

## ANNEX 3 - Methodological note: Scoring reintegration sustainability

This methodological note is an annex to the GN on M&E for AVR(R) and PARA. It aims to provide a user-friendly, practical guidance to IOM staff on the reintegration sustainability scoring system.

### Contents:

A. WHY MEASURE REINTEGRATION SUSTAINABILITY IN THE CONTEXT OF RETURN?	1
B. PRACTICAL APPLICATION	2

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### A. Why measure reintegration sustainability in the context of return?

In 2017, IOM revised its approach to reintegration sustainability in the context of return – the so called Integrated Approach to Reintegration.<sup>1</sup> It acknowledges that the various factors influencing a person's ability to reintegrate in their country of origin are not dissimilar from those that resulted in the decision to migrate in the first place. They can be of economic, social, and psychosocial nature and they relate at the same time to the individual returnees, communities to which they return, and to the structural environment. IOM asserts that **reintegration can be considered sustainable when returnees have reached levels of economic self-sufficiency, social stability within their communities, and psychosocial well-being that allow them to cope with (re)migration drivers. Having achieved sustainable reintegration, returnees are able to make further migration decisions a matter of choice, rather than necessity.**<sup>2</sup>

IOM's reintegration assistance in the context of return aims at fostering reintegration sustainability. In order to monitor and evaluate this effort, new tools have been developed to measure the sustainability of reintegration. This methodological note introduces the Reintegration Sustainability Survey and related scoring system, which evaluates sustainable reintegration of returnees along the economic, social, and psychosocial dimensions. This will contribute to answering the question: **To what extent have migrants assisted by IOM achieved a level of sustainable reintegration in communities to which they return?** This system will allow IOM to compare trends in beneficiary reintegration across dimensions, country contexts and over time, and assist IOM Staff in understanding the reintegration process of individuals they work with.

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<sup>1</sup> See IOM (2017), [Towards an Integrated Approach to Reintegration in the context of Return](#)

<sup>2</sup> Indeed, this definition implies the absence of a direct correlation between sustainable reintegration and further migration after return. Re-migration can take place regardless of whether reintegration is successful. On the other hand, returnees are unlikely to reintegrate if they find themselves in situations whereby moving again or relying on a family member abroad is considered necessary for their physical, social, and psychosocial wellbeing.

The scoring system generates a **composite reintegration score**, as well as **three dimensional scores**, measuring reintegration in economic, social, and psychosocial dimensions, as outlined by the definition. The scoring tool is designed to be easily deployed in IOM's reintegration programming.

The Reintegration Sustainability Survey has been developed on the basis of conclusions from the **Mediterranean Sustainable Reintegration (MEASURE) project**.<sup>3</sup> In the framework of the MEASURE Project, IOM has commissioned the Samuel Hall think tank to support the operationalization of its revised approach to reintegration in the context of return. Samuel Hall took stock of key standards and indicators to measure sustainability used by actors in the field of return and reintegration, as well as by stakeholders in complementary fields (e.g. integration, internal displacement). In 2017, findings were tested through qualitative and quantitative fieldwork in five key countries of origin: Afghanistan, Ethiopia, Iraq, Senegal, and Somalia. This included data collection from 285 returnees contacted through phone-based surveys as well as case studies, focus group discussions with returnees and local community leaders, and key informant interviews. A set of indicators proposed for measuring reintegration sustainability was one of the main project deliverables.

## B. Practical application

### One survey

The scoring tool is based on a 32-question Reintegration sustainability survey, which takes approximately 40 minutes to complete (depending on linguistic and cultural context, this time may vary). The survey takes the form of self-assessment by the returnee. 30 core indicators are adapted from the MEASURE findings, and accompanied by 3 essential follow-up questions. The survey is separated into three sections, each collecting data on core indicators of economic, social, or psychosocial dimensions of reintegration:

#### Indicators of Reintegration Sustainability at the individual level<sup>4</sup>

Q	Indicators	
		Economic dimension
1	Satisfaction with current economic situation	
2	Frequency of food insecurity	
3	Ability to borrow money	
4	Frequency of borrowing money	
5	Debt to spending ratio	
6	Perceived access to employment and training	
7	Currently working	

<sup>3</sup> IOM Press Note, [New IOM Report Recommends Steps to Strengthen Reintegration Programmes for Returnees](#), 22/12/2017

<sup>4</sup> Full overview and detailed description of the reintegration sustainability indicators can be found in the Reintegration Sustainability survey template (Annex 8).

8	Ownership of productive assets
9	Currently not searching for a job
Social dimension	
10	Access to Housing in community
11	Perceived standard of housing
12	Access to Education in community
13	Children enrolled in school
14	Access to justice and law enforcement in community
15	Possession of ID
16	Access to health care in community
17	Quality/Adequacy of healthcare in community
18	Access to documentation in community <sup>5</sup>
19	Access to safe drinking water in community <sup>5</sup>
20	Access to public services in community
Psychosocial dimension	
21	Participation in social activities
22	Strength of support network
23	Sense of belonging to community
24	Sense of physical security
25	Conflict with family/Domestic tension
26	Feeling of discrimination in Country of origin
27	Frequency of experiencing signs of distress
28	Desire to receive psychological support
29	Remigration
30	Need vs. Wish to remigrate

The indicators are measured between the values of 0 and 1. Some are binary (responses are coded either as a score of 0 or 1), others are scored on a 5-point scale (taking on values of 0, 0.25, 0.5, 0.75, or 1). In both cases, higher numbers reflect responses that are more indicative to sustainable reintegration. You

<sup>5</sup> Indicators 18 and 19 do not themselves carry a weight in the scoring system, but still are important - feeding into the summary indicator 20: “*access to public services*”. This indicator is generated from averaged responses to indicators of access in the social dimension. For an overview of weights, see page 8. Details on calculation can be seen in the Reintegration sustainability calculator (Annex 12).

may find a table of these indicators above, an explanation of the scoring system follows below. The exact meaning of all the indicators is further explained in the reintegration sustainability survey template (Annex 8 to the Guidance Note). Staff should get acquainted with the indicators and questions before conducting the reintegration sustainability survey in order to prevent variation in interpretation of the survey questions. The indicators do not replace regular beneficiary follow-up, as they do not aim to capture all information important for case management, such as the returnee's skills, or migration history. Instead, the indicators assess factors which change over time throughout the reintegration process.

#### TIP

It is recommended that this survey is administered in person by a staff member who was/is not directly responsible for the provision of reintegration assistance to the beneficiary. This increases the likelihood that respondents will express their feelings without hesitation, avoiding what is termed "social desirability bias".

#### Timing (possibility of repetitions)

As shown in the Guidance Note (see point 18), the reintegration sustainability survey is primarily designed to be administered to beneficiaries 12-18 months after their return. However, the mission can choose to complete the survey multiple times throughout a beneficiary's reintegration process. For example, depending on available resources, a first (baseline) reintegration score could be generated during 1<sup>st</sup> counselling session to assess needs (month 0-1), and compared to a midterm scoring 6-9 months after return to assess progress. Final scoring (month 12-18) then measures reintegration sustainability. A more precise overview of the different timing options can be found in section "Understanding the scores" on pages 11 and 12.

#### Scoring system

Data collected from beneficiaries through the reintegration sustainability survey are coded and fed into the scoring system. Based on these inputs, the scoring system always produces<sup>6</sup>:

- **1 composite reintegration score**

The composite reintegration score represents a numerical measure of overall reintegration sustainability, and is useful as a tool for evaluation, reporting, and analysis.

- **3 dimensional scores (economic, social, and psychosocial reintegration score)**

The dimensional scores measure sustainability in specific dimensions of reintegration, and can highlight discrepancies in progress between these dimensions, as well as areas where further assistance might be desirable. Two migrants with a similar composite reintegration score might have very different dimensional scores, as well as different reintegration experiences and needs.

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<sup>6</sup> Please see page 6 to read about process of score-generation: "From survey to reintegration scores: step by step"

## TIP

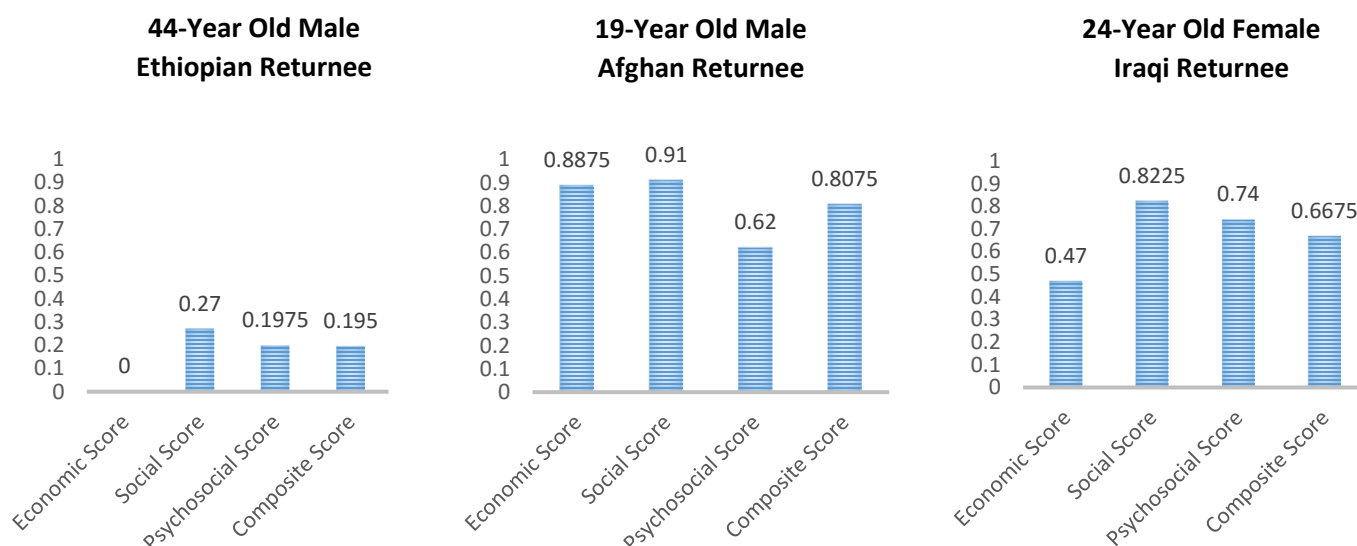
The titles of the dimensional scores could be misleading to a reader without prior knowledge of their definitions. It is recommended that staff is familiar with IOM's definition of sustainable reintegration, and the indicators feeding into each of the three dimensions of reintegration as follows below.

**The economic dimension of reintegration** covers aspects of reintegration which contribute to economic self-sufficiency. These include the ability to borrow money, the debt-to-spending ratio, need for food rationing, adequacy of employment, ownership of productive assets, etc.

**The social dimension** reflects the extent to which returnees have reached social stability within the community, including access to services relating to housing, education, justice, health, and other public infrastructure services.

**The psychosocial dimension** encompasses the emotional, mental, and psychological elements of reintegration. "Psychological"-related needs – such as the need for therapy due to a mental health concern – are just one component of the broader psychosocial dimension.

An example of three respondents from the MEASURE project fieldwork below shows that reintegration experiences vary widely. The scoring system presents an opportunity to understand individual reintegration needs with a new level of insight.



On an individual level, these scores can be easily visualized similarly to the displays above. These images show the programmatic value of having individual dimensional scores: for example, while the 44-year old Ethiopian returnee needs significant assistance across all dimensions, the scores show that he is particularly vulnerable in the economic dimension. Similarly, while the 19-year old Afghan returnee is very well reintegrated overall, interventions should primarily focus on his psychosocial needs. Last, the 24-year old Iraqi returnee appears to be better integrated in the social and psychosocial dimensions, but requires a more intensive approach to her economic reintegration.

## From survey to reintegration scores: step by step

In this section, we outline the process of generating scores. This will be useful to facilitate understanding of the methodology and resulting scores. We also explain how to use the **Reintegration scores calculator**, which significantly simplifies the process.

### **Origins of the weighting system:**

The list of variables in this scoring system evaluates and scores the reintegration sustainability of a beneficiary at a relatively high level of accuracy, but without the need to collect a much larger set of information. A comprehensive variable reduction technique – the Principle Component Analysis (PCA) was used to generate a smaller set of most meaningful variables (components) from an original list of over 60 indicators. This shorter list became the basis for the indicators in the scoring survey, maximizing variability and non-correlation (independence) of the variables.

In the future, the score calculation could be automated through enhancements to the MiMOSA reintegration module. Before this is realized, staff can use **the Reintegration scores calculator** included in the Guidance package. This simple Excel tool automates the arithmetical process of weighting, through which respondents' answers are processed to produce the composite and dimensional reintegration scores.

**A score is generated from respondents' answers using a weighting system.** Each indicator is assigned a "weight" factor (see table on next page, and explanation on page 7), indicating its relative importance to the sustainability of the reintegration process. Fieldwork conducted under the MEASURE project tested the relevance of these key indicators to sustainability of reintegration, and subsequent econometric analysis of the data collected calculated the precise weight each indicator should carry in the scoring system. These computed weights were also adjusted based on qualitative findings of the field research, to represent the most accurate system of weights possible given all available data.

Q	Indicators	Coding rules*	dimension score weight	composite score weight
Economic dimension				
1	Satisfaction with current economic situation	"very satisfied" = 1, 0.75, 0.5, 0.25, 0 = "very dissatisfied"	0.15	
2	Frequency of food insecurity	"never" = 1, 0.75, 0.5, 0.25, 0 = "very often"	0.12	
3	Ability to borrow money	"yes"=1, "no"=0	0.08	
4	Frequency of borrowing money	"never" = 1, 0.75, 0.5, 0.25, 0 = "very often"	0.1	
5	Debt to spending ratio	"spending is larger"=1 "I don't have debt"=1 "debt is larger"=0	0.08	
6	Perceived access to employment and training	"very good"=1, 0.75, 0.5, 0.25, 0 = "very poor"	0.13	
7	Currently working	"yes"=1, "no"=0 "I don't know" =0.5	0.1	
8	Ownership of productive assets	"yes"=1, "no"=0	0.11	
9	Currently searching for a job	"yes"=0, "no"=1	0.13	
Social dimension				
10	Access to Housing in community	"very good"=1, 0.75, 0.5, 0.25, 0 = "very poor"	0.1	
11	Perceived standard of housing	"very good"=1, 0.75, 0.5, 0.25, 0 = "very poor"	0.12	
12	Access to Education in community	"very good"=1, 0.75, 0.5, 0.25, 0 = "very poor"	0.11	
13	Children enrolled in school	"yes"=1, "none" = 0 "some but not all" =0.5	0.07	
14	Access to justice and law enforcement in community	"very good"=1, 0.75, 0.5, 0.25, 0 = "very poor"	0.12	
15	Possession of ID	"yes"=1, "no"=0	0.05	
16	Access to health care in community	"very good"=1, 0.75, 0.5, 0.25, 0 = "very poor"	0.2	
17	Quality/Adequacy of healthcare in community	"very good"=1, 0.75, 0.5, 0.25, 0 = "very poor"	0.15	
18	Access to documentation in community	"very good"=1, 0.75, 0.5, 0.25, 0 = "very poor"	0	
19	Access to safe drinking water in community	"very good"=1, 0.75, 0.5, 0.25, 0 = "very poor"	0	
20	Access to public services in community	averaged from indicators 10, 12, 14, 16, 18, 19	0.08	
Psychosocial dimension				
21	Participation in social activities	"very often"=1, 0.75, 0.5, 0.25, 0 = "never"	0.12	
22	Strength of support network	"a very strong network"=1, 0.75, 0.5, 0.25, 0 = "no network"	0.05	
23	Sense of belonging to community	"I agree"=1, , 0.75, 0.5, 0.25, 0 = "I strongly disagree"	0.15	
24	Sense of physical security	"very safe"=1, 0.75, 0.5, 0.25, 0 = "very unsafe"=0	0.1	
25	Frequency of conflict with family /domestic tension	"never" = 1, 0.75, 0.5, 0.25, 0 = "very often"	0.12	
26	Feeling of discrimination in Country of origin	"never"=1, 0.75, 0.5, 0.25, 0 = very often"	0.11	
27	Frequency of experiencing signs of distress	"never"=1, 0.75, 0.5, 0.25, 0 = "very often"	0.1	
28	Desire to receive psychological support	"yes"=0, "no"=1	0.1	
29	Subjective ability to stay in Country of Origin	"no"=1, "yes"=value from below	0.15	
30	Need vs. Wish to remigrate	"wish" =1, "need" =0		

\* "I don't know", "I don't wish to answer", and "N/A" should be always coded as 0.5 pts.

#1 weights for calculation of the composite scores  
#2 weights for calculation of the dimensional scores

**Calculation of reintegration scores:**

## STEPS

- ### EXAMPLE

**“Rarely”**

$0.06 + \_ + \_ + \_ + \_ + \_ + \_ + \_ + \_ + \_ + \_ + \_ + \_ + \_ + \_ + \_$   
+ + + + + = composite reintegration score

Page 8 of 13



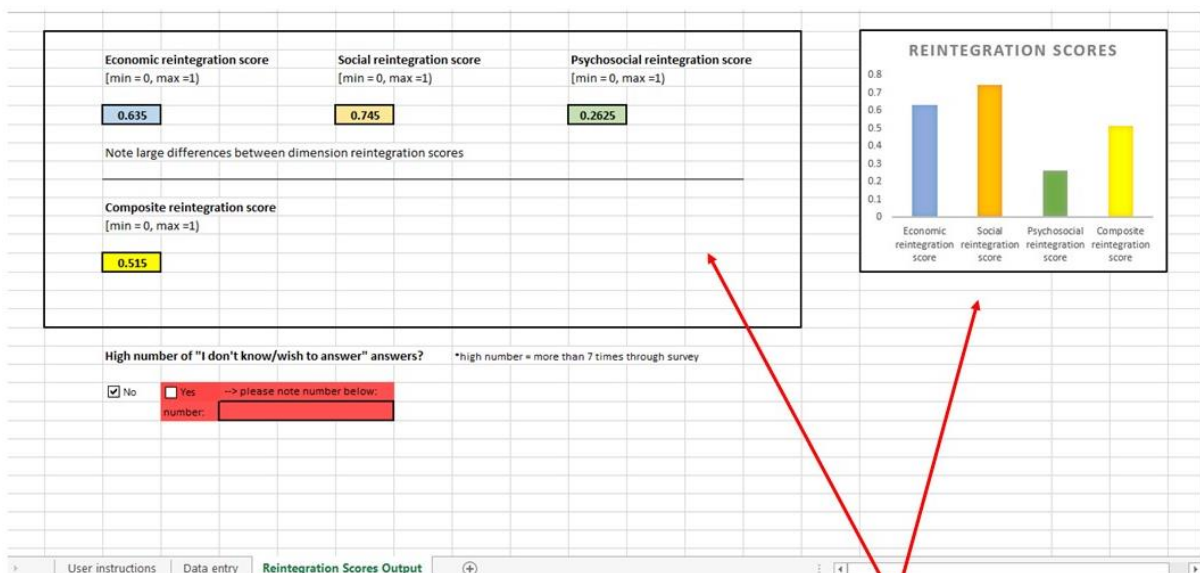
Enter data from questionnaire on Tab “Data entry”:

Insert points here according to coding instructions (step #1)

Enter points below				dimension weight	compound weight
Question number	Indicator	Coding instructions	Points		
1	Satisfaction with current economic situation	"very satisfied" = 1, "satisfied" = 0.75, "neutral" = 0.5, "unsatisfied" = 0.25, "very unsatisfied" = 0		0.15	0.05
2	Food security	"never" = 1, "rarely" = 0.75, "sometimes" = 0.5, "often" = 0.25, "very frequently" = 0		0.12	0.08
3	Ability to borrow money	"yes" = 1, "I don't know" = 0.5, "no" = 0		0.08	0.02
4	Frequency of borrowing money	"never" = 1, "rarely" = 0.75, "sometimes" = 0.5, "often" = 0.25, "very frequently" = 0		0.1	0.02
5	Debt to spending ratio	"spending is larger" = 1 "I don't know" = 0.5, "debt is larger" = 0		0.08	0.04
6	Perceived access to employment and training	"very good" = 1, "good" = 0.75, "fair" = 0.5, "poor" = 0.25, "very poor" = 0		0.13	0.03
7	Currently working	"yes" = 1, "I don't know" = 0.5, "no" = 0		0.1	0.03
8	Ownership of productive assets	"yes" = 1, "I don't know" = 0.5, "no" = 0		0.11	0.03
9	Currently searching for a job	"yes" = 1, "I don't know" = 0.5, "no" = 0			

User instructions   **Data entry**   Reintegration Scores Output   (+)

Find automated results on Tab “Reintegration scores output”:



Scores are automatically calculated and graphed

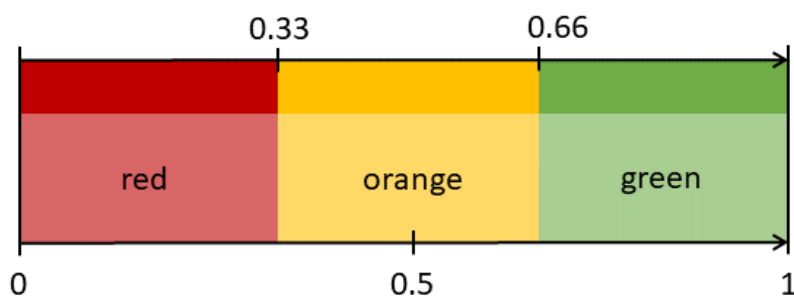
## Understanding the scores

**Meaning:** Reintegration scores (composite or dimensional) generated through the application of weights always take values between 0 and 1. An extreme score of 0 would indicate that a returnee does not demonstrate any signs of reintegration – their situation is extremely unsustainable, and they require intensive reintegration assistance. On the other hand, a score of 1 would suggest that a returnee is perfectly reintegrated, and they seem to have achieved a state of complete economic self-sufficiency, full social stability within the community, and/or excellent psychosocial wellbeing.

### TIP

The meaning of reintegration scores is given by the IOM definition of sustainable reintegration: “Reintegration can be considered sustainable when returnees have reached levels of economic self-sufficiency, social stability within their communities, and psychosocial well-being that allow them to cope with (re)migration drivers”

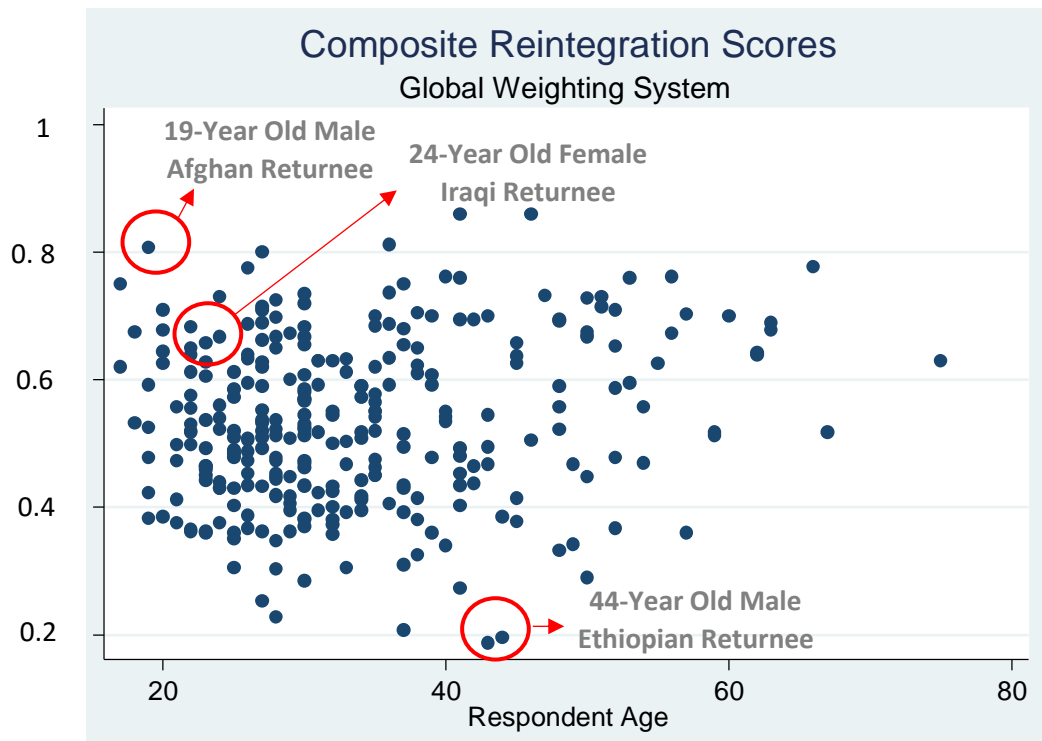
As per recommendations of the MEASURE project, scores could be used to inform the intensity of case management: **intensified case management approach** would be advisable in cases where composite and/or dimensional scores fall below 0.33. Such beneficiaries would likely benefit more intensive assistance in their reintegration efforts. On the other hand, if score reaches values above 0.66, case managers can employ a **hands-off approach** to the beneficiary overall and/or in the specific dimension of reintegration, in which the returnee has achieved a high score. Such beneficiaries can likely be relatively independent in the given dimension of reintegration, or over all, and can be expected to progress in reintegration with lighter support only. Understanding the reintegration needs of beneficiaries through the scoring can therefore enable case managers to allocate their time and efforts where most needed. The diagram below illustrates the three-tier classification with the use of a color code. This approach can be applied to interpretation of both composite and dimensional scores.



### TIP

Caution ought to be applied when interpreting scores generated for respondents with a large percentage of answers falling under the “I don’t know/I don’t wish to answer” category. It is recommended that for all respondents who used this answer options more than 7 times (more than 20% of indicators), the number of “I don’t know/I don’t wish to answer” answers be noted alongside their reintegration scores. This will highlight that the scoring might carry a lower level of accuracy.

Both composite and dimensional scores can be viewed in the context of other scores. In the graph on the next page, each of the dots represents a single returnee, sorted by age and composite reintegration score. Three returnee cases first introduced on page 5 are again highlighted here for comparison:



The 19-year-old male returnee from Afghanistan has a composite reintegration score of 0.8075. Case managers that support this individual can quickly understand from this score that the returnee is well-reintegrated across all dimensions.

The 24-year-old female returnee from Iraq has a composite reintegration score of 0.6675. This score places her in the 81<sup>st</sup> percentile of returnees in the MEASURE project dataset in terms of overall reintegration.

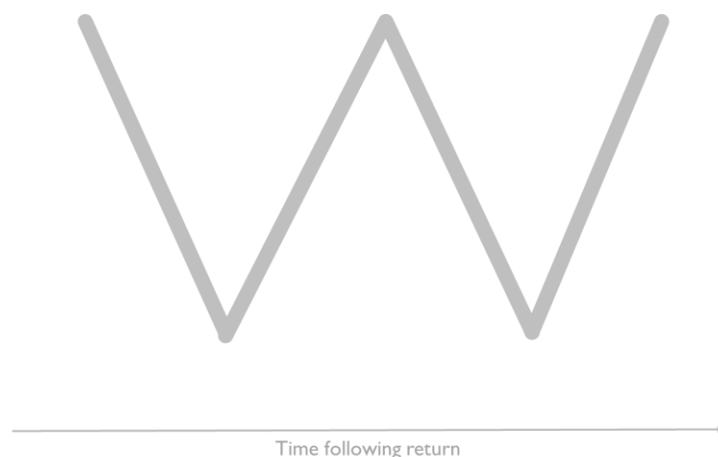
The 44-year-old male returnee from Ethiopia has a composite reintegration score of 0.195 —an overall score that is not surprising, given how low each of his dimensional scores are (see page 5). This score tells IOM Staff that the returnee is struggling severely across all dimensions. It also highlights an extraordinarily difficult reintegration case, as this score is the second-lowest among those collected during the MEASURE project fieldwork.

**Score comparison:** Comparison is meaningful in the following ways:

- **Across time:** Scores collected from a single returnee at different points in time show progress in reintegration, and in sustainability of their economic self-sufficiency, social stability, and psychosocial wellbeing.

- **Across dimensions of reintegration:** Comparison of dimensional scores can show differences in the ease/difficulty of reintegration between the economic, social, and psychosocial dimensions. This comparison is useful at the individual level, where it may indicate need to assist the beneficiary in one dimension more than in other dimensions, for example. The comparison could also be useful collectively, showing general trends in reintegration ease/difficulty in the given dimensions. If returnees to an area consistently struggle in the psychosocial dimension, but excel in the economic dimension, for example, IOM office in the area can focus on developing partnerships with providers of psychosocial support services, rather than emphasize support in the economic dimension.
- **Across a country/area:** Scores collected by a country office can be compared to each other in order to identify reintegration trends relevant for the particular country of origin. By comparing a beneficiary's scores to the country data case managers can assess the relative complexity of a case. Such comparison will allow case managers to identify cases which might require more or less assistance/focus from IOM, and allocate their time and resources effectively. Once a sufficiently large sample is collected, comparison might also facilitate understanding of the effectiveness of various reintegration measures in the local context. (Though simple comparison would not be sufficient to speak of impact of reintegration assistance!)
- **Globally:** Insights gained from analysis of global trends can be used in advocacy and programme negotiations with donors in order to address the global reintegration needs.

**Role of timing for interpretation of scores:** Case managers are advised to be mindful of the non-linear nature of the reintegration experience in their analysis of reintegration scores obtained through the reintegration sustainability survey at a given moment in a returnee's reintegration process. Conclusions of the MEASURE project highlight that initial reintegration tended to be initially viewed positively by returnees (hopeful outlook influenced e.g. by reunification with family), but low points soon emerged. The indicators of sustainable reintegration are self-reported and largely reflect subjective perceptions of the returnees (e.g. feeling of belonging to community). For this reason, it is important that IOM Staff consider that scores might be influenced by timing of the survey in relation to the high and low points of the returnee's reintegration process. Based on field experience and results of the field research<sup>8</sup>, we can expect low points to occur 1-2 months after return, and again 5-6 months after return.



**The W model** shows that the reintegration process is not linear (i.e. returnees do not start from a low place and steadily become more reintegrated), but rather has a variety of key “up” and “down” moments over time.

<sup>8</sup> Samuel Hall (2017), [Setting standards for an Integrated Approach to Reintegration](#), Commissioned by IOM

The table below outlines benefits of reintegration scoring at different moments of the process:

PURPOSE	TIMING	BENEFITS
<b>Case management</b>	1 <sup>st</sup> counselling session/soon after arrival	Scoring for reintegration sustainability soon after arrival can be useful as a baseline assessment of needs. Dimensional reintegration scores can be helpful in selecting appropriate reintegration support measures.
	6-9 months after arrival	Midterm monitoring scores collected <i>during</i> the provision of reintegration assistance can serve to re-adjust assistance based on reintegration scores in the different dimensions. Scoring at this moment can also indicate whether progress has been made since arrival.
<b>Final beneficiary monitoring and Programme evaluation</b>	12-18 months after arrival	Scoring <i>after</i> the conclusion of reintegration assistance is perhaps the most valuable – reflecting the sustainability of the returnee’s situation. These scores will also feed into final programme evaluation. They can be analyzed to indicate the effectiveness of different types of reintegration assistance for different categories of migrants, in different contexts. Data generated through the scoring system can also provide needed evidence on the influence of community and structural level factors on reintegration of individuals (if for instance poor access to healthcare is systematically reported in a set area) and can therefore serve for the development of targeted community and structural level interventions.

#### TIP

Trends in reintegration scores can be easily analyzed in relation to basic profile information. IOM offices can compare reintegration scores across gender, age, or examine whether a pattern emerges in comparison between returnees assisted by IOM through voluntary return or through other means, etc. Recommended variables for analysis of reintegration sustainability are listed below:

- ✓ Sex/Gender<sup>9</sup>
- ✓ Date of return
- ✓ Age at time of return
- ✓ Country from which return taking place
- ✓ Country of return
- ✓ Length of absence from Country of Origin
- ✓ Return operated by IOM?
- ✓ Community of return same as community of origin?
- ✓ Possible situations of vulnerability (determinants/triggers)
- ✓ Type of occupation

<sup>9</sup> While survey templates collect information on Sex of beneficiaries, [IOM Gender Policy](#) makes a distinction between Gender and Sex. The distinction could serve a valuable purpose in analysis of reintegration outcomes. *Gender* refers to the socially constructed roles and relationships, personality traits, attitudes, behaviors, values, relative power and influence that society ascribes to males and females on a differential basis. *Sex* is determined by biological traits such as chromosomes, genitalia or other physical ascriptions.