

Research Terms of Reference

Veterans' Reintegration Area-Based Assessment

UKR2311

Ukraine

October 2023

[V1]

REACH Informing more effective humanitarian action

1. Executive Summary

Country of intervention	Ukraine				
Type of Emergency	<input type="checkbox"/>	Natural disaster	<input checked="" type="checkbox"/>	Conflict	<input type="checkbox"/> Other (<i>specify</i>)
Type of Crisis	<input type="checkbox"/>	Sudden onset	<input type="checkbox"/>	Slow onset	<input checked="" type="checkbox"/> Protracted
Mandating Body/ Agency	FCDO				
IMPACT Project Code	64BAG				
Overall Research Timeframe (<i>from research design to final outputs / M&E</i>)	01/09/2023 to 15/01/2024				
Research Timeframe <i>Add planned deadlines (for first cycle if more than 1)</i>	1. Pilot/ training: 16/10/2023		6. Preliminary presentation: 15/12/2023 (Ministry of Veterans Affairs)		
	2. Start collect data: 17/10/2023		7. Outputs sent for validation: 08/01/2024		
	3. Data collected: 07/11/2023		8. Outputs published: 15/01/2024		
	4. Data analysed: 8/12/2023		9. Final presentation: Ongoing to various partners after 15 January 2024		
	5. Data sent for validation: 13/11/2023				
Number of assessments	<input checked="" type="checkbox"/>	Single assessment (one cycle)			
	<input type="checkbox"/>	Multi assessment (more than one cycle) <i>[Describe here the frequency of the cycle]</i>			
Humanitarian milestones <i>Specify what will the assessment inform and when e.g. The shelter cluster will use this data to draft its Revised Flash Appeal;</i>	Milestone		Deadline (can be tentative)		
	<input checked="" type="checkbox"/>	Donor plan/strategy	Ongoing		
	<input checked="" type="checkbox"/>	Inter-cluster plan/strategy East Area ICWG Area Heads of Humanitarian Agencies (A-HOHA)	Ongoing		
	<input checked="" type="checkbox"/>	Cluster plan/strategy: Protection Cluster East; GBV AoR East; MHPSS TWG Task Team on MHPSS support for Veterans	Ongoing		
	<input checked="" type="checkbox"/>	NGO platform plan/strategy NGO East Area Manager Platform	Ongoing		
	<input checked="" type="checkbox"/>	Other (Specify): - Institutional donors (UN agencies, World Bank)	Ongoing		

		While not currently aimed at a specific humanitarian milestone, the intent of this assessment is to begin to fill information gaps and create a stronger evidence base for programmatic actors interested in engaging with veterans as the GoU deems this an increasingly important area for recovery and development planning.	
Audience Type & Dissemination <i>Specify who will the assessment inform and how you will disseminate to inform the audience</i>	Audience type		Dissemination
	<input type="checkbox"/> Strategic X Programmatic <input type="checkbox"/> Operational <input type="checkbox"/> [Other, Specify]		<input type="checkbox"/> General Product Mailing (e.g. mail to NGO consortium; HCT participants; Donors) <input type="checkbox"/> Cluster Mailing (Education, Shelter and WASH) and presentation of findings at next cluster meeting X Presentation of findings (Tentatively to Veterans Task Force under the MHPSS TWG & to the Veterans' Sectoral Working Group – co-chaired by Ministry of Veterans Affairs and British Embassy Kyiv; presentation of preliminary findings to local actors in Dnipro to gather feedback on formulating recommendations) X Website Dissemination (Relief Web & REACH Resource Centre) <input type="checkbox"/> [Other, Specify]
Stakeholder mapping <i>Has a detailed stakeholder mapping been conducted during research design to identify all actors that could contribute to and/or benefit from the research?</i>	X	Yes	<input type="checkbox"/> No
General Objective	To provide a comprehensive understanding of veterans' needs, level of access to services, associated barriers and experience of reintegration at the local level, using Dnipro city as a case study.		
Specific Objective(s)	<ul style="list-style-type: none"> - Identify needs, gaps in services, and the impact of access to various services for veterans in Dnipro. - Explore how the needs of veterans have shifted since the escalation of the war in February 2022 - Explore how veterans socio-demographic characteristics impact their reintegration experience and access to relevant services - Map the various stakeholders and actors engaged in providing such services to veterans at the local level, emphasizing relations between all levels of government as well as between governmental and non-governmental actors. - Identify key areas of potential programmatic interventions along with key considerations and recommendations for these actors 		

Research Questions	<ul style="list-style-type: none"> • What are the service needs of veterans and their family members in Dnipro city? (i.e. in relation to healthcare, MHPSS support, social integration, employment/labour market reintegration, or otherwise?) How, if at all, has this changed since the escalation of the war in February 2022? • To what extent are services available and accessible for veterans and their family members, and what is the perceived quality of these services? (Healthcare, MHPSS support, social integration, employment/labour market reintegration, or otherwise?) How, if at all, has this changed since the escalation of the war in February 2022? <ul style="list-style-type: none"> ○ What services are available to veterans in Dnipro city? Who is providing those services, both formally and informally? (State and non-state? CSOs, NGOs, volunteer groups, veterans associations?) ○ How accessible are services to veterans in Dnipro city? (Physically, financially, administratively, socially? How well is information about services communicated?) What barriers exist in accessing services? ○ What is the perceived quality of the services provided to veterans and family members? • What coordination takes place between actors working with veterans? <ul style="list-style-type: none"> ○ How do state authorities at the hromada, raion, oblast, and national levels interact on ensuring veteran service provision and development of relevant policies in Dnipro? ○ How do non-state actors coordinate amongst themselves in providing services to veterans in Dnipro? ○ How do state and non-state actors coordinate amongst themselves in providing services to veterans in Dnipro? • To what extent are national-level veteran policy priorities implemented at the community level? <ul style="list-style-type: none"> ○ How is / how can veteran policy evolve to meet the needs of veterans? • How do veterans' socio-demographic characteristics impact their ability to navigate the reintegration process in Dnipro? (i.e. based on gender, age, urban/rural origin, disability or health conditions, displacement status, and career military veterans versus veterans with prior civilian employment experience?) 								
Geographic Coverage	<i>Dnipro city, Dnipropetrovska oblast</i>								
Secondary data sources	<ul style="list-style-type: none"> - Studies (predominantly dated prior to February 2022) from UNDP/SeeD, IOM, IREX, the World Bank, Ukrainian Veterans Foundation, the Ukraine Institute of Gender Programs & UN Women Ukraine. - Useful context analyses on veterans affairs in Ukraine have also been authored by organizations including Legal Hundred NGO, the Global Public Policy Institute, International Alert, and Atlantic Council. - Available data from the Ukrainian government on veterans, especially data made available by the Ministry of Veterans Affairs, but also other relevant ministries, including the Ministry of Social Policy. - To the extent possible, the assessment team will triangulate analysis with data made available by actors related to veterans since the escalation of the war, including two ongoing nationwide studies being performed by UNDP and IOM (with whom the assessment team are coordinating.) 								
Population(s) <i>Select all that apply</i>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"><input type="checkbox"/></td> <td style="width: 50%;">IDPs in camp</td> <td style="width: 25%;"><input type="checkbox"/></td> <td style="width: 25%;">IDPs in informal sites</td> </tr> <tr> <td><input type="checkbox"/></td> <td>IDPs in host communities</td> <td><input type="checkbox"/></td> <td>IDPs [Other, Specify]</td> </tr> </table>	<input type="checkbox"/>	IDPs in camp	<input type="checkbox"/>	IDPs in informal sites	<input type="checkbox"/>	IDPs in host communities	<input type="checkbox"/>	IDPs [Other, Specify]
<input type="checkbox"/>	IDPs in camp	<input type="checkbox"/>	IDPs in informal sites						
<input type="checkbox"/>	IDPs in host communities	<input type="checkbox"/>	IDPs [Other, Specify]						

	<input type="checkbox"/>	Refugees in camp		<input type="checkbox"/>	Refugees in informal sites	
	<input type="checkbox"/>	Refugees in host communities		<input type="checkbox"/>	Refugees [Other, Specify]	
	<input type="checkbox"/>	Host communities		<input checked="" type="checkbox"/>	<p>Veterans (ideally who have been engaged in military operations since February 24 2022). (See definition on p. 8.) Sub-groups may include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Male / female veterans <input type="checkbox"/> Disabled / chronically ill veterans <input type="checkbox"/> Displaced veterans <input type="checkbox"/> Young (ages 18 – 39) / older veterans (ages 40-60) <input type="checkbox"/> Career military veterans vs. veterans with prior civilian professional experience <input type="checkbox"/> Urban / rural <p>- Family members of fallen veterans</p> <p>- Family members of veterans</p> <p>- Authorities at various levels of government</p> <p>- Veteran service providers (NGOs, CSOs, government actors working with veterans)</p>	
Stratification <i>Select type(s) and enter number of strata</i>	<input checked="" type="checkbox"/>	Geographical #: 1.37 million (Dnipro city total population, UNFPA figures) Population size per strata is known? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/>	Group #: Veterans Population size per strata is known? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No The size of the veteran population in Ukraine is estimated to be 851,068 as of July 2023 by the Ministry of Veterans affairs, but geographically disaggregated data (of the number of veterans in Dnipro) is unavailable due to data sensitivity issues	<input type="checkbox"/>	[Other Specify] #: __ Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No
Data collection tool(s)	<input type="checkbox"/>	Structured (Quantitative)	<input checked="" type="checkbox"/>	Semi-structured (Qualitative)		
		Sampling method		Data collection method		
Semi-structured data collection tool (s) # 1 <i>Select sampling and data collection method and specify target # interviews</i>	<input checked="" type="checkbox"/>	Purposive Snowballing <input type="checkbox"/> [Other, Specify]		<input checked="" type="checkbox"/> Key informant interview (Target #): 15-20 KIs with governmental and nongovernmental veteran service providers (including those who administer social benefits, MHPSS programming,		

		healthcare, employment services, social integration services/activities.)			
		<input type="checkbox"/> Individual interview (Target #):_____ <input type="checkbox"/> Focus group discussion (Target #):_____ <input type="checkbox"/> [Other, Specify] (Target #):_____			
Semi-structured data collection tool (s) # 2 <i>Select sampling and data collection method and specify target # interviews</i>	<input checked="" type="checkbox"/> Purposive <input checked="" type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]	<input type="checkbox"/> Key informant interview (Target #): <input checked="" type="checkbox"/> Individual interview (Target #): 36 Veterans, disaggregated by relevant sociodemographic characteristics (male/female, disabled or chronically ill veterans, younger/older veterans, career veterans vs. veterans with civilian employment background, veterans originating from urban/rural areas); family members of veterans <input type="checkbox"/> Focus group discussion (Target #):_____ <input type="checkbox"/> [Other, Specify] (Target #):_____			
Target level of precision if probability sampling	N/A	N/A			
Disaggregation by gender and age <i>Are you planning to conduct sex/age disaggregated analysis?</i>	Gender	Age			
	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
Data management platform(s)	<input checked="" type="checkbox"/> IMPACT <input type="checkbox"/> [Other, Specify]	<input type="checkbox"/> UNHCR			
Expected output type(s)	<input type="checkbox"/> Situation overview #: __	<input checked="" type="checkbox"/> Report #: 1	<input type="checkbox"/> Profile #: __		
	<input type="checkbox"/> Presentation (Preliminary findings) #: __	<input checked="" type="checkbox"/> Presentation (Final) #: 1	<input type="checkbox"/> Factsheet #: __		
	<input type="checkbox"/> Interactive dashboard #: _	<input type="checkbox"/> Webmap #: __	<input type="checkbox"/> Map #: __		
	<input type="checkbox"/> [Other, Specify] #: __				
Access	<input checked="" type="checkbox"/> Public (available on REACH resource center and other humanitarian platforms)				
	<input type="checkbox"/> Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms)				
Visibility <i>Specify which logos should be on outputs</i>	REACH				
	Donor: FCDO				
	Coordination Framework: N/A				
	Partners: N/A				

2. Rationale

2.1 Background

The escalation of the war in Ukraine in February 2022 prompted a significant increase in the number of veterans and veteran households across Ukraine. At the start of 2022, there were approximately 400,000 veterans in Ukraine resulting from the country's eastern conflict which began in 2014.¹ This number has more than doubled since the escalation of the war, with the Ministry of Veterans Affairs estimating over 850,000 veterans as of July 2023.² Figures from the Ministry of Social Policy estimate that the number of Ukrainian military personnel and their family members total 4.5 million people.³ The transition to civilian life for veterans in Ukraine has historically been characterized by a unique set of challenges, including those related to health, MHPSS, social integration, access to employment / income-generating activities, and administrative barriers to accessing social services guaranteed by the state.⁴ Veterans who have served since February 2022 will not only be far greater in number, but will be reintegrating into a society recovering from infrastructural, social and economic effects of the war at a much greater scale than during the 2014-2022 conflict in Eastern Ukraine. The Government of Ukraine's National Recovery Plan prioritizes targeted and effective social policy, specifically noting the need to support the reintegration of veterans from military to civilian life.⁵ Such programming targeted toward veterans is led by the state, but supported heavily by non-state, mostly local, actors. As the size and need of this population grows, so does state and non-state interest in supporting veterans, which will require an evidence base on the needs and gaps in services for veterans.

Although a number of actors conducted research on the reintegration experiences of Anti-Terrorist Operation (ATO) / Joint Forces Operation (JFO) veterans (2014-2022), little research has been conducted in relation to the profile and needs of veterans generated by the escalation of the war.⁶ There are two ongoing nationwide surveys, the first being conducted by IOM, focused on veteran access to benefits, social integration and discrimination, psychological support, material wellbeing of veterans and their families. The second is being conducted by UNDP/SeeD, focusing on social cohesion between Ukrainian veterans and Ukrainian society at large. While such surveys can help profile today's veteran caseload and quantify challenges faced by this population, there is a lack of data that explains or identifies the impact of barriers to veteran service provision at a local level. This assessment will endeavour to fill that gap (in a limited geographic area of Ukraine), comparing national level policy objectives with local-level realities in order to identify practical areas for future veteran programming.

The assessment team will take an Area Based Approach to this assessment for the following reasons: 1) Focusing on a limited geographic area can allow the team to pursue a nuanced qualitative analysis related to veterans' access to services in a way that ongoing national-level surveys cannot. A geographically limited assessment can provide a practical mapping of relevant actors, highlighting the lived experience of veterans in accessing services as well as the on-the-ground experiences of service providers in a specific context. 2) Veterans issues are inherently multi-sectoral, as they demand coordination from an array of actors, including those working in the field of healthcare, administrative and social services, MHPSS.

2.2 Intended impact

¹ Peter Dickinson, "Ukraine's Growing Veteran Community Will Shape the Country's Future," *Atlantic Council* (blog), January 4, 2023, <https://www.atlanticcouncil.org/blogs/ukrainealert/ukraines-growing-veteran-community-will-shape-the-countrys-future/>.

² Source: IOM

³ Source: presentation shared by Serhii

⁴IOM, "Veterans' Reintegration in Ukraine: National Survey," February 2022,

https://ukraine.iom.int/sites/g/files/tmzbd11861/files/documents/VETERANS%E2%80%99%20REINTEGRATION%20IN%20UKRAINE_ENG-NEW.pdf; Alexander Guest et al., "Reintegration ATO & JFO Veterans" (USAID, SeeD, the government of the Kingdom of Netherlands, UNDP, January 2022),

<https://reliefweb.int/report/ukraine/reintegrating-ato-jfo-veterans-january-2022>; Julie Friedrich and Theresa Lütkefend, "The Long Shadow of Donbas: Reintegrating Veterans and Fostering Social Cohesion in Ukraine" (Global Public Policy Institute, May 2021), https://www.gppi.net/media/GPPI_Friedrich_Luetkefend_2021_Long-Shadow-of-Donbas.pdf.

⁵ National Recovery Council, "Ukraine's National Recovery Plan," July 2022, [https://uploads-](https://uploads-ssl.webflow.com/621f88db25fbf24758792dd8/62c166751fc41105380a733_NRC%20Ukraine%27s%20Recovery%20Plan%20blueprint_ENG.pdf)

[ssl.webflow.com/621f88db25fbf24758792dd8/62c166751fc41105380a733_NRC%20Ukraine%27s%20Recovery%20Plan%20blueprint_ENG.pdf](https://uploads-ssl.webflow.com/621f88db25fbf24758792dd8/62c166751fc41105380a733_NRC%20Ukraine%27s%20Recovery%20Plan%20blueprint_ENG.pdf).

⁶ ATO Veterans are those who fought in the Ukrainian counteroffensive in Donbas from April 2014 – 2018, at which point combat activity in eastern Ukraine was renamed. JFO veterans are those who fought from April 30, 2018 until the Russian invasion in February 2022.

The primary actors that this research aims to inform include agencies and organizations engaged on veterans reintegration programmatic work in Ukraine, including IOM and UNDP (the primary UN agencies engaged on the issue in Ukraine), as well as NNGOs, INGOs, and CSOs interested in engaging with veterans. In order for such actors to begin engaging in programming targeting veterans, the evidence base on post-February 2022 veterans needs to develop in a way that not only covers who is in need of services and what their needs are, but also why veterans may be facing challenges in accessing such services, which actors are working to alleviate said challenges, and where further support might be needed. The assessment team is also working on gaining the endorsement of the Ministry of Veterans Affairs (the primary governing body over veterans issues in Ukraine), and building relationships with oblast- and hromada-level authorities in Dnipro city to provide practical information that may help inform government-level interventions on veterans affairs in Dnipro.

3. Methodology

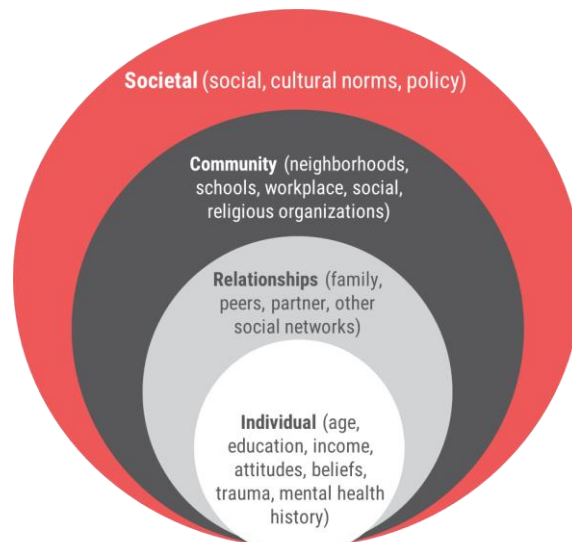
3.1 Methodology overview

Steps in methodology

1. **Secondary Data Review:** On available data in Ukraine on the topic of veterans reintegration, to inform thematic focus, methodology development, and identification of actors with whom to engage. (See 3.3 Secondary Data Review)
2. **External Outreach and Consultations:**
 - a. With government, UN, and international/national actors working with veterans in Ukraine to assess current data needs (nationally / locally) – currently ongoing, will continue throughout the course of the project.
 - b. To identify local partners on the ground in Dnipro to act as key informants and to help facilitate access to veterans and family members
3. **Tools / Questionnaire Development:** Key informant and individual interview questionnaires will be developed after the development and approval of the TOR, in close consultation with veteran organizations on the ground in Dnipro as well as through engagement with veteran working groups in Ukraine.
4. **Data Collection: Qualitative Sequencing Approach:** Data collection will be staggered, first beginning with key informant interviews with veteran service providers and policy experts. This will provide an opportunity for the assessment team to review KI results, refine veteran-focused data collection tools as necessary, before beginning data collection with veterans themselves.
 - a. **Phase I: KIs**
 - i. **Veteran service providers:** Focused on organizational capacity, types of services offered, barriers to service provision, degree of coordination with other actors, changes in reintegration context in Dnipro since February 2022. (10-15)
 - ii. **Policy experts on veterans affairs:** Focused on national, oblast, raion, and hromada-level policy developments on veterans and/or coordination between national and oblast or hromada-level authorities on veterans affairs. (5)
 - b. **Phase II: Individual interviews with veterans (and family members):** Focused on veterans' and their family members' experiences seeking support in Dnipro, perceived challenges and gaps in services. (24)
5. **Data Processing:** Will be reviewed by assessment team and shared with translation team throughout data collection. See 3.5 Data Processing and Analysis.
6. **Data Analysis:** Will be conducted by assessment team in line with IMPACT's minimum standards checklist on qualitative data processing and analysis. See 3.5 Data Processing and Analysis.
7. **Output Drafting:** Will be completed by the Assessment Officer with input from the Research Manager.

Definitions:

- **Reintegration:** Military service and veteran (MSMV) reintegration is “A process and outcome of resuming roles in family, community, and workplace which may be influenced at different levels of an ecological system.”⁷ Reintegration experiences can be dictated by a range of factors, including psychological health, physical health, employment, housing, finances, education, spiritual and legal matters.⁸
- An **ecological system** is a sociological model used to understand the relationship between personal and environmental factors, including those at the individual, interpersonal, organizational (or community), and societal level (see diagram below).⁹ The assessment team will account for interactions between these environmental factors in its methodological approach in order to present a holistic analysis of the ecosystem of veteran reintegration in Dnipro city, looking at relationships between veterans, state entities, and the associations and organizations they affiliate themselves with.



- **Veteran:** This assessment will primarily target veterans who have served since February 24, 2022 and were subsequently demobilized. However, conversations with relevant stakeholders have pointed to challenges accessing this group of individuals and therefore the assessment team reserves the possibility of including veterans who served in Ukraine between 2014 and 2022. This includes those who have served in the **Armed Forces of Ukraine, National Guard, Security Service, Foreign Intelligence Service, Ministry of Internal Affairs (not police), National Police, Security, State Border Guard Service, State Emergency Service, Territorial Defence (or others)**. Veterans will not have had to receive formal combat status (or provide any proof of service) in order to participate.
- Furthermore, **family members of deceased veterans** are also entitled to social benefits under Law of Ukraine 3551 “On the status of war veterans, guarantees of their social protection” and for the sake of this assessment will be defined as those who self-identify themselves as family members of veterans (as defined above) who were killed in the line of duty after February 24, 2022.

3.2 Population of interest

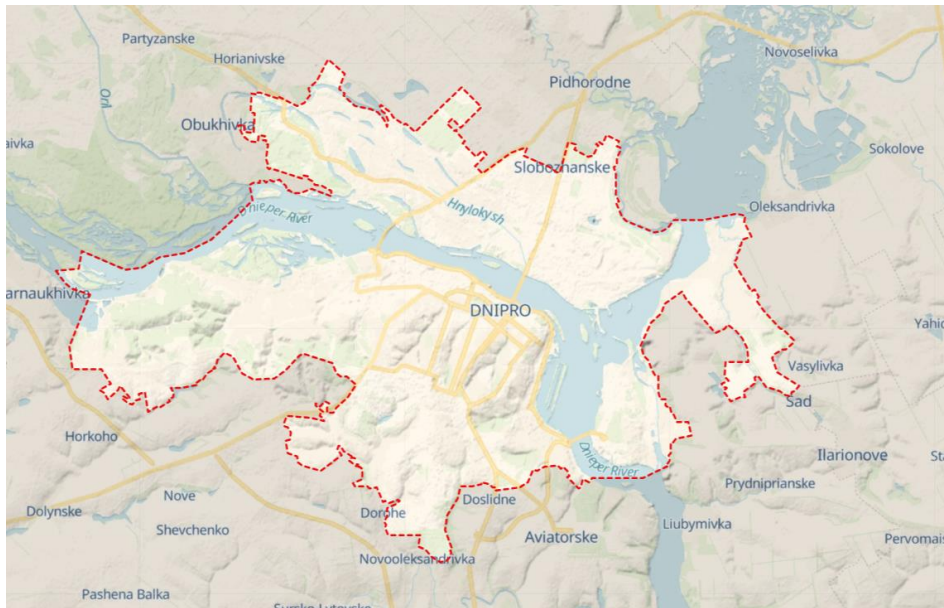
- **Geographical Area Assessed:** This assessment will focus on veterans, family members, and external actors engaged in veteran service provision in the Dnipro city area (see map below). The purpose for this geographically limited approach is to take an area-based case study approach in order to allow for a qualitative deep-dive of access to services in Dnipro. The rationale for having selected Dnipro is that it is one of the two cities in Ukraine (alongside) hosting the greatest number of veterans prior to February 2022 according to data from the Ministry of Veterans' Affairs (MoVA).

⁷ Christine A. Elnitsky, Michael P. Fisher, and Cara L. Blevins, “Military Service Member and Veteran Reintegration: A Conceptual Analysis, Unified Definition, and Key Domains,” *Frontiers in Psychology* 8 (March 14, 2017): 369, <https://doi.org/10.3389/fpsyg.2017.00369>.

⁸ Christine A. Elnitsky, Michael P. Fisher, and Cara L. Blevins, “Military Service Member and Veteran Reintegration: A Conceptual Analysis, Unified Definition, and Key Domains,” *Frontiers in Psychology* 8 (March 14, 2017): 369, <https://doi.org/10.3389/fpsyg.2017.00369>.

⁹ Adapted from Urie Bronfenbrenner, “Toward an Experimental Ecology of Human Development,” *American Psychologist* 32, no. 7 (July 1977): 513–31, <https://doi.org/10.1037/0003-066X.32.7.513>.

While data on the location of veteran population in Ukraine since February 2022 has not been published, the assessment team has identified a few government-led programs that target veterans located in Dnipro, suggesting it is likely a city where a portion of the veteran population are located.



Source: Deep State Map

- **Population Assessed:** Veterans located in Dnipro city, Dnipropetrovska oblast (whose fall under the definition of “veteran” mentioned above).
- **Unit of Measurement:** In order to better reflect findings relevant to the socio-ecological model presented above (thus allowing for analysis that illustrates the systems within which veterans seek service provision), data collection will include more than one unit of measurement, dependent on target group and tool:
 - o **Individual:** The assessment team will develop tools targeted toward veterans to be discussed on the individual level. (However, this tool may integrate questions that allow veterans to speak on behalf of their veteran community more broadly, as well.) Tools targeted toward family members of veterans will ask questions at the individual level in the event that family members are recipients of services themselves, but where appropriate, may ask also ask questions about their veteran family members or the veteran community more broadly.
 - o **Community:** Service providers (government and non-government) will be targeted in order to provide their insights about the services their organizations / agencies serve to the veteran community.
 - o **Institutional:** Two types of actors will ideally provide reflections on veterans affairs at the institutional level. These primarily include: 1) local government official KIs located in Dnipro (hromada and oblast level where relevant) 2) national level KIs targeted at understanding the current state of veteran policy and programming. These KIs will serve to understand the relationship between local and national-level government in achieving veteran policies on the ground in Dnipro.

3.3 Secondary data review

Below is a list of reports authored on veteran reintegration in Ukraine and other relevant sources relevant to the assessment approach. This list is non-exhaustive and highlights the primary data sources used to form the basis of this study.

Secondary source	Purpose of source
“Reintegration ATO & JFO Veterans.” USAID, SeeD, the government of the Kingdom of Netherlands, UNDP, January 2022.	- Provide information on the age and demography of ATO/JFO veterans, understand issues of Ukrainian veterans related to mental health, economic inclusion, social inclusion, civic engagement.

<p>Veteran's Reintegration in Ukraine: National Survey – IOM (2022)</p>	<ul style="list-style-type: none"> - Provide info on age and demography of veterans, understand issues of Ukrainian veterans related to social integration, MHPSS, access to services, labour market, and attitudes toward starting businesses
<p>"Life After Conflict: The Sociodemographic and Socioeconomic Characteristics of Veterans of the Conflict in Eastern Ukraine and their Families" – IOM (2020)</p>	<ul style="list-style-type: none"> - Same as above (an earlier iteration of the same study, in fewer locations throughout Ukraine); can be used to triangulate our findings and the above ones
<p>Veterans Reintegration Survey Briefs – IREX (2021)</p>	<ul style="list-style-type: none"> - Summarize reintegration challenges for veterans prior to the escalation of the war, including those related to: benefits utilization and experiences, female veterans, physical and mental healthcare, and social reintegration
<p>Ukraine Rapid Damage and Needs Assessment – World Bank, UN, and GoU (2023)</p>	<ul style="list-style-type: none"> - Contextualize the need for forward-looking solutions to support the needs of veterans in the future
<p>The trip from Donbas: Ukraine's pressing need to defend its veterans – Atlantic Council (2020)</p>	<ul style="list-style-type: none"> - Provide basis for understanding of socio-political context around veteran service provision especially from 2014 onward. Connects policy-level objectives with on-the-ground struggles of veterans to access the services they're entitled to.
<p>The Long Shadow of Donbas: Reintegrating Veterans and Fostering Social Cohesion in Ukraine – Global Public Policy Institute (2021)</p>	<ul style="list-style-type: none"> - Provides understanding of systemic issues facing veteran governance and access to social services in Ukraine, sheds light on the role of civil society in filling these gaps, and societal stigma toward veterans
<p>Access to Information: The 'Achilles Heel' of Reintegration Programmes – Legal Hundred NGO (2017)</p>	<ul style="list-style-type: none"> - Summarizes issues surrounding a lack of understanding amongst veterans of reintegration programs and approaches by the Ukrainian government to increase accessibility
<p>'Invisible Battalion 2.0': Women Veterans Returning to Peaceful Life - Institute of Gender Programs & UN Women Ukraine (2019)</p>	<ul style="list-style-type: none"> - Looks at veteran reintegration from a gender lens, summarizes especially the challenges specific to women veterans, who are making up an increasing proportion of the Ukrainian armed forces
<p>What's next for veterans in Ukraine? Promoting inclusion to improve the reintegration architecture for former combatants – International Alert (2019)</p>	<ul style="list-style-type: none"> - Explores role of gender norms in reintegration of vets who fought 2014-2017 in Ukraine.
<p>IASC Guidelines on Inclusion of Persons with Disabilities in Humanitarian Action</p>	<ul style="list-style-type: none"> - Chapter on data and information management to inform methodology in a way that REACH engages ethically with veterans (who are more frequently disabled than the general population). For example, ensuring our data collection tools account for potential barriers to inclusion experienced by such groups.
<p>Portrait of a veteran in Russian Ukrainian war 2014-2022 – Ukrainian Veterans Foundation (2022)</p>	<ul style="list-style-type: none"> - Provides <i>some</i> up-to-date data on veterans coming from the war post-February 2022 (as well as ATO/JFO vets), contextual information on legal definition of a veteran
<p>Analytical Information According to the Ministry of Veterans Affairs Ukraine</p>	<ul style="list-style-type: none"> - Dashboard from the Ministry of Veterans Affairs of Ukraine with data on the number of veterans in Ukraine, disaggregated by: oblast, administrative status (i.e. under what legal clause they're considered a veteran), gender, type of economic activity

Socio-Economic Impacts of Internal Displacement and Veterans Return – World Bank (2017)	<ul style="list-style-type: none"> - Summarizes unemployment issues, lack of psychosocial support and support for older and disabled veterans. Data is outdated, but relevant contextual information.
IMPACT data and reporting focused on Dnipro city and Dnipropetrovsk Oblast, including: <ul style="list-style-type: none"> - Arrival and Transit Monitoring - Area Based Assessments - Upcoming MSNA 2023 findings 	<ul style="list-style-type: none"> - To provide a contextual overview of socio-economic and humanitarian needs of the general population of Dnipro

3.4 Primary Data Collection

Qualitative data will be collected by IMPACT field team (with some KIs being performed by the AO with support of a translator) in Dnipro city in two phases: Phase 1 will cover key informants engaged in veteran service provision and relevant government focal points engaged on coordinating service provision, taking place from October 23 to 27, 2023. Phase 2 will cover data collection with veterans and family members, taking place from November 1-10, 2023. Data collection will be performed face-to-face unless it is absolutely necessary to take place online, due to security concerns or in the event that respondents are unavailable face-to-face and no alternate respondents are available. The IMPACT field team will support in the identification of government and non-government actors and KI contacts working with veterans and will work closely with the AO to agree which groups are most relevant to connect with for data collection purposes.

Sampling: The assessment and field team will conduct outreach to veteran organizations in Dnipro, with the aim of building relationships that allow REACH to hire 1 or 2 well-connected veteran organization focal points on a service contract, to conduct further outreach (based on their own expertise on the topic, alongside a snowballed sampling approach) in Dnipro city on behalf of the assessment and to assist in conducting the interviews. The role of such a focal point will be to:

- Facilitate access to relevant veteran organizations in Dnipro; which, in turn, will help the assessment team snowball the respondent sample of veteran and family member respondents and KI respondents
- Review the interview tools to provide feedback to the assessment team on relevancy and appropriateness of the proposed questionnaires
- Conduct data collection themselves in partnership with the field team
- Provide some training to the field team on potential sensitivities which may arise during data collection, which may be particularly the case for veterans with health issues

Triangulation: The assessment officer will be located in Dnipro over the period of data collection and will hold debriefs with the involved field teams on their observations each day during data collection. This will allow the team to discuss areas where information aligns and conflicts, enabling the team to seek further information in the event that conflicting information arises.

Phase 1: The assessment team will seek to make connections with a multi-sectoral range of service providers to veterans in order to make sure that KIs are not skewed toward any specific type of service (see table below). Furthermore, the assessment and field team will work together to identify a range of state actors, CSOs, national NGOs, and international NGOs working on these issues, in order to be able to map which types of actors are working on which types of services targeted toward veterans in Dnipro.

The KI tools will cover:

- Type of support provided to veterans by each service provider, the size and profile of the community they serve,
- Perceived gaps in services and barriers to service delivery in Dnipro
- Perceived barriers in accessing services faced by veterans in Dnipro

- Coordination mechanisms between veteran service providers and other government and non-government actors
- Perceptions of changes in veteran reintegration since the February 2022 escalation of the war and the ways in which veteran socio-demographics play a role in this experience

The data collection approach will, to the extent possible, account for a balance in the type of respondents based on: 1) the type of organization / agency the KI respondent is affiliated with (state actors, CSOs, National NGOs, and International NGOs) and 2) the types of services that their organizations and agencies are involved in, including MHPSS, employment, social support, healthcare, and veteran policy/legislation.

Phase 2: The methodology of Phase 2 aimed at veterans and their family members will involve in-depth interviews with veterans and their family members, made accessible by veteran CSO focal points mentioned in the above “sampling” section. Consultations with stakeholders working with veterans have pointed out that the majority of veterans who have demobilized since February 2022 have done so because of health concerns. Considering the likelihood that such veterans have been through traumatic events in the last 18 months, the assessment team proposes to conduct one-on-one in-depth interviews (rather than FGDs) with veterans and their family members. This approach allows for a greater degree of privacy and will allow enumerators to focus on the comfort levels of one individual (rather than a group of individuals) in answering questions that might be sensitive for respondents. The involved enumerator teams will be trained on collecting qualitative data with vulnerable groups (See more detail below in Section 4: Key ethical considerations and related risks).

Individual interviews will target veterans and family members based on a selection of different socio-demographic characteristics that have come up in literature review or in consultations with actors currently working with veterans. The below table presents 12 categories of veterans (and family members) but may be adjusted based on consultation with local CSOs in Dnipro on the relevancy of such sub-categories. The assessment team proposes to conduct a total of 24 one-on-one interviews, evenly split across selected categories. It is worth noting that while the research team will seek out specific characteristics in respondents, it is likely that any one respondent will belong to multiple of these demographic groups (i.e. male, disabled, age 25). As such, the enumerator teams will be trained in a manner that prepares them to conduct interviews in a way that is sensitive to all the relevant demographic groups outlined below.

Target Group	Individual Interviews
Male Veterans	3
Female Veterans	3
Disabled / Chronically Ill Veterans	3
Displaced Veterans	3
Veterans ages 18-39	3
Veterans ages 40-60	3
Veterans age 60+	3
Career Military Veterans	3
Veterans with Prior Civilian Professional Experience	3
Rural Veterans (originating from outside Dnipro city)	3
Family Members of Fallen Veterans	3
Family Members of Veterans	3
Total	36

3.5 Data Processing & Analysis

Data processing and analysis of KIs and individual interviews will be performed in line with IMPACT's Minimum Standards Checklist of Semi-Structured Data Processing and Analysis. Where permitted by respondents, audio recordings will be utilized to improve the quality of interview transcripts where useful and necessary. Once interview transcripts and enumerator debrief forms have been translated from Ukrainian / Russian to English, processing and analysis will result in the following data and analysis to be shared with IMPACT HQ: 1) Enumerator debrief forms, 2) Finalized transcripts in Word document format, and 3) a completed Data Saturation and Analysis Grid (DSAG), and 4) a completed Method Report (with the DSAG), summarizing data collection and analysis methods used.

Furthermore, the assessment team may utilize a qualitative analysis software (NVivo or MAXQDA) to conduct in-depth qualitative analysis. The main goal of the analysis will be to: 1) understand the variance in responses from veterans belonging to differing demographic groups and 2) to produce a mapping of relevant actors providing services to veterans.

3.6 Limitations

Veterans' affairs are a sensitive issue in Ukraine, and requires the assessment team to conduct outreach in order to access the population of interest. Recruiting veterans to speak to, building partnerships with state and civil society organizations willing to engage openly with the assessment team will require extra effort from the assessment and field teams given that this is a new area of research for IMPACT in Ukraine. The assessment team is already conducting early engagement and outreach with international and national actors with hopes of mitigating such challenges through relationship-building. The sensitivity of veterans issues in Ukraine could result in discussions where respondents are not comfortable speaking openly and honestly, compromising data quality. Difficulties accessing veteran groups, organizations, and relevant state agencies could also risk delaying the timeline of the project.

Given that the assessment team will access the veteran population through local organizations, the veteran organizations through whom the assessment team accesses veteran respondents may not be comprehensively representative of the veteran population as a whole in Dnipro.

Taking an area-based approach also means that the data collected on veterans in Dnipro will not necessarily apply to other areas of Ukraine, and any outputs produced by the assessment team will need to account for this fact. Dnipro is an area of Ukraine which likely has more organizations serving veterans than most other areas in the country (and where government ministries are currently piloting new veteran programming). Thus, any findings on the nature of services cannot assume the same structures are in place in other oblasts and cities. Similarly, as the sample of veterans and family members will be produced by outreach to organizations working with veterans, the results of the assessment may be biased toward those who have better access to necessary services than those who are not connected with such organizations and may thus be in greater need of support. Finally, a qualitative approach means that the findings of this assessment will be indicative rather than representative, although the assessment team will, to the extent possible, cover a broad array of actors working with veterans and veterans themselves.

4. Key ethical considerations and related risks

The proposed research design meets / does not meet the following criteria:

<i>The proposed research design...</i>	Yes/ No	Details if no (including mitigation)
... Has been coordinated with relevant stakeholders to avoid unnecessary duplication of data collection efforts?	Yes	
... Respects respondents, their rights and dignity (<i>specifically by: seeking informed consent, designing length of survey/</i>	Yes	

<p><i>discussion while being considerate of participants' time, ensuring accurate reporting of information provided)?</i></p>		
<p>... Does not expose data collectors to any risks as a direct result of participation in data collection?</p>	Yes	
<p>... Does not expose respondents / their communities to any risks as a direct result of participation in data collection?</p>	Yes	
<p>... Does not involve collecting information on specific topics which may be stressful and/ or re-traumatizing for research participants (both respondents and data collectors)?</p>	No	<p>Veteran reintegration broadly runs the risk of raising questions that remind respondents of stressful experiences, particularly given higher rates of injury and PTSD in veterans.</p> <p>The assessment team will mitigate this risk by:</p> <ul style="list-style-type: none"> - Excluding any questions that relate to the period of military service - Working closely with local veteran organizations to ensure our questionnaires are appropriate to the context and that the veterans who agree to speak with us are comfortable speaking about such questions. - Staff and enumerators involved in data collection will undergo training on handling interviews with vulnerable groups, with the support of a veteran CSO partner with expertise on working with veterans in Ukraine - A referral pathway resource list will be developed and made available to respondents. The assessment team will develop this list in consultation with local CSOs and service providers. - Finally, the assessment and field teams are working to identify a means to train the field team/enumerators in

		psychological first aid (PFA) ahead of data collection.
... Does not involve data collection with minors i.e. anyone less than 18 years old?	Yes	
... Does not involve data collection with other vulnerable groups e.g. persons with disabilities, victims/ survivors of protection incidents, etc.?	No	Please see above for mitigation measures also relevant to vulnerable groups. Furthermore, as the veteran participants will be identified partially through local veteran organizations, the assessment team will discuss any potential accommodations which need to be made for veterans with disabilities, based on type of disability, taking into consideration relevant guidance on involving disabled people in research.
... Follows IMPACT SOPs for management of personally identifiable information ?	Yes	

5. Roles and responsibilities

Task Description	Responsible	Accountable	Consulted	Informed
Research design	Assessment Officer	Research Manager	Field Officer, IMPACT HQ/RDD	TBD
Supervising data collection	Senior Field Officer	Field Coordinator	IMPACT Deputy Country Coord	TBD
Data processing (checking, cleaning)	Assessment Officer	Research Manager	IMPACT HQ	TBD & IMPACT HQ
Data analysis	Assessment Officer	Research Manager	IMPACT HQ	TBD & IMPACT HQ
Output production	Assessment Officer	Research Manager	IMPACT HQ	TBD & IMPACT HQ
Dissemination	Assessment Officer	Research Manager	IMPACT HQ	TBD & IMPACT HQ
Monitoring & Evaluation	PD/M&E	Assessment Officer	IMPACT HQ	IMPACT HQ
Lessons learned	Assessment Officer, Field Officer	Assessment Officer	IMPACT HQ	IMPACT HQ

6. Data Analysis Plan

See [Data Analysis Plan Excel spreadsheet](#) . As the questionnaires will be developed in consultation with veteran organizations, the questions under column Q, "questionnaire questions," will likely be subject to some revision which the assessment team will share back with IMPACT HQ.

7. Data Management Plan

Administrative Data		
Research Cycle name	Veterans' Reintegration Assessment	
Project Code	64BAG	
Donor	FCDO	
Project partners	N/A	
Research Contacts	Daron Mackie, Brett Schmicking, Sarah Studds	
Data Management Plan Version	Date: 07/09/2023	Version: 01
Related Policies	IMPACT SOP on Personally Identifiable Information	
Documentation and Metadata		
What documentation and metadata will accompany the data? <i>Select all that apply</i>	<input checked="" type="checkbox"/> Data analysis plan	<input type="checkbox"/> Data Cleaning Log, including: <input type="checkbox"/> Deletion Log <input type="checkbox"/> Value Change Log
	<input type="checkbox"/> Code book	<input type="checkbox"/> Data Dictionary
	<input type="checkbox"/> Metadata based on HDX Standards	<input type="checkbox"/> [Other, Specify]
Ethics and Legal Compliance		
Which ethical and legal measures will be taken?	<input checked="" type="checkbox"/> Consent of participants to participate	<input checked="" type="checkbox"/> Consent of participants to share personal information with other agencies
	<input type="checkbox"/> No collection of personally identifiable data will take place	<input checked="" type="checkbox"/> Gender, child protection and other protection issues are taken into account
	<input checked="" type="checkbox"/> All participants reached age of majority	[Other, Specify]
Who will own the copyright and Intellectual Property Rights for the data that is collected?	IMPACT	
Storage and Backup		
Where will data be stored and backed up during the research?	<input type="checkbox"/> IMPACT/REACH Kobo Server	<input type="checkbox"/> Other Kobo Server: <i>[specify]</i>
	<input checked="" type="checkbox"/> IMPACT Global Physical / Cloud Server	<input checked="" type="checkbox"/> Country/Internal Server
	<input type="checkbox"/> On devices held by REACH staff	<input type="checkbox"/> Physical location <i>[specify]</i>
	<input type="checkbox"/> [Other, Specify]	
Which data access and security measures have been taken?	<input checked="" type="checkbox"/> Password protection on devices/servers	<input type="checkbox"/> Data access is limited to <i>[specify, e.g. REACH staff]</i>
	<input type="checkbox"/> Form and data encryption on data collection server	<input type="checkbox"/> Partners signed an MoU if accessing raw data
	<input type="checkbox"/> [Other, Specify]	
Kobo Access Rights		
Account Name(s)	Person(s)	Type of Kobo access
N/A	N/A	<input type="checkbox"/> View <input type="checkbox"/> Submit Data <input type="checkbox"/> Edit <input type="checkbox"/> Download Data

N/A	N/A	X View <input type="checkbox"/> Edit	X Submit Data <input type="checkbox"/> Download Data
N/A	N/A	X View <input type="checkbox"/> Edit	<input type="checkbox"/> Submit Data X Download Data

Raw Data Access Rights		
Raw Data Access	Reason	Person
Accountable	Primary AO, focal point to oversee data quality, coordination with translation team, and qualitative analysis	Daron Mackie
Access	Research Manager to view transcripts as necessary – backstopping AO	Brett Schmicking
Access	Primary field staff responsible for managing enumerators and data collection	Vitalii Budnik (IMPACT Senior Field Officer, Dnipro)

Preservation		
Where will data be stored for long-term preservation?	<input checked="" type="checkbox"/> IMPACT / REACH Global Cloud / Physical Server	<input type="checkbox"/> OCHA HDX
	<input type="checkbox"/> REACH Country Server	<input type="checkbox"/> [Other, Specify]

Data Sharing		
Will the data be shared publically?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No, only with mandating agency / body
Will all data be shared?	<input type="checkbox"/> Yes	<input type="checkbox"/> No, only anonymized/ cleaned/ data will be shared
	<input checked="" type="checkbox"/> No – DSAG to be approved by HQ but considering the sensitivity of veteran data, assessment team advises against sharing transcripts or DSAG publicly.	
Where will you share the data?	<input checked="" type="checkbox"/> REACH Resource Centre	<input type="checkbox"/> OCHA HDX
	<input type="checkbox"/> HumanitarianResponse	<input type="checkbox"/> [Other, Specify]

Data protection risk assessment		
Have you completed the Indicators Risk Assessment table below?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No, no information that potentially allows identification of individuals is to be collected.
[Please complete the first 4 columns in the Indicators Risk Assessment table below]		

Risk indicator (including direct and indirect identifiers)	Type of identification risk	Disclosure implications	Benefits	Class	Required mitigation
Respondent name	Direct identification of respondent	Loss of privacy	Follow up for data cleaning as necessary; also for snowball sampling purposes	[To be completed by IMPACT HQ]	[To be specified by IMPACT HQ]
Respondent phone number	Direct contact of respondent	Loss of privacy	Follow up for data cleaning as necessary; snowball sampling purposes		

<i>KI position and organization/agency</i>	Direct identification of respondent	Loss of privacy	Follow up for data cleaning as necessary; snowball sampling purposes		
<i>Veteran respondent confirmation of military service</i>	Direct identification of respondent	Loss of privacy	Follow up for data cleaning as necessary		
Responsibilities					
Data collection	<i>Vitalii Budnik, Senior Field Officer, Dnipro. Vitalii.budnik@reach-initiative.org</i>				
Data cleaning	<i>Vitalii Budnik, Senior Field Officer, Dnipro. Vitalii.budnik@reach-initiative.org in cooperation with Daron Mackie, AO.</i>				
Data analysis	<i>Daron Mackie, AO, daron.mackie@impact-initiatives.org</i>				
Data sharing/uploading	<i>Daron Mackie, AO, daron.mackie@impact-initiatives.org</i>				

8. Monitoring & Evaluation Plan

IMPACT Objective	External M&E Indicator	Internal M&E Indicator	Focal point	Tool	Will indicator be tracked?
Humanitarian stakeholders are accessing IMPACT products	Number of humanitarian organisations accessing IMPACT services/products	# of downloads of x product from Resource Center	Country request to HQ	User_log	<input checked="" type="checkbox"/> Yes
		# of downloads of x product from Relief Web	Country request to HQ		<input checked="" type="checkbox"/> Yes
		# of downloads of x product from Country level platforms	Country team		<input type="checkbox"/> Yes
	Number of individuals accessing IMPACT services/products	# of page clicks on x product from REACH global newsletter	Country request to HQ		<input type="checkbox"/> Yes
		# of page clicks on x product from country newsletter, sendingBlue, bit.ly	Country team		<input checked="" type="checkbox"/> Yes
		# of visits to x webmap/x dashboard	Country request to HQ		<input type="checkbox"/> Yes
IMPACT activities contribute to better program implementation and coordination of the humanitarian response	Number of humanitarian organisations utilizing IMPACT services/products	# references in HPC documents (HNO, SRP, Flash appeals, Cluster/sector strategies)	Country team	Reference_log	<input checked="" type="checkbox"/> Yes <i>References in documents produced by Ukraine East Area ICWG, Area Heads of Humanitarian Agencies (A-HOHA), Protection Cluster East, GBV AoR East, MHPSS TWG Task Team on MHPSS Support to Veterans, NGO East Area Manager Platform</i>
		# references in single agency documents			<input checked="" type="checkbox"/> Yes <i>References in documents produced by institutional donors (UN agencies, World Bank).</i>
Humanitarian stakeholders are using IMPACT products	Humanitarian actors use IMPACT evidence/products as a basis for decision making, aid planning and delivery	Perceived relevance of IMPACT country-programs	Country team	Usage_Feedback and Usage_Survey template	<input checked="" type="checkbox"/> Yes <i>Usage survey to be conducted in February 2024, following the release of final report, targeting at least 10 partners</i>
		Perceived usefulness and influence of IMPACT outputs			
		Recommendations to strengthen IMPACT programs			
	Number of humanitarian documents	Perceived capacity of IMPACT staff			
		Perceived quality of outputs/programs			

	(HNO, HRP, cluster/agency strategic plans, etc.) directly informed by IMPACT products	Recommendations to strengthen IMPACT programs			
Humanitarian stakeholders are engaged in IMPACT programs throughout the research cycle	Number and/or percentage of humanitarian organizations directly contributing to IMPACT programs (<i>providing resources, participating to presentations, etc.</i>)	# of organisations providing resources (i.e. staff, vehicles, meeting space, budget, etc.) for activity implementation	Country team	Engagement_log	<input type="checkbox"/> Yes
		# of organisations/clusters inputting in research design and joint analysis			<input checked="" type="checkbox"/> Yes
		# of organisations/clusters attending briefings on findings;			<input checked="" type="checkbox"/> Yes