1. Specific objectives and research questions

The 2021 Somalia Joint Multi-Cluster Needs Assessment (JMCNA) was conducted to support evidence-based decision-making for the 2022 humanitarian planning cycle process and to enable planning among key humanitarian actors through the provision of updated information on multi-sectoral needs and priorities for crisis-affected populations in Somalia.

To approach this objective, the JMCNA sought to answer the following research questions:

1. What are the main household humanitarian needs and priorities across Somalia?

2. To what extent does the severity of humanitarian needs differ by assessed districts and displaced and non-displaced population groups?

3. What is the level of household access to basic services such as education, health, shelter, and water?

4. To what extent are certain population groups vulnerable, and what factors exacerbate or mitigate the needs of these vulnerable population groups?

5. To what extent does access to basic services differ among different groups or are certain groups excluded from access to specific services?

6. What knowledge, attitudes, and practices surrounding COVID-19 are currently held by population groups in Somalia?

7. How do the answers to the aforementioned questions vary according to district and region, urban or rural areas[1], and displaced and non-displaced population groups?

2. Scope

During joint planning sessions with Office for the Coordination of Humanitarian Affairs (OCHA) and humanitarian clusters, it was decided that a full complement of sectors would be covered in the JMCNA.[2] While, during these sessions, actors recognised the need for further reflection on the distinction between internally displaced person (IDP) and non-IDP population groups in light of the protracted crisis context in Somalia, 2021 JMCNA focus remained households living in IDP settlements and households living in non-IDP settlements, in both rural and urban areas, in line with previous years' assessment cycles. No data was available to elaborate the sampling frame for more specific categories such as host community, out-of-camp displaced persons or recently displaced persons.

The population of interest assessed during data collection was limited to the subset of households possessing a mobile phone, residing in areas with cellular network coverage and whose contact numbers were included on the available phone lists. However, considering Somalia provides one of the cheapest telecommunications services across Africa, and previous studies highlighting that the majority of the population owns a mobile phone, it was assumed that this sample should include households from a

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[1] Comparisons across urban and rural areas was finally not carried out as the distribution of urban and rural settlements in the final sample was not established. The sampling frame focused only on the internally displaced people (IDP) settlements vs. non-IDP disaggregation.

[2] Water, sanitation and hygiene (WASH), Shelter and non-food items (SNFI), Education, Health, Food Security, Nutrition Protection and all Areas of Responsibility (AoRs), in addition to sections on Accountability to Affected People (AAP), Displacement Dynamics, and COVID-19.
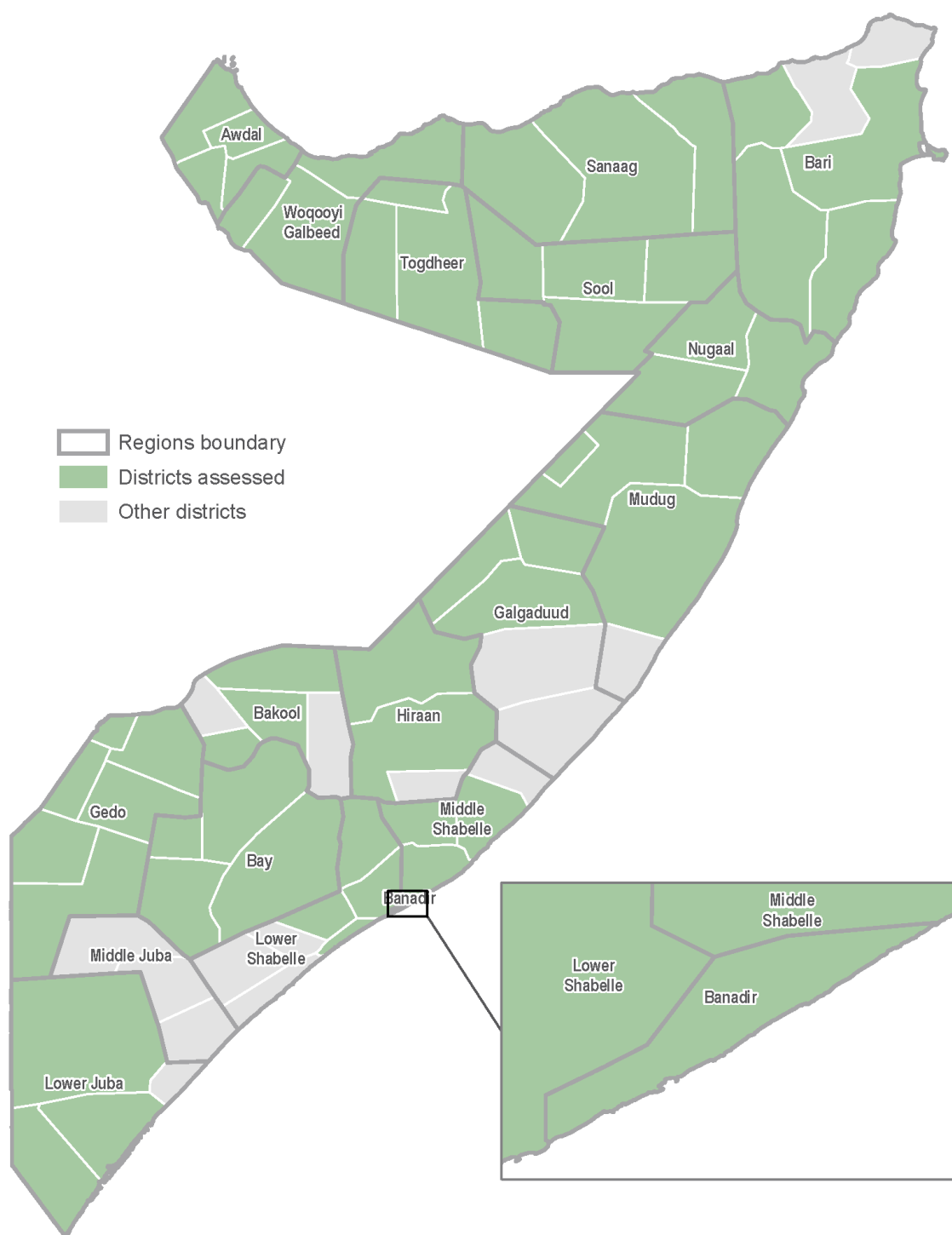
diversity of locations and backgrounds.[3] Given that the JMCNA's objective is to inform strategic planning and subsequent humanitarian response the household was selected as the unit of analysis, to better capture the severity of needs and vulnerabilities of the Somali population. District-level results were subsequently aggregated at the state and national levels in order to explore broader trends and dynamics.

Certain areas of Somalia remained inaccessible to enumerators and field staff due to security concerns and risks, in addition to a lack of contacts. Partnering with local NGOs active in the area remained one method to overcome this limitation. Data collected from REACH's Hard-to-Reach (H2R) assessment, operational in Baidoa and Mogadishu, was used as a second measure to mitigate the lack of access to certain areas and the paucity of data. While data from the H2R assessment was collected according to a different methodology (see Terms of Reference)[4], and may not fully capture information for all indicators used for the JMCNA, it nonetheless provided information that helped cross-check the results of the JMCNA.

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[3] A World Bank/Altai Consulting report published in 2018 ("Mobile money ecosystem in Somalia – Summary", 2017) found that almost three-quarters of the Somali population aged 16 and older use mobile money. An earlier national survey conducted by Gallup found that "more than seven in 10 Somalis (72.4%) say they personally own a mobile phone" (Immigration and Refugee Board of Canada, "Somalia: Prevalence of cell phones and Internet cafes in Mogadishu, including the ability to use cell phones for financial transfers", 2015)

[4] The H2R assessment uses an Area of Knowledge (AoK) methodology, whereby the settlements are assessed by interviewing key informants who have recently been displaced from the target settlements to IDP camps around Baidoa and Mogadishu. Target regions include non-accessible settlements in regions of the South Central Somalia: Bakool, Bay, Gedo, Lower Juba, Lower Shabelle, Middle Juba and Middle Shabelle. Findings from this assessment should be considered as indicative only and are not representative of the whole population of the assessed regions.

Map 1: Assessment coverage

Regions boundary
Districts assessed
Other districts

3. Sampling strategy

The JMCNA used a non-probability quota sampling to establish minimum sample sizes for each district and population group of interest. Non-probability sampling is a "sampling strategy in which a sample from a larger population is chosen purposefully, either based (1) on predefined selection criteria or (2) on a snowball approach to build a network of participants from one entry point in the population of interest".[5]

It is important to note that "although not generalisable with a known level of statistical precision, non-probability sampling can still generate indicative findings with some level of representation if participant selection is done well. Sample sizes for non-probability sampling are based on what is feasible and what should be the minimum to meet the research objectives with quality standards."[6] The decision to use non-probability sampling procedures for household-level interviews – and thus eschew random sampling methods such as random digit dialing was mainly driven by 1) the lack of comprehensive phone number lists (and the desire to avoid using beneficiary lists as it would have reduced the population of interest to a subset of those receiving humanitarian aid and thus further bias results), and 2) the reluctance of individuals to answer unknown numbers due to security concerns. Thus, the JMCNA employed non-probability household quota sampling, relying on phone lists collected through previous rounds of the JMCNA in 2018, 2019, and 2020. As aforementioned, such an approach means that results are not representative with a known level of statistical precision, rather, they are indicative findings of the population of interest. The target sample quotas for the 2021 JMCNA were calculated as though randomly sampled, at 95/10, in order to obtain a feasible and executable sample frame.

The sampling frame itself was constructed through respondent contact information collected through the JMCNA 2018, 2019, and 2020, and a snowballing strategy was used to collect the required targets when the initial sample frame proved insufficient.[7] To counter potential loss of survey due to data quality concerns, a buffer of 15% was included in the target quotas for each population group. The additional use of phone lists from the 2019 JMCNA round was expected to serve as a buffer for non-responses. Please refer to Annex 1: Sampling process for an overview of the sampling frame.

It is important to also note the limits to the proposed method of sampling. The use of non-probability sampling implies that margins or error and confidence intervals cannot be calculated for the data and that the samples should be treated as indicative rather than statistically representative. Household quota sampling may also be prone to human-induced bias with regard to the selection of attributes for differentiation, or the determination of targets, which may limit the generalisability of results to the population of interest. Finally, the sample of households assessed is a sub-set of those possessing a mobile phone, residing in areas with cellular network coverage, and appearing on phone lists of REACH collected through the JMCNA 2018, 2019, and 2020. The situation, experiences, and perceptions of a certain subgroup of likely particularly vulnerable and isolated households might not have been included in the findings.

4. Data collection

The key indicators and survey tool used were designed through an iterative process, in close collaboration and consultation with all clusters, as well as representatives from the Information Management and Assessment Working Group (IMAWG), Office for the Coordination of Humanitarian Affairs (OCHA) and the Inter-Cluster Coordination Group (ICCG). The results emanating from the

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[5] IMPACT. 2021. "MSNA 2021 Sampling Guidance Note", p.1
[6] Ibid.
[7] Respondents from previous JMCNA surveys gave consent to be contacted by REACH in the future

Secondary Data Review (SDR) and household survey were interpreted jointly through cluster-specific as well as inter-cluster workshops.

Primary data was collected by means of a household-level survey designed with the participation of the humanitarian clusters. Cluster leads were asked to outline information gaps and the type of data required to inform their strategic plans. Key indicators were then developed by REACH with the substantive input of participating partners, and subsequently validated by the clusters. REACH drafted the household survey tool through an iterative consultation process with cluster partners and OCHA and ensured, as much as possible, the alignment with the draft Joint Inter-Sectoral Analysis Framework[8] (JIAF) which serves as a common and structured method for assessing the severity of needs across different clusters.

The 2021 JMCNA was aligned with last year's approach towards data collection, which saw a shift to remote data collection via phone calls in order to mitigate the risk of inadvertently spreading COVID-19. Thus, due to COVID-19, all data collection was conducted through remote phone calls by enumerators working at home. In order to ensure the reliability of data, REACH has put in place extensive data quality control procedures. Where possible to conduct safely, enumerators were requested to conduct a few surveys under the supervision of REACH Field Officers. Throughout data collection and analysis, staff adhered to the COVID-19 Standard Operating Procedures established by REACH to mitigate risks (see REACH SOPs for data collection during Covid-19).

Data collection took place in June and July 2021. Where possible, REACH worked closely with partner organisations to coordinate data collection, and like previous years, partners continued to offer their logistical, financial, and human resources. Where possible, enumerators with prior experience with REACH assessments were used. All enumerators administered a written test to ensure that they possessed the required competencies to administer the household survey. REACH field officers held a series of training workshops in key districts in order to train team leaders and enumerators from districts being assessed.

Data collection commenced after team leaders and enumerators had been trained and a pilot had been conducted. Households numbers were randomly selected according to the sampling framework, with the questionnaire being administered either to the head of household or anyone else above the age of 18 able to speak on behalf of the household.

5. Analysis

Data analysis was conducted according to the draft JIAF, which had been sufficiently adapted for the Somalia context. To estimate the magnitude and severity of households' needs, the Living Standard Gap (LSG) methodology was adopted. An LSG is a sectoral indication of need consisting of aggregated unmet needs indicators per sector. Households with one or more sectoral LSGs were classified as having multi-sectoral needs. For the 2021 JMCNA, the aggregation method relied on the categorisation of each indicator on a binary scale: does ("1") /does not ("0") have a gap. The threshold used to determine whether a household was considered to have a particular gap or not was determined together with the relevant sectors. In addition to these binary indicators, a subset of 'critical' indicators were also identified (scored according to a five-point scale, from 1 "minimal" to 4+ "extreme"), which by themselves could indicate a severe or very severe need within the household.

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[8] The main objective of the JIAF is to provide the country teams and humanitarian partners (international and national Non-Governmental Organizations, government, donors, UN agencies, experts, clusters/sectors, ICCG, etc.) with a common framework, tools and methods to conduct intersectoral analysis, and to lay a foundation for regular joint needs analysis, to inform strategic decisions, response analysis and subsequent strategic response planning and monitoring." For further details on implementing the JIAF methodology, please refer to the Joint Intersectoral Analysis Framework 2021 Humanitarian Programme Cycle, p1.

The Multi-Sectoral Needs Index (MSNI) score measures of the household's overall severity of humanitarian needs, based on the highest severity of sectoral LSG severity scores (both critical and non-critical) identified in each household. Regardless of whether a household has a very severe LSG in just one sector or co-occurring severe LSGs across multiple sectors, their final MSNI score will be the same. The MSNI is expressed on a scale from 1 "minimal" to 4+ "extreme".[9] While this approach makes sense from a response planning perspective (if a household has an extreme need in even one sector, this may warrant humanitarian intervention regardless of the co-occurrence with other sectoral needs), an additional analysis should be done to understand such differences in magnitude and severity between households. Therefore, in addition to the MSNI, the JMCNA bulletin includes additional analysis on the overall proportion of households by the severity of needs, the overall proportion of households in need by types of needs (i.e. LSGs), the overall proportion of households in need by the total number of sectoral LGSs, and the most common needs profiles (combinations of LSGs). More details on the aggregation methodology can be found in Annex 5: Identification of LSG.

Box 1: Previous JMCNAs & why findings cannot be compared

The 2021 JMCNA drew on similar analytical concepts as the previous years. However, the methodology for identifying LSGs, households with multi-sector needs, and other components has been modified based on lessons learnt. As a consequence, comparability with 2020 findings is limited and can only be considered as indicative of broader trends.

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6. Secondary data

For 2021, OCHA Somalia have initiated an "Assessment Coordination Task Force" (ACTF) with a key agenda item to lead on a secondary data review. As a result, the secondary data review has been led by the ACTF and findings and sources were used to triangulate and support JMCNA analysis.

7. Ethical considerations

All REACH enumerators were trained on the Code of Conduct, which delineated and explained standards and responsibilities. Specific topics covered included: receiving informed consent, Do No Harm, prohibition on creating relationships (sexual), ensuring and protecting confidentiality, and means for reporting misconduct. The survey questionnaire was translated by multiple Field Officers, each of whom was assigned a separate section. These sections were then reviewed by the larger team, with particular attention paid to accuracy of translation as well as implications and connotations of word choice.

In addition, all REACH staff and enumerators were trained on COVID-19 Standard Operating Procedures established by REACH to mitigate risks of spreading the virus.

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[9] The standard draft JIAF traditionally assigns scores between 1 and 5, with the latter representing catastrophic need, defined as heightened levels of mortality, grave human rights violations, and widespread morbidity. Reflecting the character of the JMCNA, REACH was not able to classify households as 5, as such classifications are more appropriate at the area level than at the household-level and can only be established through the triangulation of several external sources. Reflecting these methodological circumstances, REACH developed the 4+ score, indicating a household is facing particularly grave threats, of a more severe character than those classified as 4.

8. Challenges and limitations

- **Remote data collection:** Due to COVID-19 contingency measures, data collection for the 2021 JMCNA was conducted over the phone. This created some particular challenges and limitations:
    - o The population of interest assessed during data collection has been limited to the subset of households possessing a mobile phone, residing in areas with cellular network coverage and contact numbers being included on the available phone lists. As a result, findings of the 2021 JMCNA should not be considered generalisable with a known level of precision;
    - o A national survey conducted by Gallup found that "more than seven in 10 Somalis (72.4%) say they personally own a mobile phone"[10]. However, as the socio-economic profile of phone owners is unknown, results may be biased towards better-off households;
    - o Given the expected lack of personal interaction during a phone-based interview, the length of the questionnaire was limited to prevent losing the respondent's attention;
    - o That surveys were conducted over the phone, as opposed to in-person, also limited the ability of enumerators to develop as strong a rapport with respondents and allay the concerns that might produce guarded responses or those that were not fully truthful. Enumerators were trained on best practices to establish trust as a means of mitigating possible occurrences and sensitive topics were not included in the assessment to avoid creating risks for respondents;
    - o Related to this, in many instances, interviews with female respondents were conducted by male enumerators, which may have created an atmosphere of unease and underreporting, especially when assessing certain indicators, such as the existence of gender-based violence (GBV) in communities. However, the fact that many respondents have previously participated the 2018 and 2019 JMCNA surveys may have contributed to greater feelings of comfort and trust during interviews;
    - o In some instances, numbers had been deactivated since last year's data collection or no longer belonged to the intended participant, which created additional challenges. Further, in other instances, respondents who were living in one district in 2018 or 2019 were found to be living in different districts in 2020, requiring enumerators to call additional potential participants or, if interviews were incorrectly conducted, discard the survey in data cleaning. To account for these challenges, adequate buffers were built into the final sampling framework.

- **Sampling -** The sampling frame relied on sites that were designated as IDP or non-IDP sites, as opposed to the self-reported displacement status of households. In certain instances, displacement status and status of site do not match. As a result, the JMCNA evaluates and compares needs and vulnerabilities of population groups across sites, not by displacement status. This reflects the understanding that households living together in certain sites are likely to have similar needs and vulnerabilities, irrespective of their displacement status. Finally, the sampling framework did not account for refugee or returnee populations.

- **Proxy reporting:** Data for individual-level indicators, such as the level of representativeness of governance structures or the perception of the ability to influence on site-level decisions, was reported by proxy by one respondent per household, rather than by the particular individual household members themselves, and therefore might not accurately reflect lived experiences of individual household members, who also might be more vulnerable.

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[10] Immigration and Refugee Board of Canada. 2015. "Somalia: Prevalence of cell phones and Internet cafes in Mogadishu, including the ability to use cell phones for financial transfers".

- **Subset indicators:** Findings related to a subset of the overall population may have a wider margin of error, potentially yielding results with lower precision. Any findings related to subsets are indicated as such throughout the report.

- **Respondent bias**: Certain indicators such as loss of employment, children not living in the household or reception of humanitarian assistance, may be under- or over-reported due to the subjectivity and perceptions of respondents. For instance, respondents might have the tendency to provide what they perceive to be the "right" answers to certain questions (i.e. social desirability bias).

- **Limitations of household surveys**:
    o While household-level quantitative surveys seek to provide quantifiable information that can be generalised to represent the populations of interest, the methodology is not suited to provide in-depth explanations of complex issues. Thus, questions on "how" or "why" are best suited to be explored through qualitative research methods.
    o Since "households" are the unit of analysis, intra-household dynamics (including for instance intra-household power relations across gender, age, disability) cannot be captured. Users are reminded to supplement and triangulate household-level findings with other data sources.

- **Timeliness:** When interpreting findings, users are informed that the data collection took place from May to July 2021, i.e at the end of the *Gu* rain season and beginning *Xagaa* dry season. The seasonal *Gu* rains started in late April 2021 and lasted for three weeks before coming to an early end during the first week of May. The heavy rains led to flash floods in the northern parts of the country, damaging critical infrastructure and displacing hundreds of thousands of Somalis.[11] The southern regions recorded below normal seasonal rains, affecting severely farming activities and water availability.[12] Thus, the JMCNA 2021 timeframe captured a period where households in Somalia were likely facing deepening needs.

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[11] From January to June 2021, more than 523,000 people have been forced to flee their homes in Somalia due to conflict and natural disasters across the country, OCHA, Humanitarian bulletin, June 2021.
[12] Food and Agriculture Organization of the United Nations (FAO), Country Brief, Somalia, July 2021.

ANNEXES

Annex 1: Sampling process

The 2021 JMCNA relied on non-probability quota sampling to establish minimum sample sizes for each district and population group of interest. Non-probability sampling is a *"sampling strategy in which a sample from a larger population is chosen purposefully, either based on (1) on predefined selection criteria or (2) on a snowball approach to build a network of participants from one entry point in the population of interest".*[13] It is important to note that *"although not generalizable with a known level of statistical precision, non-probability sampling can still generate indicative findings with some level of representation if participant selection is done well. Sample sizes for non-probability sampling are based on what is feasible and what should be the minimum to meet the research objectives with quality standards."*[14]

The decision to use non-probability sampling procedures for household-level interviews – and thus eschew random sampling methods such as random digit dialing was mainly driven by 1) the lack of comprehensive phone number lists (and the desire to avoid using beneficiary lists as it would reduce the population of interest to a subset of those receiving humanitarian aid and thus further bias results), and 2) the reluctance of individuals to answer unknown numbers due to security concerns. Thus, the JMCNA has once again employed non-probability household quota sampling, relying on phone lists collected through previous rounds of the JMCNA 2018, 2019, and 2020. As aforementioned, such an approach means that results cannot be considered representative with a known level of statistical precision, rather, they are indicative findings of the population of interest.

The target sample quotas for the 2021 JMCNA were calculated as though randomly sampled, at 95/10, in order to obtain a feasible and executable sample frame. The sample frame itself was constructed through respondent contact information collected through the JMCNA 2018, 2019, and 2020, and a snowballing strategy was used to collect the required targets if the initial sampling frame proves insufficient.[15] In order to counter for potential loss of surveys due to data quality concerns, a buffer of 15% has been included in the target quotas for each population group.

#	District	Non-IDP Settlement (including 15% buffer)	IDP Settlement (including 15% buffer)	Total
1	Baki	79	74	153
2	Borama	79	76	155
3	Lughaye	79	78	157
4	Zeylac	79	71	150
5	Ceel_barde	79	64	143

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[13] IMPACT. 2021. "MSNA 2021 Sampling Guidance Note", p.1
[14] Ibid.
[15] Respondents from previous JMCNA surveys gave consent to be contacted by REACH in the future.

6	Waajid	78	68	146
7	Xudur	79	76	155
8	Daynile	79	79	158
9	Dharkenley	79	79	158
10	Hodan	79	79	158
11	Kahda	79	79	158
12	Bandarbayla	75	0	75
13	Bossaso	79	79	158
14	Iskushuban	79	0	79
15	Qardho	79	78	157
16	Baidoa	79	79	158
17	Buur_hakaba	79	0	79
18	Diinsoor	0	75	75
19	Cabudwaaq	79	78	157
20	Cadaado	79	78	157
21	Dhuusamarreeb	79	78	157
22	Baardheere	79	78	157
23	Belet_xaawo	79	78	157
24	Ceel_waaq	79	71	150
25	Doolow	79	79	158
26	Garbahaarey	79	76	155
27	Luuq	79	76	155

28	Belet_weyne	79	79	158
29	Afmadow	79	74	153
30	Badhaadhe	79	0	79
31	Kismayo	79	79	158
32	Afgooye	79	79	158
33	Marka	79	78	157
34	Qoryooley	79	0	79
35	Wanla_weyn	79	69	148
36	Jilib	0	45	45
37	Balcad	79	0	79
38	Jowhar	79	79	158
39	Gaalkacyo_south	79	79	158
40	Gaalkacyo_north	79	79	158
41	Galdogob	79	74	153
42	Hobyo	79	58	137
43	Jariiban	79	0	79
44	Burtinle	78	72	150
45	Eyl	78	0	78
46	Garowe	79	79	158
47	Ceel_afweyn	79	76	15 5
48	Ceerigaabo	79	78	15 7
49	Laasqoray	79	76	155

50	Caynabo	79	78	157
51	Laas_caanood	79	78	157
52	Taleex	79	0	79
53	Xudun	78	74	152
54	Burco	79	79	158
55	Buuhoodle	79	78	157
56	Owdweyne	79	78	157
57	Sheikh	79	76	155
58	Berbera	79	78	157
59	Gebiley	79	78	157
60	Hargeysa	79	79	158
Total		**4653**	**3934**	**8587**

Annex 2: Terms of reference and data

The following documents and publications relating to the 2021 Somalia JMCNA can be found on the REACH Resource Centre:

- Terms of reference (including the data anyalysis plan);
- The cleaned dataset (including the tool);
- Results tables, presenting key results per sector.

Annex 3: Detailed field officers, team leaders, and enumerators training

Purpose of the Training
- Conduct training of trainers and enumerators;
- Understand the assessment so you can explain it to others;
- Gain the necessary skills to carry out a household-level survey through a remote format;
- Familiarize yourself with the sampling procedure for selecting numbers;
- Familiarize yourself with the survey questions, definitions, response options, skip-logic, constraints, etc.;
- Gain an understanding of the ethics and principles guiding this assessment.

Introduction to REACH
- Created in 2010, REACH is a joint initiative of **IMPACT Initiatives, ACTED** and **UNOSAT.**
- Established with the goal of improving understanding of conflict and/or crisis-affected countries and bolstering the information available for **evidence-based humanitarian response.**
- REACH activities are conducted in support and **within the framework of inter-agency coordination mechanisms** at the field and global levels to enable more **efficient aid planning and response**.
- REACH's teams consist of **400 assessments, data analysis, GI,S and field coordination experts, based across the 20+ countries** we work in.

REACH is a leading humanitarian initiative providing granular data, timely information and in-depth analysis from contexts of crisis, disaster and displacement. The work of REACH directly feeds into aid response and decision-making by providing accessible and precise information on the humanitarian situation of crisis-affected populations.

Created in 2010, REACH is a joint initiative of IMPACT Initiatives, ACTED, and the United Nations Operational Satellite Applications Programme (UNOSAT). REACH activities are conducted in support and within the framework of inter-agency coordination mechanisms at the field and global levels to enable more efficient aid planning and response.

Our Mission
Humanitarian actors effectively respond to the needs of crisis-affected communities.

Our Vision
To strengthen evidence-based decision-making by humanitarian actors through efficient data collection, management, and analysis in contexts of crisis.

Our Team
REACH's teams consist of 400 assessments, data analysis, geographic information system, and field coordination experts, based across the 20+ countries we work in. Furthermore, our large-scale assessments are made possible by the contribution of over 800 short-term staff that join REACH on a yearly basis to support data collection and field implementation.

The global program team of REACH is hosted by IMPACT Initiatives in Geneva, which provides strategic oversight and technical support for country teams. In addition to our presence in protracted crises, REACH regularly deploys to sudden-onset humanitarian crises, supporting evidence-based aid planning and delivery from the very beginning of new emergencies. For more information, please visit REACH | Informing more effective humanitarian action (reach-initiative.org)

Training Agenda
   • Introduction, purpose of training, brief about JMCNA data collection timeline
   • Roles and responsibilities of the REACH team
   • Working with REACH   ·   Enumerator's Code of Conduct (CoC)
       · Must adhere rules and commitments during, before and after the field data collection
       · Intro to JMCNA 2021
       · Changes to the JMCNA 2021
• Interview skills
• Probes and probing questions
• Phone Interviews   ·   General tips for phone interviews
       · Interviewing over the phone
       · Pre-data collection checklist
       · Preliminary: Defining a household
       · Steps to take when you call a household
       · Ways to deal with Unavailable households
       · Potential problems during interview (real life examples)

• After calling a household
• KOBO

Proposed Data Collection Timeline
24.05: FO and AO teams workshop
30.05: Training of Enumerators; test of enumerators
31.05: Follow-up training of enumerators; Bug-fixes
01.06: Pilot test; bug-fixes
01.06: Start data-collection
10.06: End data-collection (tentative)
31.07: Preliminary clean data-set ready to be shared for validation

Roles and Responsibilities
Team structure
- Assessment Coordinator
- Technical focal points
- GIS/DB team support

- FLATs: FLATs Focal Point
- Field focal point: Field Coordinator
- Field Officers for:
    - Mogadishu
    - Galkacyo
    - Hargeisa
    - Baidoa
    - Kismayo
    - Garowe

01 Working with REACH
Enumerator code of conduct (CoC)
All staff and enumerators must abide by the following principles
- **Do no harm.**
- Must **obtain consent and assent**.
- **Respect the rights** of respondents at all times.
- Always **create a conducive environment** in all interactions.
- Always **ensure confidentiality and sensitivity**.
- **Maintain personal and professional standards** during all engagements.

Note:
Ensure all enumerators are capable of repeating the code of conduct
Ensure all enumerators understand why the code of conduct is important

All staff and enumerators must:
- **Never raise their voice** or shout at respondents
- **Never discriminate**.
- **Never attempt to create relationships** (sexual)
- **Never intimidate/humiliate**
- **Never place a respondent at risk of abuse, or expose them to insecurity**
- **No brokering/Aiding relationship**.
- **Never film or take selfies/videos/pictures**.
- **Never use language that is inappropriate**.
- **Never make promises**.
- **Never get contact numbers from respondents for personal benefits.**

Note:
Explain importance of principles, especially in terms of the work REACH does in informing humanitarian action, and given the remote data collection modalities

02 The Joint Multi-Cluster Needs Assessment (JMCNA)
The JMCNA is:
- A national assessment covering the entire country, that seeks to..
- Capture the severity of needs at the district level, while focusing on..

• Displaced (IDP, refugees, returnees) and non-displaced persons (host- and non-host resident communities).

• **With the aim of asking the following questions:**
  • What are the needs of the different population groups?
  • What do their survival, emergency, and livelihood problems consist?
  • What is the level of access to basic services?
  • Which groups are the most vulnerable?
  • How do these needs compare across geographical areas?

Note:
Enumerators should be able to explain the assessment to anyone who approaches them; in case someone needs clarification as to why they are being interviewed; the importance/usefulness of the JMCNA, and ultimately, why their input is valuable and so should stay on the line and contribute to the survey

Changes to the JMCNA 2020
The switch from face-to-face to remote data collection
Why again this year?
  • There are indications that the Covid-19 situation in Somalia remains precarious and there are varying levels of restrictions across the entire country.
  • It is preferable to arrange remote data collection rather than face- to-face interview in order to ensure we do no harm

How will this affect the work of enumerators?
  • Enumerators will work from the REACH call center to limit having people travel and come in contact with others
  • Enumerators will report directly to their team leaders and FO
  • Enumerator productivity and data quality will be closely monitored on a daily basis by FO (e.g. call-backs, confirmation, call-logs, screen-shots, etc.)
  • Facilitate ease of work and data collection efficiency

Note:
Emphasize do no harm principle and risk of Covid-19
For enumerators who may have worked previously with REACH but also enumerators who are new – explain that remote data collection is inherently different from Face-to-face and that it requires additional skill and competence – and requires practice to be familiar with tool and managing a call
Finally, stress that because it is remote work; there will be enhanced control procedures in place and that their work productivity and efficiency will be closely monitored

03 Interviewing skills
Make a good first impression
  • When first approaching the respondent, do your best to make him/her feel at ease. With a few well-chosen words you can put the respondent in the right frame of mind for the interview. Open the interview with a smile and greeting and then proceed with your introduction.

Always have a positive approach
  • Never adopt an apologetic manner, and do not use words such as "Are you too busy?" Such questions invite refusal before you start. Rather, tell the respondent, "I would like to ask you a few questions" or "I would like to talk with you for a few moments."

Stress confidentiality of responses when necessary

• If the respondent is hesitant about responding to the interview or asks what the data will be used for, explain that the information you collect will remain confidential, no individual names will be used for any purpose, and that all information will be grouped together to write a report.

Note:
Summarise repeatedly why this is important for enumerators

Answer any questions from the respondent
• Before agreeing to be interviewed, the respondent may ask you some questions about the survey or how she was selected to be interviewed. Be direct and pleasant when you answer.

Show respect during data collection
Do not make any promises to respondents.

Probing questions
Examples of probes
FOR CLARITY/SPECIFICITY:
• Can you be more specific?
• Can you tell me more about that?
• What is your best estimate?
• What do you think?
• Which would be closer?
• Which answer comes closest to how you feel/ think?
• If you had to pick one answer, what would you choose?

FOR COMPLETENESS:
• Anything else?
• Tell me more.

OTHER PROBING TECHNIQUES:
• Repeat the question
• Echo their response
• Pause a second

Which option would you choose?
You: Did you visit hospital in the last one year?
They: Ohh I don't know
You: Okay.
You: Did you visit hospital in the last one year?
They: Ohh I don't know
You: From the rest of your answers, it doesn't look like you have so I'll fill in no.
You: Did you visit the hospital in the last year?
They: I don
You: I understand 1 year is a long time, but try to think if you were ever sick and needed medicine?
They: No I wasn't sick ever.
You: Okay, do you think now you can remember if you went to the hospital in the last year?
They: Yes, I think I never went to the hospital in the last year now.

Note:
• *Why the first option? What is the advantage? What is the disadvantage?*
• *Why not the second option?*
• *Why the third option? Why is it ok to pursue this?*

04 Phone interviews

General tips for phone surveys
- **SPEAKING:** Speak slowly and calmly into the microphone in order to be understood, speak clearly and do not chew gum or eat.
- **LISTENING:** Always turnoff all the background noise. Listen carefully to what is being said.
- **COURTESY:** Maintain a calm attitude throughout the conversation, end the calls with a polite comment such as "Good bye" or "Thank you".
- **CULTURAL:** Try to start your interview with the common Islamic greeting and introduce yourself in a brief way.
- **TIME:** Make sure you brief the time that you will need to conduct the interview.

Interviewing over the phone
How to...
- Since in phone surveys, you cannot see the respondent it is important to understand that they are different from in-person surveys. In order for phone surveys to be successful, you have to explain carefully about yourself and create a rapport.
- Always be very polite and **explain to them the purpose of your call.**
- Make sure that the **connection is stable so that no information is lost or misheard**.
- Understand their language and try to respond to them in a language that is **comfortable** for them to create that rapport.
- Do not give them any extra information regarding any policy or anything else. **Always stick to your scripts and make sure you are not saying anything other than what has been told to you.**
- **You will need to hold the respondent's attention while managing the tablet and phone. This means that you need to familiarize yourself with the instrument as well as the hardware used for surveying to avoid unnecessary gaps between questions or modules.**

So, practice!

Pre-data collection checklist
Before beginning data collection make sure of the following:
- You have a fully charged phone/tablet with the pre-installed correct version of the survey. If you are unsure about which version of the survey you should be using, please ask your team leader to clarify this
- You have a fully charged phone, loaded with enough airtime, and subscribed minutes to be able to reach all the participants you have to call in one day.
- Your headphones are working.
- You have a printed tracking sheet with the list of respondents you need to call that day. This list should have the Household ID and phone numbers
- You have the survey manual and protocol somewhere close to you, in case you need to refer to it for questions
- You have a notebook and pen
- You have a charging facility near you, i.e. an extension cable and charger
- Your tablet/phone has the correct date and time set
- You are in a quiet environment
- You have a water dispenser near you

Note:
Ensure enumerators are well prepared at the start of each day
Ensure that enumerators are aware of C-19 risk mitigation measures when visiting the office

Preliminary: Defining a household
What is a household?
- A group of persons who normally live and eat together
- A household is often a family living in the same house or compound and eating together, but can include extended relatives or non-related people
- One person who lives and eats on his or her own
- Several persons who are not related to each other. What matters is that they live together in the same house or compound and eat together.
- If a man has two or more wives and they and their children live and eat together, they form one household.
- If the wives and their children live and eat separately, they will form more than one household.
- If two or more groups of persons, each of which has its own separate eating and housekeeping arrangements, live in the same dwelling, treat them as separate households.
- If a household has a visitor staying with them for 3 months or longer, they are considered part of the household

Note
Definition and examples of a household – Emphasize why this definition is important

Distinguish a household from a family as an example
Ensure enumerators know to communicate the shared understanding of the definition

When you call a household
- First start with Islamic greeting and proceed to introduce yourself
- Be clear and use simple language when explaining why you are calling them
- Inform the respondent how the organisation acquired their number, i.e. "your household was previously surveyed for the JMCNA 2018/2019/2020, and we would like to…"
- Ask them if they have enough for the interview – it will take probably 20-35 minutes.
- Ensure that you get verbal consent in the form of some response such as "Yes, I agree".
- Ask household head or someone who is in charge or anyone who can speak on behalf of their household. Respondents should include men *and* women
- Ensure you are speaking with the correct person (not a child, not someone unable to speak on behalf of the household)
- The respondent must be someone 18 years or older
- Explain the objectives of the survey and the assessment clearly, precisely, and ensure all questions are answered before beginning

Note
Test the consent note section
If the number by any chance is for a different person, then the enumerator needs to inquire whose is the owner of the phone number. Enumerators should enquire for another phone number where they can reach the respondent on the tracking sheet. If the person who responded does not know the respondent, then politely hang up the call and immediately inform your supervisor of this case.

When you call a household
- Informal introduction: You need to introduce yourself before you can start asking to speak to the respondent. This is just a brief informal introduction. There will be a complete, formal explanation later – i.e. the consent form. BUT it is VERY important that you put whoever picks up the phone (or the respondent) at ease so that they are happy to cooperate further. The introduction will depend on the call attempt number you are making.
- Be respectful, patient, clear and answer all their questions confidently.
- Why were we chosen for survey?

- How did you get my number?
- What is the purpose/use of the survey?
- Will I receive any benefits?
- How will you use our information?
- What kind of questions will you ask me?
- How long will this take?
- Do you work for the government?

Note
Prepare standard responses for the questions above for enumerator training

Unavailable households
If you cannot reach a household
- Every attempt to reach the respondent will be captured in the enumerator tracking sheet
- This makes it easier to keep track of how many attempts have been made to reach each ID
- If the respondent can't be reached due to a number of reasons, e.g. the phone number is off, out of service, temporarily out of service, record that as the first attempt
- Subsequent attempts should be made after every 3-hour interval. Phone not reached should have at least 2 or 3 attempts in a day

If you do not reach somebody in the morning, but do reach them in the afternoon the same day, then you should only submit one completed survey
- You must make in total 9 attempts when you cannot reach a phone number across several days. However, you must only submit attempts at the end of the day. So, if you make 3 attempts to call somebody on Day 1, 3 attempts on Day 3, and 3 attempts on Day 6, then you have completed 9 attempts.
- You must leave one day in between after every 3 attempts. This means if you call the participant on Monday 3 times, you should try that participant again on Wednesday and then Friday
- This means **each enumerator should maintain a dedicated call-back sheet which each FO must track daily**
- **If you make appointments/reschedule calls, ensure that you honour your commitment and be available at the scheduled time**

Note
This will be revised and communicated

Potential problems
- Continuous distractions which interrupt the interview
- Attrition during the interview
- Unavailability of people
- Numbers switched off…
- Numbers available at different times of the day…
- **Etc.…**

If you encounter one of the aforementioned problems (or any other), please ensure that it is communicated immediately to the FO in charge
Examples
How would you respond…
- Suppose you dial a number and a young woman answers. You read the introduction to the survey and begin asking questions. After completing the first two questions of the survey, you hear a child crying in the background and the woman says she needs to go. How should you respond?

• If there are continuous distractions coming from the respondents' side, such as side conversations, background noise, interruption of the network?
• What do you do when you call a respondent and the phone is turned off, the respondent is not picking, or the telephone has no network?
• Protocol of attempts: You MUST attempt every phone number 9 times over the course of the week.
• The respondent says they are too busy to participate in the survey…
• Ask the respondent for a time and day they will be less busy and make an appointment to conduct the survey at the time when they will be available.
• There is poor network connection during a call
 Kindly request the respondent to provide an alternative number on a different network or ask very nicely for the respondent to move to a place with a better network connection.

How would you respond…
• Not the right respondents
• Ask for the head of the household or anybody able to speak on their behalf
• Use alternative phone numbers provided on the tracking sheet to reach the respondent. If using the alternative number can reach the respondent, go ahead and complete the survey. Care must be taken not to complete the survey with the wrong respondent. If the alternative contact provided goes through and they know the respondent but they're not near him/her, make arrangements for them to send you the best number through which we can reach the (this number does not even need to be the respondent's number in the case that the person picking up the phone does not know - it can even be the number of somebody that they think will know the number of the respondent).
• Phone hangs in the middle of the survey
• Make follow-up attempts after reasonable intervals and try to complete the survey
• The Phone number is temporarily/completely out of Service
• Follow call-back protocol

After calling households
At the end of interviews enumerators need to…
• Ensure all your tracking sheets are correctly filled for all attempted calls
• Ensure all your completed surveys are uploaded.
• Ensure to provide a summary to your supervisor of any issues that you faced that day. If you have any incomplete surveys, you should also provide an explanation of why this is.
• Ensure you have passed on the necessary information to your supervisor for any appointments that you made after working hours, so she can take appropriate action
• Return tablet/charger/phone/headset to the storage point for charging
• Your workplace is clean for the following day (sanitize hands and devices frequently)

05 KOBO
KOBO Survey Tool
Types of responses
• Integer: a number response will be required
• Text: a free text entry, it will appear on the phone as a blank space for text input
• Multiple Choice: will display a list of multiple choices (**squares**), of which you can select more than one option
• Single Choice: will display a list of multiple choices (**circles**), of which you can select just one option
• Date: YYYY-MM (year-month)
• GPS: Gives you and records the exact location

Question parameters

• Constraints: Makes sure that the response is logical and not conflicting. For e.g. if you ask how many days in the last week it was raining, the response cannot be 8 days.

• Relevance: Makes sure only questions relevant to the respondent are asked

• Skip Logic: Sometimes you will only want a question to be asked of those people who meet certain conditions - i.e. you want to ask questions only if certain answers have been given to earlier questions. For e.g. questions on school-aged children attendance will only be shown if there are 1. school-aged children, and 2. school-aged children enrolled in school

• Required: Forces you to respond to the question to prevent blank answers

Annex 4: List of partners involved

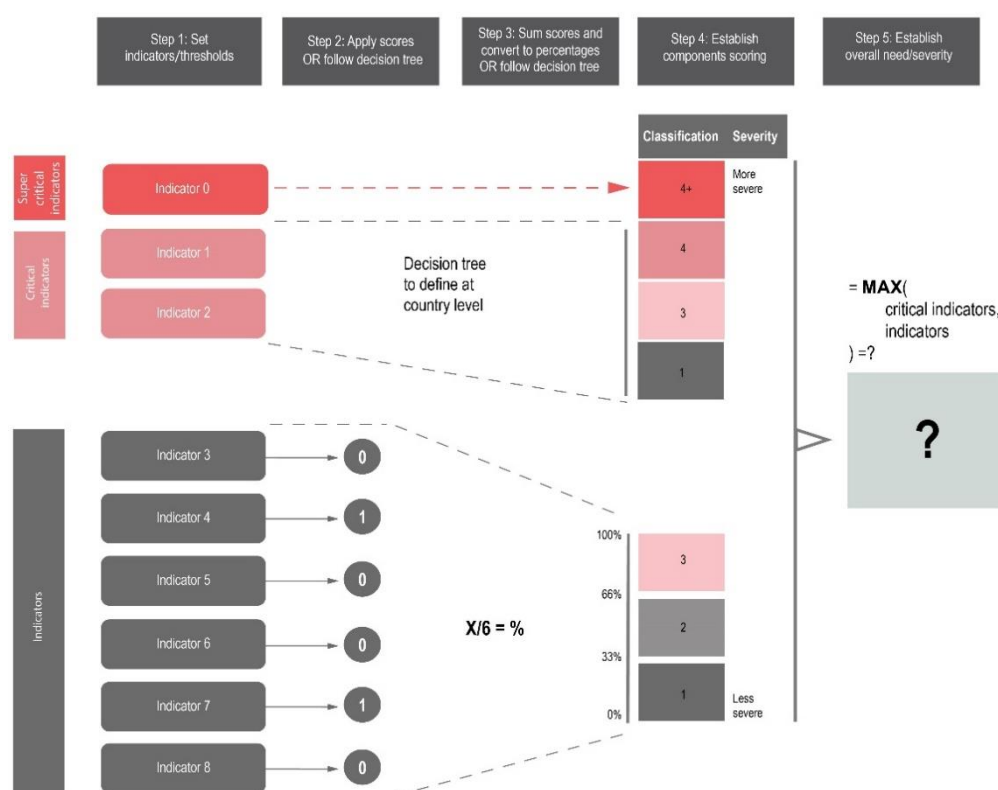| |
|---|
| World Vision International (WVI) |
| Oxfam |
| Norwegian Refugee Council (NRC) |
| Agence pour la Coopération Technique et le Développement (ACTED) |
| Secours Islamique Français (SIF) |
| Islamic Relief (IR) |
| Finn Church Aid (FCA) |
| Norwegian Church Aid (NCA), |
| Social-life and Agricultural Development Organisation (SADO) |
| International Rescue Commitee (IRC) |
| SOS Children Somalia, |
| CARE |
| Action against Hunger USA, |
| Danish Refugee Council (DRC) |
| Alight (former American Refugee Council) |
| Save the Children International (SCI) |
| Mercy corps |
| Qatar Charity |
| African Volunteers for Relief and Development (AVORD), |
| Lead Development and Research Organization (LDRO), |

Annex 5: Identification of LSG

The LSG for a given sector is produced by aggregating unmet needs indicators per sector. For the 2021 MSNA, a simple aggregation methodology has been identified, building on the Multidimensional Poverty Index (MPI) aggregation approach. Using this method, each unit (household for example) is assigned a "deprivation" score according to its deprivations in the component indicators. The deprivation score of each household is obtained by calculating the percentage of the deprivations experienced, so that the deprivation score for each household lies between 0 and 100. The method relies on the categorization of each indicator on a binary scale: does ("1") / does not ("0") have a gap. The threshold for how a household is considered to have a particular gap or not is determined in advance for each indicator. The 2021 MSNA aggregation methodology outlined below can be described as "MPI-like", using the steps of the MPI approach to determine an aggregated needs severity score, with the addition of "critical indicators" that determine the higher severity scores. The section below outlines **guidance on how to produce the aggregation using household-level data.**

1) Identified indicators that measure needs ('gaps') for each sector, capturing the following key dimensions: accessibility, availability, quality, use, and awareness. Set binary thresholds: does ("1") / does not ("0") have a gap;

2) Identified critical indicators that, on their own, indicate a gap in the sector overall;

3) Identified individual indicator scores (0 or 1) for each household, once data had been collected;

4) Calculated the severity score for each household, based on the following decision tree (tailored to each sector);

a. "Super" critical indicator(s): could lead to a 4+ if an extreme situation is found for the household;

b. b. Critical indicators: Using a decision tree approach, a severity class is identified based on a discontinued scale of 1 to 4 (1, 3, 4) depending on the scores of each of the critical indicators;

c. Non-critical indicators: the scores of all non-critical indicators are summed up and converted into a percentage of possible total (e.g. 3 out of 4 = 75%) to identify a severity class;

d. the final score/severity class is obtained by retaining the highest score generated by either the super critical, critical or non-critical indicators, as outlined in the figure X below;

5) Calculated the proportion of the population with a final severity score of 3 and above, per sector. Having a severity score of 3 and above in a sector is considered as having a LSG in that sector;

6) Identified households that do not have a LSG but that do have a CG;

a. Identified individual indicators scores (0 or 1) for all CG indicators, amongst households with a severity score of 1 or 2;

b. b. If any CG indicator has a score of 1, the household is categorised as having a CG;

7) Projected the percentage findings onto the population data that was used to build the sample, with accurate weighting to ensure the best possible representativeness.

Figure 1: Identifying LSG per sector with the scoring approach – example

Annex 6: Estimating overall severity of needs

The MSNI is a measure of the household's overall severity of humanitarian needs (expressed on a scale of 1 – 4+), based on the highest severity of sectoral LSG severity scores identified in each household.

The MSNI is determined through the following steps:

1) First, the severity of each sectoral LSGs is calculated per household, as outlined in Annex 1.

2) Next, a final severity score (MSNI) is determined for each household based on the highest severity of sectoral LSGs identified in each household.

- As shown in the example in Figure 2 below, household (HH) 1 has a final MSNI of 4 because that is the highest severity score, across all LSGs within that household.

Figure 2: Examples of MSNI scores per household based on sectoral analysis findings

	Sectoral LSG Severity Score						Final MSNI
	Food Sec	Health	WASH	Protection	Education	Etc.	
HH 1	4	4	4	4	3	3	4
HH 2	2	2	4	2	1	1	4
HH 3	3	3	3	4+	2	1	4+
Etc.	2	3	1	1	2	1	3

Key limitation: regardless of whether a household has a very severe LSG in just one sector (e.g. WASH for HH2 above) OR co-occurring severe LSGs across multiple sectors (e.g. food security, health, WASH, protection for HH1 above), their final MSNI score will be the same (4). While this might make sense from a "big picture" response planning perspective (if a household has an extreme need in even one sector, this may warrant humanitarian intervention regardless of the co-occurrence with other sectoral needs), an additional analysis should be done to understand such differences in the magnitude of severity between households. To do that, additional analysis outputs have been produced, as shown on page 3.