeks in advance, at the most. This way we can ensure we get support as soon as possible. It’s also hard to keep track of when our appointments are when it’s so far in advance.”



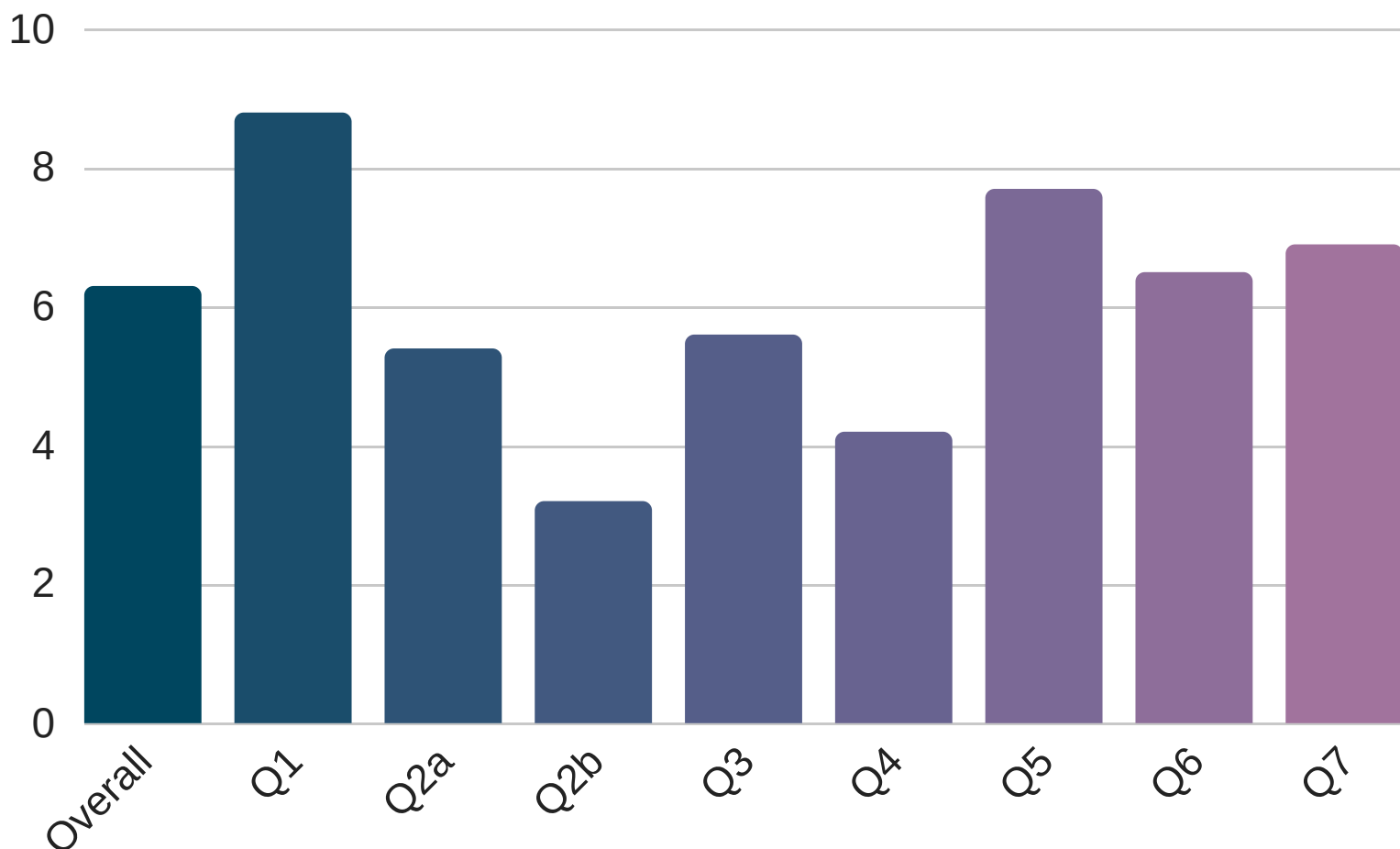
RAW DATA (QUANTITATIVE)

To acquire quantitative data, survey responses were collected and recorded according to the language that the survey was completed in - English, Somali, Arabic, or Farsi. For the purposes of a general program evaluation, data has been compiled together to reflect a high level snapshot of client satisfaction across all language groups, shown at mean averages*. More detailed data breakdowns per group can be found below in Appendix C.

Overall, client satisfaction with MSRI's Emergency Support Program shown at mean average is 6.3 out of 10. For Question 1 on whether clients felt they were treated respectfully and fairly by MSRI staff, the mean average is 8.8. For Question 2A on whether support is enough to cover medical needs, the mean average is 5.4. For Question 2B on whether support is enough to cover livelihood needs, the mean average is 3.2**. For Question 3 on whether sufficient explanation is provided for request approvals/rejections, the mean average is 5.6. For Question 4 on whether sufficient explanation is provided at Open Day for UNHCR case questions, the mean average is 4.2. For Question 5 on whether the Open Day booking system is effective and fair, the mean average is 7.7. For Question 6 on whether the turnaround time between requests and disbursement is adequate, the mean average is 6.5. For Question 7 on whether Open Day support has improved the responding client's situation, the mean average is 6.9.

*Not every client answered every question, so averages reflect the number of responses provided for that specific question.

**Due to an oversight in the survey creation process, Question 2B was not included on Somali and Arabic surveys. As such, the mean average of Question 2B only reflects two averages from the English and Farsi surveys, respectively.



DATA ANALYSIS AND DISCUSSION

Analysis

From the qualitative data produced by the focus groups (key pieces of which are presented above), we are able to identify four key claims from clients which we will use to discuss implications and recommendations for potential changes to the Emergency Support Program.

These claims are as follows:

1. Clients only attend Open Day to request support when they are in desperate need.
2. Double-rejected clients feel unsupported, uninformed, and helpless in their situation.
3. Clients feel that MSRI staff are not always kind or polite to them during the Open Day process.
4. Clients feel the timelines for Open Day sign-up, disbursement, and two-month eligibility are unrealistic and do not address their immediate needs.

From the quantitative data we identify similar trends, with two additional points:

1. Clients feel unaware and uninformed of their UNHCR process and require more information and guidance to navigate the system.
2. Clients feel that they are not given proper explanations regarding their support requests and the reasons why they are declined, approved, or partially approved. This leads to client confusion around what is eligible for request or not.

Discussion

These six points provide valuable insight as to the effectiveness of the Emergency Support Program and where our clients see room for improvement or gaps in the system. We will discuss each of these points and use this discussion to inform our team's recommendations for potential changes to the Emergency Support Program.

1. Clients only attend Open Day to request support when they are in desperate need.

Clients repeatedly told us that they are trying not to rely on Open Day support and thus come only when they have an emergency situation. This aligns with our experience of Open Day clients who typically have unforeseen issues including but not limited to: sudden illness/injury, loss of job, rent increase, trouble with police or immigration officials, etc. In these circumstances, the small amount that the ESP can provide (60-100% for medical, RM100-200 for livelihood) is simply not sufficient, especially if we are to consider that clients only attend Open Day because they are desperate.

2. Double-rejected clients feel unsupported, uninformed, and helpless in their situation.

This has been a repeat issue at Open Day for a long time. Typically, double-rejected clients will attend to request an extension to MSRI's six-month service cap for double-rejected cases, request increased livelihood or medical and counselling support, and ask for help with their UNHCR case. There is little guidance offered from the UNHCR post-rejection, and clients are often left feeling helpless as to their next steps.

DATA ANALYSIS AND DISCUSSION CONT.

3. Clients feel that MSRI staff are not always kind or polite to them during the Open Day process.

Research participants said that for the most part, they feel respected and treated kindly by MSRI staff. However, they mentioned that on a few occasions they have felt MSRI staff (social workers, interpreters, and other MSRI staff) were rude, impatient, or non-empathetic in the Open Day process. Some clients mentioned that they already feel embarrassed or helpless to be requesting support, and that having staff be kind and empathetic to their situations is extremely helpful in mitigating some of the negative associations with requesting support.

4. Clients feel the timelines for Open Day sign-up, disbursement, and two-month eligibility are unrealistic and do not address their immediate needs.

Open Day's timelines (both regarding the two-month eligibility for sign-up and the disbursement schedule) were a constant point of critique for clients. Specifically, clients feel that having to wait two months between Open Days often means that unforeseen emergency issues cannot be dealt with in a timely fashion, and clients are often left to resort to other means of acquiring support, whether through borrowing from friends or going behind on other bills. In addition, clients feel that sometimes support disbursement does not happen quickly enough (this is when disbursement is pushed a week or more due to lack of funds or holidays,) which once again increases the burden on the clients who are in emergency circumstances.

5. Clients feel unaware and uninformed of their UNHCR process and require more information and guidance to navigate the system.

Many clients are often unaware of their UNHCR status and where they are in the asylum-seeking or resettlement process. This speaks to a lack of clarity from the UNHCR when communicating with refugees and asylum-seekers. Our clients request support from us about this process because it is extremely difficult for them to connect with the UNHCR unless the UNHCR contacts them first.

6. Clients feel that they are not given proper explanations regarding their support requests and the reasons why they are declined, approved, or partially approved. This leads to client confusion around what is eligible for request or not.

Currently, clients are not provided with an explanation for the decision on their Open Day support request unless they explicitly ask for it. This goes for all requests - declined, approved, or partially approved. As most clients don't know or are tentative to ask for an explanation, this leads to client confusion around what part(s) of their request was/were ineligible for approval. Consequently, clients will often make requests repeatedly and be declined repeatedly without knowledge of why, which can lead to frustration and confusion on the clients' part.

RECOMMENDATIONS FOR CHANGES TO ESP

In our synthesis and analysis of both the evaluation's qualitative and quantitative data, we were able to identify six key areas for improvement for the Emergency Support Program as informed by our most valuable stakeholders, our clients. In order to ensure that ESP services provided by MSRI are as effective and client-centred as possible, we have responded to these six key areas for improvement with recommendations for changes.

1. Clients only attend Open Day to request support when they are in desperate need.

Recommendation: Amounts given as disbursement are highly insufficient for clients' needs, let alone for empowering any movement towards increased financial independence. As such, the Social Work team should consider an overhaul to the ESP that either a) identifies a second funding pool that allows for medical and livelihood requests to be considered separately (thereby increasing the disbursement amounts); or b) sets a stricter standard for approval that will provide support for only the most urgent of requests (thereby increasing the disbursement amounts).

2. Double-rejected clients feel unsupported, uninformed, and helpless in their situation.

Recommendation: A working group was formed in October between representatives from each of MSRI's programs in order to create an action plan for improving services and support to double-rejected clients. Imran from the Social Work team is heading up this working group. He can be reached at imran@msri.org.my.

3. Clients feel that MSRI staff are not always kind or polite to them during the Open Day process.

Recommendation: An anti-oppressive framework for social work practice emphasizes a client-centred approach that considers clients the experts of their own situations and seeks to return power to the client. There is an inherent power imbalance between MSRI clients (as support seekers) and MSRI staff (as support providers) and as such, staff need to take extra care to remain empathetic in their interactions with clients, objective in their decision-making, and to assume a position of not-knowing when it comes to a client's situation. Above all, respect should be mutually given and received between ALL staff and clients.

4. Clients feel the timelines for Open Day sign-up, disbursement, and two-month eligibility are unrealistic and do not address their immediate needs.

Recommendation: Due to the extremely limited available funding and the at-capacity amount of clients accessing the ESP, the two-month eligibility seems to be the most consistent interval to ensure equal opportunity for all clients. That said, clients can always come to Open Day without an appointment IF they have an urgent emergency situation, and a social worker will decide whether or not to see them. More often than not, these clients will also be granted an interview. The logistical issue this presents is that such a policy runs the risk of increasing wait-times and decreasing likelihood of support for clients who had signed up; an alternative option that was discussed is holding a second Open Day (1-3 hours) for walk-in emergency cases only. This would likely require additional staff personnel with social work training. In the case of delayed disbursement, there are no immediate changes that could be made short of increased funding and additional personnel.

RECOMMENDATIONS FOR CHANGES TO ESP CONT.

5. Clients feel unaware and uninformed of their UNHCR process and require more information and guidance to navigate the system.

Recommendation: As clients often feel uninformed or confused by their UNHCR process and have little access to the UNHCR itself, they will continue to request support with their cases from us as a UNHCR service provider. All social workers should be well-versed in all stages of the asylum-seeking and resettlement processes so that they can field questions from clients during Open Day interviews and provide as much guidance as possible. Ideally an information/training session with the UNHCR could be organized for all staff involved with the ESP and Open Day. In addition, a document or one-pager explaining the process (with actionables) in simple terms could be a valuable resource for clients. Any number of these measures would reduce the amount of requests for legal support filed, allowing the legal advisor to concentrate their attention on the most urgent cases only.

6. Clients feel that they are not given proper explanations regarding their support requests and the reasons why they are declined, approved, or partially approved. This leads to client confusion around what is eligible for request or not.

Recommendation: As discussed between Omar, Chris, and Imran in July, social workers should review the Standard Operating Procedures and confirm ESP processes including disbursement funding structures and what exactly is eligible or ineligible for support (ex. private vs. public clinics and what qualifies). This information should then be disseminated via community outreach sessions and a one-pager so that clients have all available information before making their requests at Open Day. When ineligible requests are made during the interview, social workers should immediately decline that request and explain why. This will ensure that most if not all requests that proceed to Tuesday's AU Fund meeting (where support requests are considered for approval) will theoretically be eligible for support. If a request is partially approved, social workers should explain to the client on Disbursement Day which part of their request was declined and why. If a request is declined, an explanation for the declination should be made by the interpreters via phone call. The social work team should provide a script and clear explanation for the declination so as to reduce the additional workload on interpreters.



CONCLUSION

Our goal in conducting this comprehensive program evaluation of the Emergency Support Program was to hear feedback from the clients who are meant to benefit from the ESP's services. Throughout the process there were multiple times when clients thanked us for asking their opinion and feedback on the program. To be frank, they shouldn't be thanking us; having community input and direction on a program that is meant for that community should always be the baseline standard, and as such, we have failed in only conducting an evaluation of this nature at the end of the three-year cycle.

Through the evaluation process, we were able to garner valuable responses from both the focus groups and the surveys on areas of the Emergency Support Program that can be improved or adapted. While there were a few variables in the research process that were unforeseen, including focus group attendance numbers, survey interpretation error, and personnel shifts, we can confidently say that these variables did not have a significant impact whatsoever on the research findings. By combining qualitative and quantitative data, we identified six key areas for improvement for the ESP and have provided descriptions of each area as well as recommendations for changes to address these areas. It is our hope as a social work team and the researchers on this program evaluation that the findings and subsequent recommendations of this report will not go unnoticed or unheeded, and that sufficient funding, personnel, and other resources be allocated (where possible) for the improvement of the ESP. Additionally, it is our hope that more program evaluations can and will take place in the future so as to gauge with more consistency the effectiveness and impact of our programs; indeed, we should be taking into the utmost account the thoughts, feedback, and input of our clients, who are experts of their own situations and the kind of support they need.

For questions, concerns, or other inquiries please contact Christopher Tse at christophertse@uvic.ca or Muhammad Imran Muhammad Her at imran@msri.org.my.

TERIMA KASIH! THANK YOU!

MSRI would not be able to continue our important work without the generous support of these sponsors:



Australian Government
Department of Immigration
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UNHCR
The UN Refugee Agency

APPENDIX A: FOCUS GROUP QUESTIONS

1. Open Day Background

- How long have you been coming to Open Day?
- For what reason do you typically come? (Livelihood, medical, UNHCR case, etc.)
- Do you come only when absolutely needed or regularly every two months?
- How often do your requests get approved, either in part or in full?

2. What do you think the Emergency Support Program (ESP) is for?

3. The goal of the Emergency Support Program (ESP) is refugee and asylum-seeker empowerment. Given that mandate, do you think the current ESP process aligns with and supports this goal? Why or why not?

4. What feelings for you are associated with attending Open Day and receiving/not receiving support? Do you feel the amount you've been approved through ESP is enough? If not, what figure would be ideal for you to change your situation?

5. Given the current services offered by the ESP (material and financial aid, job referrals, medical reimbursement, housing referrals, etc.), how can we make the ESP more effective?

APPENDIX B: SURVEY QUESTIONS

Basic Information

Sex: Male __ Female __ Undisclosed __

I have attended Open Day _____ times this year: 0-1 __ 2-3 __ 4-5 __ 6+ __

I come to Open Day to request (please select all that apply):

Medical reimbursement __ Livelihood __ Medication __ UNHCR advice __

Job referral __ Referral to other MSRI services __

Talk to someone about my stressful situation __

Survey Questions

For the following questions, please circle the number that best corresponds with how you feel about the statement. 1 represents Strongly disagree and 10 is strongly agree. Add more details after if you like.

1. I feel I am treated respectfully and fairly by MSRI staff (caseworkers, interpreters, etc.)

2. a) I feel the amount of support I receive from MSRI Open Day is sufficient to cover my medical needs.

b) I feel the amount of support I receive through MSRI Open Day is sufficient to cover my livelihood needs.

3. I get sufficient explanation about why my Open Day requests are approved and/or denied.

4. I feel that Open Day provides me with sufficient information about my UNHCR case questions.

5. I feel the Open Day booking system is effective and gives everyone a fair chance to sign up.

6. I feel the turnaround time between requests and support disbursement (between 1-2 weeks) is sufficient.

7. The support I receive from Open Day (monetary, job referrals, counseling, UNHCR consultation, etc.) has improved my situation.