

# Research Terms of Reference

Informing UNICEF's ITS Programming

JOR2002

Jordan

December 2020

V2

**REACH** Informing more effective humanitarian action

## 1. Executive Summary

<b>Country of intervention</b>	Jordan		
<b>Type of Emergency</b>	<input type="checkbox"/>	Natural disaster	<input type="checkbox"/> Conflict
<b>Type of Crisis</b>	<input type="checkbox"/>	Sudden onset	<input type="checkbox"/> Slow onset
<b>Mandating Body/ Agency</b>	UNICEF		
<b>IMPACT Project Code</b>	10DJY		
<b>Overall Research Timeframe</b> (from research design to final outputs / M&E)	26 /11/2020 to 30 /02/2021		
<b>Research Timeframe</b> Add planned deadlines (for first cycle if more than 1)	1. Pilot/ training: 23/12/2020		6. Preliminary presentation: 26/01/2021
	2. Start collect data: 24/12/2020		7. Outputs sent for validation: 28/01/2021
	3. Data collected: 14/01/2021		8. Outputs published: 31/01/2021
	4. Data analysed: 24/01/2021		9. Final presentation: 11/02/2021
	5. Data sent for validation: 24/01/2021		
<b>Number of assessments</b>	<input checked="" type="checkbox"/>	Single assessment (one cycle)	
	<input type="checkbox"/>	Multi assessment (more than one cycle) [Describe here the frequency of the cycle]	
<b>Humanitarian milestones</b> Specify <b>what</b> will the assessment inform and <b>when</b> e.g. The shelter cluster will use this data to draft its Revised Flash Appeal;	<b>Milestone</b>		<b>Deadline</b>
	<input checked="" type="checkbox"/>	Donor plan/strategy	11/02/2021
	<input type="checkbox"/>	Inter-cluster plan/strategy	__/__/__
	<input type="checkbox"/>	Cluster plan/strategy	__/__/__
	<input type="checkbox"/>	NGO platform plan/strategy	__/__/__
<input type="checkbox"/>	Other (Specify):	__/__/__	
<b>Audience Type &amp; Dissemination</b> Specify <b>who</b> will the assessment inform and <b>how</b> you will disseminate to inform the audience	<b>Audience type</b>		<b>Dissemination</b>
	<input checked="" type="checkbox"/> Strategic <input checked="" type="checkbox"/> Programmatic <input checked="" type="checkbox"/> Operational <input type="checkbox"/> [Other, Specify]		<input checked="" type="checkbox"/> General Product Mailing (e.g. mail to NGO consortium; HCT participants; Donors) <input checked="" type="checkbox"/> Cluster Mailing (Education, Shelter and WASH) and presentation of findings at next cluster meeting <input checked="" type="checkbox"/> Presentation of findings (e.g. at HCT meeting; Cluster meeting) <input checked="" type="checkbox"/> Website Dissemination (Relief Web & REACH Resource Centre) <input type="checkbox"/> [Other, Specify]

Detailed dissemination plan required	□	Yes	X	No
General Objective	<p>The general objective of this assessment is to establish a <b>baseline of UNICEF informal tented settlements (ITS)</b>, and to <b>better understand the situation of children and adolescents living in ITS where UNICEF operates in Jordan<sup>1</sup>, including UNICEF services beneficiaries, and those that are not as a control group.</b></p> <p>To this end, this assessment will consist of a mixed methods approach, combining three main components, including a secondary data analysis, a household's survey, and key informant interviews (KIIs). This will allow to triangulate outputs and provide an in-depth comprehensive analysis.</p> <p>The assessment will help UNICEF to identify good practices, gaps, and challenges to services delivery <b>to improve its programmatic interventions.</b></p>			
Specific Objective(s)	<ol style="list-style-type: none"> <li><b>1. Identify key socio-demographic characteristics of VOC where UNICEF operates in Jordan</b> <ol style="list-style-type: none"> <li>1.1. Identify socio-economic and demographic characteristics of UNICEF Makani services beneficiaries.</li> <li>1.2. Identify socio-economic and demographic characteristics of UNICEF services beneficiaries (not Makani).</li> <li>1.3. Identify socio-economic and demographic characteristics of non-beneficiaries of UNICEF programmes.</li> </ol> </li>   <li><b>2. Understand the situation of VOC including the impact of COVID-19 outbreak and their priority needs (in terms of access and quality) across multiple sectors</b> <ol style="list-style-type: none"> <li>2.1. Understand the current situation of VOC across multiple sectors</li> <li>2.2. Identify the priority needs to access to quality basic services<sup>2</sup></li> <li>2.3. Identify the coping mechanisms to a lack of access and/or quality to basic services</li> </ol> </li>   <li><b>3. Understand the perceptions and expectations of UNICEF beneficiaries and non-beneficiaries regarding its services delivery.</b> <ol style="list-style-type: none"> <li>3.1. Assess VOC's perceived access of existing UNICEF services.</li> <li>3.2. Assess VOC's perceived quality of existing UNICEF services.</li> <li>3.3. Identify the barriers faced by beneficiary and non-beneficiary households in accessing quality basic services.</li> </ol> </li> </ol>			
Research Questions	<p>This assessment will consist of four sub-research questions:</p> <ol style="list-style-type: none"> <li><b>1. What are the socio-demographic characteristics of these communities?</b> <ol style="list-style-type: none"> <li>1.1. What are the socio-demographic characteristics of UNICEF Makani services beneficiaries?</li> <li>1.2. What are the socio-demographic characteristics of UNICEF services beneficiaries (not Makani)?</li> </ol> </li> </ol>			

<sup>1</sup> Based on the analysis of the UNICEF programmes, seven governates are covered by UNICEF services: Amman, Balqa, Irbid, Karak, Ma'an, Mafraq, and Zarqa.

<sup>2</sup> In this document, "basic services" refers to the services identified during the secondary data review as the highest priorities in Jordan one year ago (MSNA, 2020).

	<p>1.3. What are the socio-demographic characteristics of non-beneficiaries of UNICEF programmes?</p> <p><b>2. What challenges do VOC face in regards to child protection, education, health and nutrition, social inclusion, youth engagement, and WASH)?</b></p> <p>2.1. How are the conditions where VOC live?</p> <p>2.2. What are the priority needs to access to quality basic services</p> <p>2.3. What are the coping strategies to overcome lack of access to quality services?</p> <p><b>3. To what extent do UNICEF services respond to population's needs?</b></p> <p>3.1. What is the VOC's perceived quality of UNICEF services?</p> <p>3.2. What are the perceptions of VOCs on access to UNICEF services?</p> <p>3.3. What are the barriers that VOCs face to access to UNICEF services?</p>					
<b>Geographic Coverage</b>	<p>This assessment will cover the areas where UNICEF operates in Jordan, including Amman, Balqa, Irbid, Karak, Ma'an , Mafrqa, and Zarqa.</p>					
<b>Secondary data sources</b>	<p>UNICEF, <a href="#">UNICEF and the COVID-19 Response for Education in Jordan: One Month On</a> (May 2020)</p> <p>UNICEF, UNHCR, WFP <a href="#">Multi-Sectoral Rapid Needs Assessment: COVID-19-Jordan</a> (May 2020)</p> <p>REACH, <a href="#">Jordan Multi-Sector Needs Assessment of VOC</a> (May 2020)</p> <p>REACH <a href="#">Jordan COVID-19 Brief Vulnerabilities among VOC settlements in Jordan amid the spread of the COVID-19 outbreak</a> (April 2020)</p> <p>UNICEF, <a href="#">Jordan Makani Standard Operating Procedures</a> (2019)</p> <p>Action Against Hunger, <a href="#">Vulnerability Assessment Framework Population Study</a> (2019)</p> <p>War Child, <a href="#">Education Needs Assessment Informal Tented Settlements and Host Communities in Jordan</a> (February 2018)</p> <p>ODI, UNICEF, UNHCR, <a href="#">A Promise of Tomorrow – The Effects of UNHCR and UNICEF cash assistance on Syrian refugees in Jordan</a> (November 2017)</p> <p>Mixed Migration Platform, <a href="#">Precarious Living – Access to housing in transit for refugees and other migrants</a> (July 2017)</p> <p>REACH, UNICEF, <a href="#">Syrian Refugees Staying in Informal Tented Settlements in Jordan, Multi-Sector Assessment Report</a> (August 2014)</p>					
<b>Population(s)</b> <i>Select all that apply</i>	<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 checked="" 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"/>			Migrants in informal sites
<b>Stratification</b> <i>Select type(s) and enter number of strata</i>	X	Geographical #:Governorate and District Levels Population size per strata is known? X Yes <input type="checkbox"/> No	<input type="checkbox"/>			Group #: 3 groups of population per access or not to UNICEF services, including (1) the UNICEF beneficiaries of Makani services, (2) beneficiaries receiving UNICEF services, but not Makani, and (3) ITS receiving no UNICEF services
			<input type="checkbox"/>			[Other Specify] #: _ _ Population size per strata is known? <input type="checkbox"/> Yes X No

			Population size per strata is known? X Yes <input type="checkbox"/> No
<b>Data collection tool(s)</b>	X	Structured (Quantitative)	<input type="checkbox"/> Semi-structured (Qualitative)
		<b>Sampling method</b>	<b>Data collection method</b>
<b>Structured data collection tool # 1</b> <i>Select sampling and data collection method and specify target # interviews</i>		<input type="checkbox"/> Purposive <input type="checkbox"/> Probability / Simple random <input checked="" type="checkbox"/> Probability / Stratified simple random <input type="checkbox"/> Probability / Cluster sampling <input type="checkbox"/> Probability / Stratified cluster sampling <input type="checkbox"/> [Other, Specify]	<input type="checkbox"/> Key informant interview (Target #):_____ <input type="checkbox"/> Group discussion (Target #):_____ <input checked="" type="checkbox"/> Household interview (Target #):# <sup>3</sup> 582 <input type="checkbox"/> Individual interview (Target #):_____ <input type="checkbox"/> Direct observations (Target #):_____ <input type="checkbox"/> [Other, Specify] (Target #):_____
<b>Structured data collection tool # 2</b> <i>Select sampling and data collection method and specify target # interviews</i> <i>***If more than 2 structured tools please duplicate this row and complete for each tool.</i>		<input type="checkbox"/> Purposive <input type="checkbox"/> Probability / Simple random <input type="checkbox"/> Probability / Stratified simple random <input type="checkbox"/> Probability / Cluster sampling <input type="checkbox"/> Probability / Stratified cluster sampling <input type="checkbox"/> [Other, Specify]	<input checked="" type="checkbox"/> Key informant interview (Target #): 40 <sup>4</sup> <input type="checkbox"/> Group discussion (Target #):_____ <input type="checkbox"/> Household interview (Target #):_____ <input type="checkbox"/> Individual interview (Target #):_____ <input type="checkbox"/> Direct observations (Target #):_____ <input type="checkbox"/> [Other, Specify] (Target #):_____
<b>Semi-structured data collection tool (s) # 1</b> <i>Select sampling and data collection method and specify target # interviews</i>		<input type="checkbox"/> Purposive <input type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]	<input type="checkbox"/> Key informant interview (Target #):_____ <input type="checkbox"/> Individual interview (Target #):_____ <input type="checkbox"/> Focus group discussion (Target #):_____ <input type="checkbox"/> [Other, Specify] (Target #):_____
<b>Semi-structured data collection tool (s) # 2</b> <i>Select sampling and data collection method and specify target # interviews</i> <i>***If more than 2 structured tools please duplicate this row and complete for each tool.</i>		<input type="checkbox"/> Purposive <input type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]	<input type="checkbox"/> Key informant interview (Target #):_____ <input type="checkbox"/> Individual interview (Target #):_____ <input type="checkbox"/> Focus group discussion (Target #):_____ <input type="checkbox"/> [Other, Specify] (Target #):_____
<b>Target level of precision if probability sampling</b>		95% level of confidence	7 +/- % margin of error
<b>Data management platform(s)</b>	X	IMPACT	<input type="checkbox"/> UNHCR
	<input type="checkbox"/>	[Other, Specify]	

<sup>3</sup> As the assessment will have a target level of precision of 95/7, between 171 and 180 interviews are to be conducted and completed in each of the 3 strata (Makani beneficiaries, other UNICEF services beneficiaries, non-UNICEF beneficiaries), leading to a total of 528 interviews. With a buffer of 10%, this equates to 582”.

<sup>4</sup> The qualitative survey complements the quantitative findings. 45 settlement leaders (Shawish) will be interviewed to capture perceptions of the provision of services in regards to the COVID-19 pandemic, respectively including 15 Shawishes receiving Makani services, 15 receiving other types of UNICEF services, and 10 not receiving any UNICEF services. The final number of KIIs will be fine-tuned at the end of the data collection.

<b>Expected output type(s)</b>	<input type="checkbox"/>	Situation overview #: __	X	Report #: 1	<input type="checkbox"/>	Profile #: __
	<input type="checkbox"/>	Presentation (Preliminary findings) #: __	<input type="checkbox"/>	Presentation of Key Findings (Final) #: 1	<input type="checkbox"/>	Factsheet #: __
	<input type="checkbox"/>	Interactive dashboard #:_	<input type="checkbox"/>	Webmap #: __	<input type="checkbox"/>	Map #: __
	<input type="checkbox"/>	Clean Dataset #: 1				
<b>Access</b>	X	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)				
<b>Visibility</b> <i>Specify which logos should be on outputs</i>	<b>REACH</b> [By default unless specified otherwise]					
	<b>Donor:</b> UNICEF					
	<b>Coordination Framework:</b> [List logos here as relevant]					
	<b>Partners:</b> [List logos here if outside coordination framework]					

## 2. Rationale

### 2.1. Background

A range of vulnerable out-of-reach communities (VOC) living in informal tented settlements (ITS) are found throughout Jordan, which include a majority of Syrian refugees<sup>5</sup>. Those living in these settlements either choose to do so, moving within the country to access services or livelihoods opportunities<sup>6</sup>, or live in them out of necessity, often unable to afford rent and shelter in more established urban areas<sup>7</sup>. The informal nature of these settlements means that access to shelter<sup>8</sup>, food<sup>9</sup>, water, sanitation<sup>10</sup>, health<sup>11 12</sup>, education<sup>13</sup> and other essential services is not officially established and often intermittent, making the communities a highly vulnerable population group. Further, VOC populations often fall outside relief response targeting communities staying in formally managed camps and within host communities.

In 2020, around half (55%) of the VOC population were under the age of 18<sup>14</sup>. Among households (HH) with school-aged children, 57% reported that no child was attending formal education, either as they lacked the funds to afford related costs (47%), or due to the distance or lack of transportation (25%), HH's frequent relocation (22%) or child labour (18%)<sup>15</sup>. HH also had difficulties to meet food needs<sup>16</sup>, accessing health- and maternal care, as well as accessing water (20%) and having shelter- and WASH-related needs<sup>17</sup>.

<sup>5</sup> REACH Jordan Multi-Sector Needs Assessment of VOC (May 2020)

<sup>6</sup> *Ibid.*

<sup>7</sup> Mixed Migration Platform, Precarious Living – Access to housing in transit for refugees and other migrants (July 2017), p.3

<sup>8</sup> Action Against Hunger, Vulnerability Assessment Framework Population Study (2019)

<sup>9</sup> REACH, UNICEF, Syrian Refugees Staying in Informal Tented Settlements in Jordan, Multi-Sector Assessment Report (August 2014), p.18

<sup>10</sup> ODI, UNICEF, UNHCR, A Promise of Tomorrow – The Effects of UNHCR and UNICEF cash assistance on Syrian refugees in Jordan (November 2017), p.68

<sup>11</sup> *Ibid.*, p.92

<sup>12</sup> REACH, UNICEF, Syrian Refugees Staying in Informal Tented Settlements in Jordan, Multi-Sector Assessment Report (August 2014)

<sup>13</sup> War Child, Education Needs Assessment Informal Tented Settlements and Host Communities in Jordan (February 2018)

<sup>14</sup> REACH Jordan Multi-Sector Needs Assessment of VOC (May 2020)

<sup>15</sup> *Ibid.*

<sup>16</sup> 85% of HHs reported using at least one coping strategy to meet food needs (MSNA, 2020)

<sup>17</sup> *Ibid.*

To address these needs, UNICEF Jordan focuses on the most vulnerable children, in policy engagement and advocacy as well as in programme management and service delivery. Their approach is vulnerability-based and aims to reach all vulnerable and marginalized children<sup>18</sup> <sup>19</sup>(age 0-18) in the country, regardless of status, ability or nationality. This approach includes six priority sectors, namely Education, Social Inclusion, WASH, Child protection, Youth Programmes and Health & Nutrition<sup>20</sup>. Education represents one third of the budget, followed by one fourth of the budget being spent on social inclusion programmes and nearly one fifth of the budget (19%) spent on WASH services and supplies.<sup>21</sup> For the ITS populations, UNICEF focuses on the provision of Makani centers where children and adolescents can learn and thrive since 2018. UNICEF also provides transportation to school, WASH services and supplies, educational kits, as well as COVID -19 related cash assistance<sup>22</sup>, and more recently mobile clinics<sup>23</sup>. At Makani centres, children and young people are supported by enhancing their learning outcomes through the provision of uncertified structured learning support services (literacy and numeracy), and skills-based services that aim to improve self-management skills, cognitive skills, social skills and joint action skills, as well as by providing structured and community-based child protection services and skills-building programmes<sup>24</sup>. Makani centres also promotes early childhood development interventions and parent and child education programmes<sup>25</sup>, as well as further child protection activities, such as community awareness sessions and building child protection community committees and serving as a base for referrals.<sup>26</sup> Since the onset of the COVID-19 pandemic, UNICEF has conducted campaigns that introduced handwashing demonstrations and social distancing, distributed emergency hygiene supplies, provided technical and financial support for the Ministry of Education and provided materials and devices to support distance learning of vulnerable children without access to connectivity<sup>27</sup>.

A multi-sectoral rapid needs assessment by UNICEF, UNHCR and WFP conducted in April provides a preliminary understanding of the impact of COVID-19 and associated governmental measures such as transportation restrictions, on VOC. The resulting main challenges were found to be reduced access to food, due to travel restrictions and increased food prices<sup>28</sup>, increased spending of limited savings to meet basic needs<sup>29</sup>, challenges of VOC in accessing health facilities and essential medicine, and challenges in ITS to access safe drinking water and improved sanitation during the curfew<sup>30</sup>. Furthermore, VOC reported challenges for the continuity of education, due to limited internet connectivity and difficulties in

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<sup>18</sup> The most vulnerable and marginalized children are as follows: unaccompanied and separated children, children under profound stress, children affected by armed conflict, children belonging to marginalized minority groups, adolescents at risk of exploitation by extremist groups, children engaged in labour, out-of-school children, children with poor school performance, adolescent girls, particularly girls at risk of early marriage or already married, children with disabilities, parents and families of vulnerable children.

<sup>19</sup> UNICEF Jordan Makani Standard Operating Procedures, p.12

<sup>20</sup> UNICEF What We Do – Our Programmes, Accessed on 30.11.2020, <https://www.unicef.org/jordan/what-we-do>

<sup>21</sup> UNICEF Jordan country programme 2018-2022 Report. Accessed on 30.11.2020, <https://www.unicef.org/jordan/reports/unicef-jordan-country-programme-2018-2022>

<sup>22</sup> UNICEF ITS Master Sheet (September 2020)

<sup>23</sup> November 2020

<sup>24</sup> UNICEF Jordan Makani Standard Operating Procedures, p.28-50

<sup>25</sup> *Ibid.*, p.65

<sup>26</sup> *Ibid.*, p.70-75

<sup>27</sup> UNICEF and the COVID-19 Response for Education in Jordan: One Month On (May 2020)

<sup>28</sup> UNICEF, UNHCR, WFP Multi-Sectoral Rapid Needs Assessment: COVID-19-Jordan (May 2020), p.16, 33

<sup>29</sup> *Ibid.*, p.23

<sup>30</sup> *Ibid.*, p.24-27

accessing government online learning strategies<sup>31</sup> and protection issues, such as 17% of respondents in ITS reporting to have used emotional or physical violence against children<sup>32</sup>.

The situation for VOC might have changed considerably since the outbreak of the COVID-19 pandemic, potentially affecting the sectors of education, livelihoods, WASH and health as well as both the needs of communities and the provision of support by humanitarian organizations.

## 2.2 Intended impact

This research builds on the previous assessments conducted by REACH and UNICEF that was focused on VOC and aims to inform the ITS programming of UNICEF for the year of 2021 by providing a baseline for an impact evaluation at a later stage. It also strives to refine the understanding of the situation of beneficiary and non-beneficiary HHs arising from the pandemic. Finally, this assessment seeks to improve strategic decision-making processes and aid the planning of humanitarian interventions with a particular emphasis on UNICEF programmatic interventions.

## 3. Methodology

### 3.1. Methodology overview

The empirical approach of this assessment will include mixed methods using both quantitative and qualitative components. Data collection will be conducted in two phases on an overall period of 20 working days starting from the 13<sup>th</sup> December 2020 to the 10<sup>th</sup> January 2021, both remotely and face-to face depending on the authorizations provided by governorates. **The first phase will be primarily quantitative, including a household's survey (536 HHs)<sup>33</sup> designed with a probability sampling involving a stratified random selection including a 95% confidence interval and a 7% margin of error.** The second phase of the data collection will occur once the 30% of the quantitative data collection will be completed and analyzed to build the qualitative questionnaire. Key informant interviews purposively sampled (40 approximately) will allow to provide additional information missing from the HHs survey, and an in-depth understanding of the situation of ITS UNICEF beneficiaries and non-beneficiaries in Jordan. **The comprehensive results from the qualitative component will be considered indicative and not representative.**

Based on a secondary data review, and discussions with UNICEF, this assessment will focus on the following sectors covered by UNICEF:

1. Child protection
2. Education
3. Health and nutrition
4. Social inclusion
5. Youth engagement
6. WASH

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<sup>31</sup> *Ibid.*, p.28-29, 35

<sup>32</sup> *Ibid.*, p.31

<sup>33</sup> This number does not include the buffer, it indicates the expected respondents.

Among these sectors, UNICEF has developed several services for children and adolescents ITSs that will be at the core of the assessment: Makani centers, transportation to school, WASH services and delivery of WASH supplies (hygiene and cleaning kits), educational kits, mobile clinics and cash assistance.

## **Key definitions**

### Vulnerable Out-of-reach Communities (VOC)

These communities are 'out-of-reach', as they often settle in rural areas and migrate relatively more than similar populations, making it difficult to reach them. They are also 'vulnerable', often falling outside the relief response in formally-managed camps or in host communities. They often live in makeshift shelters and lack basic infrastructure, such as water and sanitation facilities. Vulnerable out-of-reach communities are settled throughout Jordan especially in rural areas and often move within the country to access services or livelihoods opportunities. They face a range of vulnerabilities, as many of them are refugees or migrants working as low-skilled seasonal labour, living in basic shelters exposed to weather conditions, and lacking basic infrastructure, such as water and sanitation facilities. Also, due to their remote locations and high rate of movement, VOC experience challenges with accessing services such as education."<sup>34</sup>

### Informal Tented Settlement (ITS):

There is no consensus about what constitutes an "informal tented settlement" either in policy-making or academic circles. For the purpose of this analysis, REACH used the generic definition published by the UN Habitat Programme: "unplanned settlements and areas where housing is not in compliance with current planning and building regulations". Although useful, it does not address the full spectrum of factors which lead to the establishment of informal settlements within the context of the Syria crisis. In Jordan, ITS are best defined in terms of two inter-related factors: a) settlement size and b) the land tenure pattern, both of which interact to determine welfare and vulnerability across settlements. In Jordan, REACH utilised a standardised settlement size of four households to determine target settlements and this allowed REACH to expand coverage to 125 settlements.<sup>35</sup>

### Shawish:

In ITSs tented settlements, *Shawish* is the person nominated by other refugees to act as the settlement leader and the decision-maker. The Shawish can be either a female or male, and could be characterized as the "informal mayor". Therefore, they have very good knowledge of the camp.

### Makani:

Makani means "my space" in Arabic. It is a UNICEF programme that provides comprehensive services to marginalized and vulnerable children and adolescents aged 0-18 years and their caregivers. It proposes a safe space for children to learn and thrive. In this assessment, Makani refers to: a "comprehensive approach of providing children with an integrated package of services to promote their healthy growth under the theme, "I am safe, I learn, I communicate".<sup>36</sup>

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<sup>34</sup> REACH Jordan Multi-Sector Needs Assessment of VOC (May 2020)

<sup>35</sup> UN Habitat III Issue Paper 22 – Informal Settlements (May 2015)

<sup>36</sup> UNICEF, Makani Standard Operating Procedures, 2019, p. 6-8



Informal education

Informal education refers to “an addition, alternative and/or a complement to formal education within the process of the lifelong learning of individuals. It is often provided to guarantee the right of access to education for all. It caters for people of all ages, but does not necessarily apply a continuous pathway-structure; it may be short in duration and/or low intensity, and it is typically provided in the form of short courses, workshops or seminars. Non-formal education mostly leads to qualifications that are not recognized as formal qualifications by the relevant national educational authorities or to no qualifications at all. Non-formal education can cover programmes contributing to adult and youth literacy and education for out-of-school children, as well as programmes on life skills, work skills, and social or cultural development.”<sup>37</sup>

**3.2. Population of interest**

UNICEF has indicated they wish to eventually understand impact of programming and be able to differentiate impact by the types of services received. Given the variety of services received by households, and different ITSs receiving different combinations of services, it will be technically challenging and resource intensive to establish a baseline that reflects each service and each combination of service. To fit within finite time and financial resources available, the ITS population will be stratified into three groups, thereby using the most effective means of providing information suitable for achieving the objectives of the assessment. The proposed strata are:

1. UNICEF Beneficiaries receiving Makani services and any other combination of aid
2. UNICEF Beneficiaries receiving any type of aid but not Makani services
3. Households in ITS that do not receive any form of aid from UNICEF and do not have access to Makani services will serve as a control group

This assessment will be realized where UNICEF implements its programmes, which include seven governorates among 12 across the country. It will cover both UNICEF HHs with children receiving and not receiving services regardless their nationality and status. This will allow to better understand their situation and the challenges they have faced including the geographical variable comprising the governorates and district levels.

**3.3 Secondary data review**

To identify available information on priority needs of VOC and UNICEF programming, and to determine information gaps prior to focus of the study, the design of this assessment was driven by findings from REACH and UNICEF recent assessments in Jordan and previous assessments conducted in other areas, as well as reports and data produced by international organisations, and think tanks. These sources contributed to inform the definition of the research questions, the rationale, the overall methodology, the indicators and the development of the data collection tools. Some of the sources of secondary data consulted for this assessment are the following:

Table 1: List of secondary data resources

Organisation	Title of the resource	Date
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<sup>37</sup> ISCED 2011, <http://uis.unesco.org/node/334726>.

UNICEF		<a href="#">UNICEF and the COVID-19 Response for Education in Jordan: One Month On</a>	2020
UNHCR WFP	UNICEF	<a href="#">Multi-Sectoral Rapid Needs Assessment: COVID19 - Jordan</a>	May 2020
REACH		<a href="#">Jordan Multi-Sector Needs Assessment of VOC</a>	May 2020
REACH		<a href="#">Jordan COVID-19 Brief Vulnerabilities among VOC settlements in Jordan amid the spread of the COVID-19 outbreak</a>	April 2020
UNICEF		<a href="#">Jordan Makani Standard Operating Procedures</a>	2019
Action Against Hunger		<a href="#">Vulnerability Assessment Framework Population Study</a>	2019
War Child		<a href="#">Education Needs Assessment Informal Tented Settlements and Host Communities in Jordan</a>	February 2018
ODI, UNHCR,	UNICEF,	<a href="#">A Promise of Tomorrow: The Effects of UNHCR and UNICEF cash assistance on Syrian refugees in Jordan</a>	November 2017
IOM		<a href="#">Mixed Migration Platform, Precarious Living – Access to housing in transit for refugees and other migrants</a>	July 2017
REACH, UNICEF		<a href="#">Syrian Refugees Staying in Informal Tented Settlements in Jordan, Multi-Sector Assessment Report</a>	August 2014

### 3.3 Primary Data Collection

REACH will conduct data collection for this assessment in December and January 2020. Given the ongoing COVID-19 pandemic, it should be noted that the assessment will have an element of flexibility and adaptability embedded in terms of method and quantity of interviews. At this stage, REACH is not able to confirm where face-to-face or remote data collection, or both, will be conducted, but face-to-face will be privileged if the situation allows it. Additional semi-structured interviews (qualitative component) are envisageable in the case of fully implementing remote data collection (phone interviews),<sup>38</sup> as more budget and time will be spared from transportation costs.

The duration of the data collection is expected to take approximately a month, including two days for the training of enumerators. Primary data will be collected using both quantitative surveys of the population of interest, as well as through qualitative key informant (KI) interviews across the governorates where UNICEF operates in Jordan.

<sup>38</sup> For more details on specific measures related to COVID-19 taken during data collection, please refer to the REACH COVID-19 guidance: [link](#).

In order to compare findings between each group of population, it is essential to use the same sampling and data collection methods, mitigation measures and tools for each group of population.

Sampling:

To get a representative sample of the HH survey, REACH and UNICEF datasets, respectively updated in February 2020 and November 2020 will be overlapped to estimate the population of the three groups assessed: (1) UNICEF Makani centers ITS beneficiaries, (2) other UNICEF services ITS beneficiaries, and (3) ITS not receiving UNICEF services. Firstly, location data will be mapped from both datasets and spatially joined in each governorate. Overlapping locations will be identified as UNICEF beneficiaries and therefore will be sorted to establish the third strata. Geographical strata are also envisaged using distinctions among the seven governorates where UNICEF implements its activities, and at district level as well. Due to uncertainties related to the high mobility of VOC, discrepancies will be verified by enumerators during the data collection to ensure that contact and location data are still valid. Random representative sampling method (95/7) will be designed for each group of population assessed, with reservation for changes at a later point, which may impact the target level of precision, even though the sample will remain representative. A 20% buffer will be included to account for participants that have changed phone numbers or moved since the last REACH MSNA.

REACH found that 1725 HHs were receiving Makani services, and 2143 HHs were receiving other services. Additionally, as for the control group, 1311 HHs do not receive any form of UNICEF services. In total, the population of the three groups is estimated to 5178 HHs.

As for the qualitative component, a purposive method, and snowballing when needed will be used to choose the key informants. One settlement leader (Shawish) and one representative of the other sex will be interviewed to capture both perceptions. According to the REACH MSNA<sup>39</sup>, the number of HHs per VOC varies between 1 HH to 41 HHs at the country level. Depending on the number of HHs per selected ITS, the final number of KIIs will be fine-tuned at the end of the data collection.

Table 2: Sampling frame by group of in areas where UNICEF operates in.

Population	Households	Sample (95/7)		KIIs
		Expected	With buffer (20%)	
Receiving Makani services	1725	176	211	~ 15
Receiving services, not Makani	2143	180	216	~ 15
Receiving no UNICEF services	1311	171	205	~ 10
<b>Total</b>	<b>5179</b>	<b>528</b>	<b>634</b>	<b>~ 40</b>

Methods:

Based on REACH and UNICEF datasets, REACH was able to identify UNICEF beneficiaries and non-beneficiaries.<sup>40</sup>Field teams will be provided with locations (GPS coordinates) where VOCs are known to be, a clear narrative locations and contact

<sup>39</sup> REACH Jordan Multi-Sector Needs Assessment of VOC (May 2020), p. 21.

<sup>40</sup> For more details on the process of identification, please refer to the Sampling part, p. 11.

phone numbers for ITS that have moved or for which we do not have accurate gps coordinates. These locations will be derived from the REACH MSNA and UNICEF dataset.

Access to ITS will be coordinated through a variety of steps. For UNICEF-serviced ITS, UNICEF will brief the ITS focal point on our research and our expected date of engagement, and the Senior Field Manager with follow-up with ITS focal point to coordinate the specifics of our engagement with the target population. For ITS not served by UNICEF, we will establish a call center to introduce the research to the ITS Shawish, share with them our expected timeline of engagement and collaborate with them to connect with the HH we will eventually assess.

Based on best practices for COVID-smart data collection established by IMPACT IRQ, the Senior Field Manager will assess the pandemic conditions through daily analysis of COVID infection rates produced by the Ministry of Health to identify areas where it is safe - for both field staff and target populations – to conduct face to face data collection, and those areas where it will not be reasonable to do so. The field data collection schedule will be organized to target safe areas first, with the hope that areas which are unsafe at the beginning of data collection become safe as the assessment progresses. Should areas not meet minimum threshold for safe face-to-face data collection, phone calls will be used to collect data in these areas. Contact details for UNICEF beneficiaries will be provided by UNICEF, and those for non-beneficiaries will be derived from existing REACH data. For all face-to-face data collection, enumerators will follow strict social distancing measures and wear masks during data collection and while in REACH vehicles.

In the first phase of the DC, quantitative household (HH) surveys will be conducted to provide a representative understanding of the HH needs and characteristics across all of the populations assessed and to find potential trends. This will also allow to build a baseline for the eventual impact evaluation for UNICEF ITS programming. The HH surveys will be conducted with male and female heads of household (HoH), or any household member above 18 that has enough knowledge about the household needs and characteristics.

The second phase of primary data collection, composed of Key Informant Interview, will occur after approximately 30% of HH surveys have been conducted and analysed. This approach allows the questionnaire to be formulated/adapted to the potential trends arising from the quantitative data. The qualitative DC will provide additional access to nuanced and lived-experiences of those HHs receiving support from UNICEF. KI interviews will be conducted with the settlement leaders (*Shawish*) of selected ITS across the country.

#### Limitations of the primary data collection:

Limitations of this proposed data collection might be various and will be taken into account in the analysis and interpretation of findings.

- The long-term validity of location data is questionable. Though COVID-19 related movement restrictions might have affected movement of ITS, it is still possible that HHs may have moved, thus requiring a buffer for the third strata.
- Data collection is usually conducted during day-time hours, when HoH might be working. Thus, interviews may also be conducted with another adult member of the HH who is present and knowledgeable about the affairs of the HH. If no adult members of the HH will be available for an interview during face-to-face data collection, this HH might

be excluded from the assessment. In case of remote data collection, the interview may be rescheduled to other hours of the day.

- Remote data collection itself may bring about limitations. Immediate feedback such as body language, hesitation or objections of respondents might be missed. This may be taken into account in the training of the enumerators. Another potential barrier of remote data collection may be weak phone reception, in which case remote interviews may be rescheduled or another phone may be called to reach the respondent.
- Another limitation may be language barriers, for example with regards to Pakistani settlements. In these cases, enumerators would try to reach out to Arabic speaking members of the settlement.
- A further limitation may be that responses related to the needs of the population may be inflated, as respondents may feel that this would increase their likelihood of receiving assistance. To mitigate this, all interviews will begin with a clear explanation that the assessment does not guarantee any form of assistance.
- A final limitation may be biases due to self-reporting of HH level indicators. Certain indicators may be under-reported or over-reported, due to the subjectivity and perceptions of respondents. Especially social desirability bias, the documented tendency of people to provide what they perceive to be the “right” answers to certain questions, will be taken into consideration when interpreting findings.

Five enumerators (male & female) will be devoted to the HHs and to the semi-structured interviews including one facilitator and one note taker. All enumerators have experience and will be trained on data collection methods and ethical safeguards before the beginning of data collection, and on how to counter bias during data collection.

### **3.5. Data Processing & Analysis**

REACH Senior field manager (SFM) will coordinate fieldwork of the data collection, with a view to supervise enumerators on the field, facilitate access to data collection sites and ensure the timely submission of quality data. The SFM will be responsible for conducting daily briefing sessions at the beginning of the working day and debriefing session at the end of the working day to ensure a smooth progression of fieldwork, with a view to promptly identify and address issues of concern. He will be the reference contact for the data collection team for the regular implementation of data collection activities and for any challenges that could arise in the field, and will liaise on a daily basis with the assessment team in Tunis to inform the team about any developments related to the fieldwork. The overall supervision of the assessment will be ensured by a team composed by: an Assessment Consultant, a REACH Assessment Specialist, a Senior Field Manager, and an Assessment Intern.

The household interviews and the key informant interviews will be conducted using the KOBO toolbox. A daily review of data will be conducted to identify any errors in data collection and to re-code entries if needed. In particular, answers that are taken with text entries will be checked for any possible data entry mistakes. Also, answers with numerical values will be checked to identify any outliers and anomalies, these will be investigated and corrected as appropriate. In addition, durations of surveys will be checked to mark potential data falsification. Any enumerator patterns (e.g. if exact same responses are being provided across multiple surveys) will also be noted and followed up with. As another standard, logic

checks will be conducted, for example to identify if responses to two complimentary questions are contradicting each other<sup>41</sup>.

Enumerators will be contacted to review these values to confirm the validity of data. Upon completion of data collection, final data cleaning will be conducted and entries will be translated. In this process, all personally identifiable information will be securely extracted. Clear and comprehensive cleaning and deletion logs will be maintained. Data will then be analysed by a review of descriptive statistics in addition to more advanced statistical analysis where appropriate, through Excel and SPSS.

The qualitative analysis will use the IMPACT Data Saturation and Analysis Grid and will refer to the IMPACT Standards<sup>42</sup>.

Enumerator debriefs will be conducted after every interviews and summaries of these debriefs will be recorded.

Anonymised and translated transcripts, containing as much content as possible (e.g. also non-verbal responses), will be developed. Data collection and data saturation will be tracked daily throughout the data collection. Finally, data will be coded through the analysis software Nvivo based on the following criteria:

- **Frequency:** the analysis will consider the number of times a piece of information was reported by respondents. Given the non-probability nature of the sample, this will only be considered indicative of how much the information is spread among respondents.
- **Specificity:** while considering the bias of respondents, interviews which contain more detailed accounts with information that can be verified through secondary sources will be treated as more relevant if contradicting with other information collected during primary data collection.

## 4. Key ethical considerations and related risks

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

<b><i>The proposed research design...</i></b>	<b>Yes/ No</b>	<b>Yes/ No</b>	<b>Details if no (including mitigation)</b>
... Has been coordinated with relevant stakeholders to <b>avoid unnecessary duplication</b> of data collection efforts?	Yes		
... <b>Respects respondents, their rights and dignity</b> ( <i>specifically by: seeking informed consent, designing length of survey/ discussion while being considerate of participants' time, ensuring accurate reporting of information provided</i> )?	Yes		
... Does not <b>expose data collectors to any risks as a direct result</b> of participation in data collection?	Yes		
... Does not <b>expose respondents / their communities to any risks as a direct result</b> of participation in data collection?	Yes		

<sup>41</sup> Please, refer to the [IMPACT Minimum Standards Checklist for Quantitative Data Analysis Validation](#) for more details.

<sup>42</sup> For more details, please refer to the [IMPACT Grid](#) and the [IMPACT Guidance for Qualitative Data Analysis Checklist](#).

... Does not involve <b>collecting information on specific topics which may be stressful and/ or re-traumatising</b> for research participants (both respondents and data collectors)?	Yes		
... Does not involve <b>data collection with minors</b> i.e. anyone less than 18 years old?	Yes		
... Does not involve <b>data collection with other vulnerable groups</b> e.g. persons with disabilities, victims/ survivors of protection incidents, etc.?	Yes		
... Follows IMPACT SOPs for management of <b>personally identifiable information</b> ?	Yes		

## 5. Roles and responsibilities

Table 3: Description of roles and responsibilities

<b>Task Description</b>	<b>Responsible</b>	<b>Accountable</b>	<b>Consulted</b>	<b>Informed</b>
<i>Research design</i>	Assessment Consultant	Assessment Consultant	IMPACT Research Design Unit	UNICEF REACH Global Coordinator
<i>Supervising data collection</i>	Senior Field Manager	Assessment Consultant Jordan Global Coordinator	Sr Manager Country Programmes	Research Design Unit, Data Unit, Reporting Unit
<i>Data processing (checking, cleaning)</i>	Senior Field Manager	REACH Assessment Specialist	Assessment Consultant	Data Unit
<i>Data analysis</i>	Assessment Consultant REACH Assessment Specialist	Consultant	IMPACT Research Design Unit, Data Unit	Reporting Unit UNICEF
<i>Output production</i>	Assessment Consultant	Assessment Consultant	IMPACT Reporting Unit, Data Unit,	UNICEF REACH Global Coordinator
<i>Dissemination</i>	Assessment Consultant	Consultant	IMPACT Reporting Unit, Jordan Global Coordinator	UNICEF REACH Global Coordinator
<i>Monitoring &amp; Evaluation</i>	Global Coordinator	Global Coordinator	IMPACT Research Design Unit, Data Unit	UNICEF REACH Global Coordinator
<i>Lessons learned</i>	Assessment Consultant	Assessment Consultant	IMPACT Research Design Unit,	UNICEF

Data Unit, REACH  
 Jordan Global Global  
 Coordinator Coordinator

**Responsible:** the person(s) who executes the task

**Accountable:** the person who validates the completion of the task and is accountable of the final output or milestone

**Consulted:** the person(s) who must be consulted when the task is implemented

**Informed:** the person(s) who need to be informed when the task is completed

## 5. Data Analysis Plan

- Household Questionnaire

Research questions	Sub Question	Question #	Indicator Variable /	Questionnaire Question	Questionnaire Responses	Data collection Level
N/A	N/A	0	Willingness to participate	Hi my name is _____ and I am working for REACH. REACH is an organization working with humanitarian actors in Jordan to provide them about the characteristics and needs of refugees and of Jordanian host communities. We are currently conducting an assessment to better understand the needs and situation of children and adolescents living in ITS in Jordan, including UNICEF services beneficiaries and non-beneficiaries. The data will be collected in an anonymous way and your name will not be associated with it. Participation will not directly result in the receipt of assistance, but the information you give will be important to inform future assistance programming. Please answer the questions to the best of your ability. All the answers that you give in this questionnaire will be	Yes No (End of survey)	HH



				treated with utmost confidentiality: they will only be used by REACH and UNICEF. Results will be presented anonymously, and no individual information will be shared/used outside REACH and UNICEF or given out to any third parties. There is no major risk associated with this survey. Is the head of household, or a senior member of the household (over 18 years old) available and willing to participate?		
	N/A	1	Enumerator ID	Enumerator ID	List of enumerator IDs	HH
	N/A	2	Date	Date	N/A	HH
	N/A	3	% of HH by governorate	Governorate	Admin list	HH
	N/A	4	% of HH by district	District	Admin list	HH
	N/A	5	% of HH by sub-district	Sub-district	Admin list	HH
		6	Respondent type	Which population group does the HH represent	Makani Beneficiary Non-Makani Beneficiary Non-Beneficiary	HH
	N/A	7	ITS site number	ITS site number	UNICEF list	HH
	N/A	8	% of HH with children (eligible for survey)	Are there any children/youth in your HH under the age of 24?	Yes No	HH
1.What are the socio-economic and-	1.1. What are the socio-economic and demographic	9	% of HH by number of people in HH	How many household members are in your household?	Enter number	HH

demographic characteristics of ITS communities in governorates in which UNICEF operates?	characteristics of UNICEF Makani services beneficiaries?	10	% of HH by number of children in HH	How many children and youth under the age of 24 are in your household?	Enter number	HH
	1.2.What are the socio-economic and demographic characteristics of UNICEF beneficiaries (not Makani)?					
	1.3. What are the socio-economic and demographic characteristics of non-beneficiaries of UNICEF programmes?	11	name of child	What is his/her first name? Please do not give last name. The name is only used for easily collecting the following information.	enter name	HH
		12	% of HH by age of children	What is his/her age?	enter number	HH
		13	% of HH by gender of children	What is his/her gender?	1.male 2. female	HH
		14	% of HH by child education enrollment	Does he/she go to formal school?	1.yes 2. no	HH
	15	% of HH by grade of children in formal school	If yes to attendance in school (either formal or informal) which grade does he/she (under the age of 18) attend?	Primary School: Grade 1 Grade 2 Grade 3 Grade 4 Grade 5 Grade 6 Grade 7 Grade 8 Grade 9 Secondary School: Grade 10 Grade 11 Grade 12	HH	

		16	% of HH by reasons for non-access to formal education	If he/she (under the age of 18) does not attend formal education, what are the most important reasons for not attending?	<ul style="list-style-type: none"> <li>~ HH can't afford school (materials, uniforms, books, etc.)</li> <li>~ They need to work instead of attending school (Household tasks/domestic work or income activities)</li> <li>~ Distance / Lack of transport</li> <li>~ Lack of quality education</li> <li>~ Classes overcrowded</li> <li>~ The child refuses to attend school</li> <li>~ Safety and security issues</li> <li>~ The household relocates too often for children to enroll</li> <li>~ Children have been out of school too long to go back (ineligible)</li> <li>~ Early marriage</li> <li>~ Due to health problems (disease, disability, psychological trauma)</li> <li>~ HH does not believe schooling is necessary for girls</li> <li>~ HH does not believe schooling is necessary for boys</li> <li>~ Issues related to menstruation (not sure about this option)</li> <li>~ Don't want to answer</li> <li>~ Other, please specify</li> </ul>	HH
		17	% of HH by Makani attendance	Does he/she attend informal school (Makani centre)?	<ul style="list-style-type: none"> <li>1. yes</li> <li>2. no</li> </ul>	HH

					<ul style="list-style-type: none"> <li>~ HH can't afford school (materials, uniforms, books, etc.)</li> <li>~ They need to work instead of attending school (Household tasks/domestic work or income activities)</li> <li>~ Distance / Lack of transport</li> <li>~ Lack of quality education</li> <li>~ Classes overcrowded</li> <li>~ The child refuses to attend school</li> <li>~ Safety and security issues</li> <li>~ The household relocates too often for children to enroll</li> <li>~ Children have been out of school too long to go back (ineligible)</li> <li>~ Early marriage</li> <li>~ Due to health problems (disease, disability, psychological trauma)</li> <li>~ HH does not believe schooling is necessary for girls</li> <li>~ HH does not believe schooling is necessary for boys</li> <li>~ Issues related to menstruation (not sure about this option)</li> <li>~ Don't want to answer</li> <li>~ Other, please specify</li> </ul>	HH
		18	% of HH by reasons for non-access to non-formal education	If he/she (under the age of 18) does not attend non-formal education, what are the most important reasons for not attending?		
		19	% of HH by access to Darsak education	Over the last two weeks, has he/she attended education offered by the Darsak platform (either over lessons on TV or mobiles?)	<ul style="list-style-type: none"> <li>1. yes</li> <li>2. no</li> </ul>	HH

		20	% of HH by reasons for non-access to Darsak	If no, (child has not attended Darsak platform), why not?	<p>1. No information/instructions on how to access</p> <p>2. Only one TV, but several children of different grades</p> <p>3. No data or run out of data</p> <p>4. No device available</p> <p>5. Poor internet connectivity</p> <p>~ "other (specify)"</p>	HH
		21	% of education intentions after COVID is over	Do you intend to send him/her back to formal school after the COVID-19 situation is clear?	Select one	HH
		22	% of HH by receiving other than UNICEF services	Did the HH or any of its members receive any assistance, services or subsidies from any of the following institutions during the past 6 months?	<p>1 Ministry of Social Development</p> <p>2 National Aid Fund (NAF)</p> <p>3 Ministry of Health</p> <p>4 Royal Court</p> <p>5 Zakat Fund</p> <p>6UNICEF</p> <p>7WFP</p> <p>8UNHCR</p> <p>9 Other UN agency</p> <p>10 International NGO</p> <p>11 Local/Jordanian NGO (for example, Tkiyat Um-Ali, Hashmiate Foundation, Red Crescent, JRF, ICCS, etc)</p> <p>12 Social Security Cooperation</p> <p>13Religious Institutions</p> <p>14From other households</p> <p>15Other</p> <p>16 prefer not to answer</p>	HH
		23	% HH by currently receive Makani assistance	Does your HH currently receive UNICEF Makani services, from UNICEF or partners such as Mateen or ICCS ?	<p>Yes</p> <p>No</p> <p>I don't know</p>	HH

		24	% of respondents that receive Makani and any other type of UNICEF assistance	Since when has your HH been receiving UNICEF Makani service?	less than one month One month to less than 3 months 3 months to less than 6 months 6 month to less than 9 months 9 months to less than one year More than 1 year	HH
		25	% of respondents that currently receive any other type of UNICEF assistance	Does your HH currently receive any other type of UNICEF services or partners such as Mateen, ICCS, TdH, FP, ILO ?	Yes No I don't know	HH
		26	specific types of services received	If yes, which kind of services does your HH receive from UNICEF/ their partners (TdH, FP, ILO) currently and over the past 6 months?	1. Children's transportation to school 2. WASH services 3. WASH supplies (family hygiene kits, hygiene kits, cleaning kits) 4. Educational kits 5. Hajati - COVID Cash Assistance 6. Mobile Clinic "other (specify)"	HH
		27	% of HH by UNICEF service they are receiving and length of service	If yes, for how long has your HH received each of the following services?	1. Children's transportation to school [Enter number] 2. WASH services [Enter number] 3. WASH supplies (family hygiene kits, hygiene kits, cleaning kits) [Enter number] 4. Educational kits [Enter number] 5. Hajati - COVID Cash Assistance [Enter number] 6. Mobile Clinic [Enter number] 7. other (specify) [Enter number]	HH

		28	% of respondents by HoHH	Are you the head of household (HoHH)? Household is defined as one individual or multiple individuals, who may be related or unrelated (through blood, adoption or marriage) or a combination of persons both related and unrelated, living together and sharing basic living expenses, eating out of the same pot. HoH is considered as the main decision maker)	Yes No	HH
		29	% of respondents by relationship to HoHH	If no, what is your relationship with the HoHH?	1. Spouse 2. Grandchild 3. Child 4. Parent 5. Parent-In-Law 6. Brother-in-Law 7. Brother-Sister 8. Other (Specify) 9. prefer not to answer	HH
		30	% of HH by gender of HoHH	If no (to question 17), what is the gender of the HoHH?	Male Female	HH
		31	% of respondents by gender	Gender of respondent	Male Female	HH
		32	% of respondents by age	How old are you?	Enter number	HH
		33	% of respondents by marital status	What is your marital status?	~ Married ~ Single ~ Divorced ~ Widowed ~ Engaged ~ Other (Specify)	HH
		34	% of respondents by education level	What is the highest level of education of the HoHH?	~ No formal education ~ Primary School ~ High school ~ Vocational training ~ University	HH

				~ Other (Specify) ~ prefer not to answer		
		35	% of respondents by nationality	What is your nationality?	~ Syrian ~ Yemeni ~ Sudanese ~ Iraqi ~ Somali ~ Pakistani ~ Egyptian - Other, please specify	HH
		36	% of HH by expenses to cover basic needs	What were the total expenses spent on basic needs of the household over the last 30 days? (in JOD)  (Basic needs are defined as Shelter, Food, Health, Electricity, cooking, heating costs, transportation, sanitation and hygiene, drinking water, housing or rent, non-drinking water, education)	0-99 JD 100-199 JD 200-299 JD 300-399 JD 400-499 JD 500-599 JD 600-699 JD 700-799 JD 800-899 JD 900-999JD 1000 JD or more	HH
		37	% of HH by means to cover basic needs	What means did your household use to pay for basic needs in the last 3 months?	~ Used savings ~ Sale of household assets (jewellery, household appliances, furniture, etc.) ~ Sale of productive assets (tools, machinery, vehicles, etc.) ~ Begging ~ Income from waged labour ~ Loans/borrowed money ~ Sale of food assistance ~ Sale of non-food assistance	HH



				~ Cash from charities /NGOs/UN agencies ~ Remittances ~ Income from small business ~ Gifts from family/friend ~ Other, please specify ~ I don't know	
38	% of HH by number and age of working HH members	(If selected income from waged labour OR income from small business) how many HH members in each age group have an income either from waged labour or from a small business?	"Male. ~ 5-11y [enter number] ~ 12-15y [enter number] ~ 16-17y [enter number] ~ 18 and older [enter number]  Female. ~ 5-11y [enter number] ~ 12-15y [enter number] ~ 16-17y [enter number] ~ 18 and older [enter number]"	HH	
39	% of HH by HH total income	What was the total income of HH from all sources (excluding savings, including cash assistance) over the last 30 days? (in JOD)	0-99 JD 100-199 JD 200-299 JD 300-399 JD 400-499 JD 500-599 JD 600-699 JD 700-799 JD 800-899 JD 900-999JD 100 JD or more Prefer not to answer	HH	
40	% of HH by HoH working during week before interview	Did the HoH work during the seven days that preceded the interview at least for one hour? In any paid job or in a self-owned or partly-owned business, or in any family	yes no "other (specify)" "prefer not to answer"	HH	

			work without pay, or in any other work			
		41	% of HH by HoH being absent temporarily in week before interview	If no, Did the HoH have a work but did not practice it (i.e. was absent temporarily) during the seven days that preceded the interview?	yes no "other (specify)" "prefer not to answer"	HH
		42	% of HH by willingness of HoH to accept job	In the seven days preceding the interview or during the next two weeks, has the HoH looked for a job?	yes no	HH
		43	% of HH by main reason to not look for job	if no, What is the main reason of the HoHH for not looking for a job during the four weeks that preceded the interview?	1. waiting to return to previous job 2. found a job and waiting to join later 3. believe that there is no work 4. got tired of looking for a job 5. don't know how to look for job 6. Don't find suitable job 7; don't have academic qualifications 8. don't want a job 9. others (please specify) 10. prefer not to answer	HH

		44	% of HH by type of work of HoH	What is the type of work for HoH?	<ol style="list-style-type: none"> <li>1. Employer/Own business or trade</li> <li>2. Employee Salaried work with regular income</li> <li>3. Informal daily/casual labour</li> <li>4. paid trainee</li> <li>5. unpaid worker for the household or others</li> <li>6. Petty trade / selling on street</li> <li>7. Farming / livestock raising</li> <li>8. Other income-generating activity (please specify)</li> <li>9. prefer not to answer</li> </ol>	HH
		45	% of HH having Covid disrupt livelihoods	Has the outbreak of COVID-19 disrupted the work of the HoHH?	yes no	HH
		46	% of HH by livelihoods disruption types	If 'Yes', How has the work of the HoHH been disrupted?	<ol style="list-style-type: none"> <li>1. Reduction of working hours and receiving partial salary</li> <li>2. Lost job</li> <li>3. Couldn't travel to job due to travel restrictions</li> <li>4. Reduction of production</li> <li>5. Reduction of revenues</li> <li>6. Unable to redeem cash</li> <li>7. Other</li> </ol>	HH
2. What are the priority needs (in terms of access and		47	% of HH by availability of laptop, mobile, TV?	How many of the following devices does your HH have at home?	<ol style="list-style-type: none"> <li>1. Laptop (number)</li> <li>2. TV (number)</li> <li>3. Smart Phone (number)</li> <li>4. No device available</li> </ol>	HH

quality) of the children and youth within the following multiple sectors?	48	% of HH by internet connectivity at home	Do you have internet connectivity at your home?	1. No internet 2. Limited data 3. Unlimited data 4. Wifi connection 5. DSL/Fiber 6. other (specify)"	HH	
					HH	
	Health and Nutrition	49	% of HH by children that had health problems in past 30 days	Has any child (under the age of 16) in your HH had any diarrhoea or some severe illness over the last 12 months?  For example, Skin disease, Diarrhoea, Respiratory disease, Fever, Extreme stress, Serious physical injuries	~ Yes ~ No I don't know ~ "other (specify)" ~ "prefer not to answer"	HH
		50	% of HH by children that received treatment	If yes, were you able to have professional treatment?	~ Yes ~ No	HH
		51	% of HH by reasons for lack of treatment	If no (to question 46), why?	~ Finances (cost of transport, fees, etc.) ~ We live in an area different to the area of registration of our Mol card ~ Transportation ~ Did not want to go ~ Did not know where to go ~ Other, please specify ~ "prefer not to answer"	HH
52		% of HH by accessible health center type	If yes (to question 46) which of the following did the person visit?	~ Public clinic/Public hospital ~ Private clinic/private hospital/Private doctor ~ Informal community doctor ~ UNICEF clinic/mobile clinic ~ Other NGO clinic/mobile clinic	HH	

				~ Pharmacy ~ Other, please specify	
53	% of HH with chronic health conditions	Does anyone in your HH suffer from these Chronic Health Conditions, and what types? A chronic disease is an illness that will not go away or takes a long time to go away, even when treated.	~ Diabetes ~ Hypertension ~ Asthma ~ Coronary Heart Disorders ~No (No children suffer from these Chronic Health Conditions) ~ "other (specify)" ~"prefer not to answer"	HH	
54	% of HH by age with chronic health conditions	If yes, how old are they?	Enter numbers	HH	
55	% of HH by need to purchase medication for children	Did you have a need to purchase medication for your child in the past 12 months?	Yes No Don't know	HH	
56	% of HH by access to health insurance	Does your household have health insurance?	Yes No Don't know	HH	
57	% of HH by knowledge about COVID	Have you ever heard about the coronavirus (COVID-19)?	yes no do not remember	HH	
58	% of HH by source of information about COVID	If yes, where are you usually getting your information on the coronavirus (COVID-19) situation in Jordan?	Media (including radio, TV or online news) / Social media (facebook, whatsapp, etc.) / UN or NGO workers or volunteers in the community/ clinic or hospital / Family members or friends or neighbors or religious leaders Other (Specify)	HH	

		59	% of HH by source of information about COVID	If yes, where are you usually getting your information about preventative measures of the coronavirus (COVID-19)?	Media (including radio, TV or online news) / Social media (facebook, whatsapp, etc.) / UN or NGO workers or volunteers in the community/ clinic or hospital / Family members or friends or neighbors or religious leaders Other (Specify)	HH
		60	% of HH by known COVID cases	In your community, have you heard about anyone who has or has had the Coronavirus?	yes no do not remember	HH
		61	% of HH by knowledge about precautions	If YES, do you know what the subsequent precautions were that your household should take in order to keep your family safe?	Washing the hands constantly/ Cleaning all surrounding surfaces/ Covering your mouth when you cough or sneeze/ Stay at home and limit interaction with people/ Monitor your help and contact authorities if symptoms start to appear/ Don't know ~ "other (specify)"	HH
		62	% of HH by knowledge of seeking testing and treatment	If any member of the HH suspects to have been exposed to the virus, do you know where and how to seek testing and treatment?	Yes No	HH
		63	% of HH by children with seeing difficulty	Do any children in your household have difficulty seeing even if wearing glasses?	Yes No	HH

		64	% of HH by children with seeing difficulty	If yes, how many children in your HH have difficulty seeing, even if wearing glasses?	<ul style="list-style-type: none"> <li>• Cannot see at all (enter number)</li> <li>• Sees with a lot of difficulty (enter number)</li> <li>• Sees with some difficulty (enter number)</li> <li>• Sees with no difficulty (enter number)</li> <li>• Don't know ~"prefer not to answer"</li> </ul>	HH
		65	% of HH by children with hearing difficulty	Do any children in your household have difficulty hearing even if using a hearing aid?	<p>Yes No</p>	HH
		66	% of HH by children with hearing difficulty	If yes, how many children in your household does the following apply to, even if using a hearing aid?	<ul style="list-style-type: none"> <li>• Cannot hear at all (enter number)</li> <li>• Hear with a lot of difficulty (enter number)</li> <li>• Hear with some difficulty (enter number)</li> <li>• Hear with no difficulty (enter number)</li> <li>• Don't know ~"prefer not to answer"</li> </ul>	HH
		67	% of HH by children with walking difficulty	Do any children in your household have difficulty walking or climbing steps?	<p>Yes No</p>	HH
		68	% of HH by children with walking difficulty	If yes, how many children in your household have difficulty walking or climbing steps?	<ul style="list-style-type: none"> <li>• Cannot walk or climb steps at all (enter number)</li> <li>• Walks or climbs steps with a lot of difficulty (enter number)</li> <li>• Walks or climbs steps with some difficulty (enter number)</li> <li>• Walks or climbs steps with no difficulty (enter number)</li> <li>• Don't know ~"prefer not to answer"</li> </ul>	HH

		69	% of HH by children with remembering difficulty	Do any children in your household have difficulty remembering or concentrating?	Yes No	HH
		70	% of HH by children with remembering difficulty	If yes, how many children in your household have difficulty remembering or concentrating?	<ul style="list-style-type: none"> <li>• Cannot remember or concentrate at all (enter number)</li> <li>• Remembers or concentrates with a lot of difficulty (enter number)</li> <li>• Remembers or concentrates with some difficulty (enter number)</li> <li>• Remembers or concentrates with no difficulty (enter number)</li> <li>• Don't know ~"prefer not to answer"</li> </ul>	HH
		71	% of HH by children with self-care difficulty	Do any children in your household have difficulty with self care, such as washing over or dressing?	Yes No	HH
		72	% of HH by children with self-care difficulty	If yes, how many children in your household have difficulty with selfcare, such as washing or dressing?	<ul style="list-style-type: none"> <li>• Cannot do at all (enter number)</li> <li>• Does with a lot of difficulty (enter number)</li> <li>• Does with some difficulty (enter number)</li> <li>• Does with no difficulty (enter number)</li> <li>• Don't know ~"prefer not to answer"</li> </ul>	HH
		73	% of HH by children with communication difficulty	Using your usual language Do any children in your household have difficulty communicating, for example to understand or to be understood?	Yes No	HH



		74	% of HH by children with communication difficulty	If yes, how many children in your household have difficulty communicating, for example understanding or being understood?	<ul style="list-style-type: none"> <li>• Cannot do at all (enter number)</li> <li>• Does with a lot of difficulty (enter number)</li> <li>• Does with some difficulty (enter number)</li> <li>• Does with no difficulty (enter number)</li> <li>• Don't know ~"prefer not to answer"</li> </ul>	HH
		75	% of HH with vaccinated children	How many children under the age of 5 in your household been vaccinated for BCG? If yes, how many of them?	~ Yes, all of them (enter number given in Q22) ~ Some of them (enter number) ~ No, none of them ~ I don't know ~"prefer not to answer"	HH
		76	% of HH with vaccinated children	How many children under the age of 5 in your household been vaccinated for three DPT-IPV-Hib? If yes, how many of them?	~ Yes, all of them (enter number given in Q22) ~ Some of them (enter number) ~ No, none of them ~ I don't know ~"prefer not to answer"	HH
		77	% of HH with vaccinated children	How many children under the age of 5 in your household been vaccinated for measles? If yes, how many of them?	~ Yes, all of them (enter number given in Q22) ~ Some of them (enter number) ~ No, none of them ~ I don't know ~"prefer not to answer"	HH
		78	% of HH by reason for unvaccinated children	If selected `yes, some` or `none`, (meaning some children have not been vaccinated), why?	~ Finances (cost of transport, fees, etc.) ~ We live in an area different to the area of registration of our Mol card ~ Transportation ~ HH did not want to go ~ HH did not know where to go ~ Other, please specify ~"prefer not to answer"	HH

		79	% of most immediate health needs	What are your HH's most immediate health needs?	<ul style="list-style-type: none"> <li>~ Emergency care (accident/injuries)</li> <li>~ Access to Antibiotics/other treatment for chronic disease</li> <li>~ Mental healthcare</li> <li>~ Pregnancy/childbirth care</li> <li>~ Assistive devices (Wheelchairs, prosthetics)</li> <li>~ Nutrition assistance</li> <li>~ Rehabilitation (for those who have recently experienced injuries)</li> <li>~ transportation to health center</li> <li>~ vaccination for children</li> <li>~ support with paying for medicine</li> <li>no immediate need</li> <li>~ Other, specify</li> <li>~ "prefer not to answer"</li> </ul>	HH
		80	% of HH members who are pregnant/lactating	Are there any pregnant women or women who have given birth within the last year in your household?	<ul style="list-style-type: none"> <li>Yes</li> <li>No</li> <li>~ "prefer not to answer"</li> </ul>	HH

		81	% of HH with ANC registered pregnant women	<p>If yes, are they registered for ANC in a health center?</p> <p>Antenatal care (ANC) can be defined as the care provided by skilled health-care professionals to pregnant women and adolescent girls in order to ensure the best health conditions for both mother and baby during pregnancy. The components of ANC include: risk identification; prevention and management of pregnancy-related or concurrent diseases; and health education and health promotion.</p>	<p>Yes</p> <p>No</p> <p>~"prefer not to answer"</p>	HH
		82	% of HH by antenatal care point in time	How many times did they receive antenatal care during this pregnancy?	<p>Zero visits every two months</p> <p>One visit every two months</p> <p>Two visits every two months</p> <p>I don't know</p> <p>~ "other (specify)"</p> <p>I would rather not answer."</p>	HH
		83	% of HH by antenatal service providers consulted	<p>Whom did they see?</p> <p>Probe: Anyone else?</p>	<p>Health Professional</p> <p>Doctor</p> <p>A nurse/midwife</p> <p>Other qualified person</p> <p>Traditional birth attendant</p> <p>Community Health worker</p> <p>Other (Specify)</p> <p>~"prefer not to answer"</p>	HH

		84	% of HH by baby food used	(If HH has pregnant or lactating women) How do they feed or intend to feed their child from 0-6 months?	<ul style="list-style-type: none"> <li>~ Exclusive breast feeding</li> <li>~ Mix of breast and bottle feeding</li> <li>~ Only bottle feeding</li> <li>~ "other (specify)"</li> <li>~"prefer not to answer"</li> </ul>	HH
		85	% of HH by sources of food	What were the top 3 sources of food for your household over the last 30 days?	<ul style="list-style-type: none"> <li>own production (crops, animal)/</li> <li>fishing or hunting/ gathering / borrowed / market (purchase with cash) / market (purchase on credit) /beg for food/ exchange labor or items for food/ gift (food from family relatives or friends) / food aid from civil society, NGO, government, WFP etc.</li> <li>~ "other (specify)"</li> <li>~"prefer not to answer"</li> </ul>	HH
		86	% of HH by days with different food groups	Over the last 7 days, how many days did your HH consume the following foods?	<ul style="list-style-type: none"> <li>~ Cereals (bread, pasta, wheat flour, bulgar) or White tubers and roots (potato, sweet potato)</li> <li>~ Vegetables, leaves</li> <li>~ Fruits</li> <li>~ Meat and fish and other seafood, Eggs</li> <li>~ Pulses, nuts and seeds (beans, chickpeas, etc.)</li> <li>~ Milk and dairy products</li> <li>~ Oil and fats</li> <li>~ Sweets (sugar, honey, jam, cakes, sweet coffee)</li> <li>~ Spices and condiments</li> <li>~"prefer not to answer"</li> </ul>	HH

		87	% of HH by most immediate food related needs	What are your most immediate food needs?	Increase food distribution Increase Food Diversity Kitchen support Cooking Utensils no immediate need Other (Specify)" ~"prefer not to answer"	HH
		88	% of HH by average meals per day for children	How many meals a day on average did any of the children in your household (0-17 years) have during the past week?	1. One Meal per Day 2. Two Meals per Day 3. Three Meals per Day 4. Four or more meals per Day 5. ~ "other (specify)" 6. ~"prefer not to answer"	HH
		89	% of HH by not enough food	In the past 7 days, has there been any time when your HH did not have enough food for the HH?	Yes No	HH
		90	% of HH by reasons for not enough food	If YES, what is the reason?	Shortage of food in the market or grocery store/ Increase in the prices of food/ No money to buy food/ No food in the house/ Travel restriction/ Market or grocery store is too far Security concerns/ Markets or grocery stores are closed/ all adult members of HH too sick to go out/ other (specify) ~"prefer not to answer"	HH

		91	% of HH by livelihood based coping strategies	In the past 30 days, has your household done any of the following to meet food and basic needs?	<ul style="list-style-type: none"> <li>~ Spent savings</li> <li>~ Bought food on credit or borrowed money to buy food</li> <li>~ Spent less money on other needs (eg. education/health)</li> <li>~ Sold household assets (jewellery, phone, furniture, etc)</li> <li>~ Sold productive goods/assets (sewing machine, tools/machinery, car, livestock, etc)</li> <li>~ sold house, land or car</li> <li>~ Reduced expenses on health treatment and education</li> <li>~ Taken jobs that are high risk, illegal and/or socially degrading</li> <li>~ Sent adult household members to beg</li> <li>~ Sent children household members to beg</li> <li>~ Sent child household members to work</li> <li>~ Changed the place of residence or type to reduce rent expenses</li> </ul>	HH
		92	% of HH by impact of COVID on food security	Considering the previous 6 questions on your HH's food security. To what extent do you think this situation has been impacted by the COVID crisis?	<ul style="list-style-type: none"> <li>~ Impacted to a large extent</li> <li>~ Impacted to a moderate extent</li> <li>~ Impacted to some extent</li> <li>~ Impacted to a small extent</li> <li>~ not at all impacted</li> <li>~ "other (specify)"</li> <li>~ "prefer not to answer"</li> </ul>	HH

WASH	93	% of HH by primary source of drinking water	Currently, what is your household's primary source of drinking water?	Public water network Bottled Water Water well inside the house (Water rain harvest) Tanker filling Water Spring Others Mineral water\ purified Rainwater Tanker by UNICEF Artesian well Spring ~ "other (specify)" ~"prefer not to answer"	HH
	94	% of HH by primary source of non-drinking water	What is the main source of water used by your household for other purposes such as cooking, bathing, cleaning and washing?	Public water network Bottled Water Water well inside the house (Water rain harvest) Tanker filling Water Spring Others Mineral water\ purified Rainwater Tanker by UNICEF Artesian well Spring ~ "other (specify)" ~"prefer not to answer"	HH
	95	% of HH with drinking water access problems	Does your household have problems related to access to drinking water?	Yes ~ No ~"prefer not to answer"	HH
	96	% of HH with non-drinking water access problems	Does your household have problems related to access to non-drinking water?	Yes ~ No	HH

		97	% of HH by water access problems	If yes, what problems?	<ul style="list-style-type: none"> <li>~ Water points are too far</li> <li>~ Water points are not functioning</li> <li>~ Water is too expensive</li> <li>~ Not enough containers to store water</li> <li>~ frequency of water is low</li> <li>~ Do not like the taste/quality of water</li> <li>~ Other, please specify</li> <li>~ "prefer not to answer"</li> </ul>	HH
		98	% of HH by coping methods for lack of water	If you did not have access to drinking and other HH water at some point over the last 30 days, what did you do to cope with this?	<ul style="list-style-type: none"> <li>~ Borrowed from family/neighbours</li> <li>~ Borrowed money to buy water</li> <li>~ Shop credit</li> <li>~ Nothing (stayed without water)</li> <li>~ asked for tanker</li> <li>~ asked for UNICEF assistance</li> <li>~ Other please specify</li> <li>~ "prefer not to answer"</li> </ul>	HH
		99	% of HH by type of toilet	What type of toilet does your household use?	<ul style="list-style-type: none"> <li>flush - to piped sewer system</li> <li>flush - to septic tank</li> <li>flush - to pit latrine</li> <li>flush - don't know where</li> <li>pit latrine - ventilated improved pit (VIP)</li> <li>pit latrine - with slab</li> <li>composting toilet</li> <li>flush - to somewhere else</li> <li>pit latrine - without slab</li> <li>/ open pit</li> <li>bucket toilet</li> <li>hanging toilet/latrine</li> <li>open defecation (no facility/bush/field)</li> </ul>	HH



			other (specify) ~"prefer not to answer"	
100	% of HH with access to private toilet	Does your household have a private toilet (only used by your HH)?	Yes ~ No ~"prefer not to answer"	HH
101	% of HH with access to communal toilet	If no, do you have access to a communal toilet (shared by multiple HH)?	Yes ~ No~ ~"prefer not to answer"	HH
102	% of HH by number of individuals sharing communal toilet	If yes, (meaning access to a communal toilet) how many additional households (besides yours) share usage of this communal toilet?	number ~"prefer not to answer"	HH
103	% of HH that have handwashing soap	Does your HH have soap for handwashing?	Yes ~ No ~"prefer not to answer"	HH
104	% of HH by reason for lack of soap	If no, why does your HH not have soap for handwashing?	~ It is too expensive ~ I do not think I need it ~ It is too difficult to reach a location to buy more ~ Soap and other hygiene items are not available at the market ~ Going to the market is dangerous ~ Other (specify) ~"prefer not to answer"	HH
105	% of priority WASH needs	What are your priority WASH needs?	"no need Latrines Showers Sewage Solid Waste Management Water treatment Water delivery Other (specify) prefer not to answer"	HH

		106	% of priority NFI needs	What are your HH's 3 most important non food item priorities?	Mattresses Blankets Cooking Utensils Clothing Hygiene Kits Masks Disinfectant Gel no immediate need Other (specify) ~prefer not to answer	HH
		107	% by importance of WASH services	How important are UNICEF WASH services (such as the provision of tankering and water infrastructure) for your HH?	Very important Important Not very important Not important at all ~prefer not to answer	HH
		108	% by importance of delivery of WASH supplies	How important is the delivery of WASH supplies (e.g. hygiene and cleaning kits containing soap, laundry detergent, water purifying tablets, cloth, sanitary pads etc.) for your HH?	Very important Important Not very important Not important at all ~prefer not to answer	HH
Youth Engagement/ Social Inclusion		109	% of HH by child engagement in community	To what extent are your children engaged in the community?	Yes, a lot [Enter Number] Yes, somewhat [Enter Number] Not so much [Enter Number] Not at all [Enter Number] I don't know ~ Other (specify) [Enter Number] ~prefer not to answer	HH
		110	% perceived exclusion	Have children or adolescents in your HH ever felt excluded in the past 4 months?	yes no i don't know	HH

		111	% exclusion by age and gender	If yes, who in your HH has felt excluded?	Male 0-5y [enter number] 6-14y [enter number] 15-17y [enter number] 17-24y [enter number] Female. 0-5y [enter number] 6-14y [enter number] 15-17y [enter number] 17-24y [enter number]	HH
		112	% of environment of exclusion	If yes, in which environment have they felt excluded?	School, at hospital, Religious space, supermarkets, Community space, At home Other please specify	HH
		113	% of frequency of exclusion	If yes, how often have they felt excluded from the environment you mentioned?	everyday, few times per week, once a week, few times in the month, once a month ~ Other (specify)	HH
		114	% of means of exclusion	If yes, how did the exclusion happen?	No access to the service, Partial access to the service, Isolation, self-exclusion, harrassment Humiliation Other, specify	HH
		115	% of perception of reason of exclusion	According to you, why did the exclusion happen?	gender, ethnicity, age, nationality, displacement status, sexual orientation, disability, religion, employment status other (please specify)	HH
		116	% of importance of social inclusion	How important is social inclusion to you?	Very important, Important,	HH

				not very important, not important at all	
	117	% of HH by engagement of youth in their communities	Have children and youth in your HH (aged 15-24) engaged in community services (e.g. Volunteered with community organizations, NGOs, companies, or institutions) in the last year?	yes no i don't know	HH
	118	% of HH by learned Youth competences through volunteering/active participation	If yes, have they developed or strengthened competencies?	yes no i don't know	HH
	119	% of HH by learned Youth competences through volunteering/active participation	If yes, which competencies?	teamwork, communication, problem-solving, project planning, time management confidence, critical thinking ~ Other (specify)	HH
	120	% of HH by perception of community support	Do you agree that volunteering makes a community more supportive?	Strongly Agree Agree Neutral Disagree Strongly Disagree Don't know	HH
	121	% of HH by belief in gender equality	Do you agree with the statement that there are risks to girls who engage in their community (volunteering)	Strongly Agree Agree Neutral Disagree Strongly Disagree Don't know	HH
	122	% of HH by education level of youth	Are youth (aged 15-24) enrolled in education? If yes, in which?	1. Yes, in secondary school [enter number]. 2. Yes, in university [enter number] 3. Yes, in nonformal school (Makani) [enter number] 4. No	HH

				5. ~ Other (specify) [enter number]	
	123	% of HH by working youth	If no, have youth (aged 15-24) in your HH worked during the past 6 months?	Yes No ~prefer not to answer	HH
	124	% of HH by serious search for work	If no, did they search seriously for work during the four weeks preceding the interview?	yes/no ~prefer not to answer	HH
	125	% of HH by most important methods of youth to search for work	What are the most important methods they used to search for work?	1. apply to or contact the public employment office 2. apply or contact the Ministry of Labour 3. private employment agency 4. job advertisement from the newspaper 5. search online 6. visited or contacted institutions 7. asked for assistance from friends or relatives 8. sought to obtain cash-for-work 8. contacted NGOs 9 Others (please specify)	HH
	126	% of HH by main reason of youth to not look for job	What is the main reason for not looking for a job during the four weeks that preceded the interview?	1. waiting to return to previous job 2. found a job and waiting to join later 3. believe that there is no work 4. got tired of looking for a job 5. don't know how to look for a job 6. Don't find a suitable job 7; don't have academic qualifications 8. don't want a job	HH

				9. others (specify) 10. prefer not to answer	
	127	% of HH by skills required for work	If (5. don't know how to look for job or 6. Don't find suitable job or 7; don't have academic qualifications) what are the most important skills or academic qualifications missing for them?	1. Job search and application knowledge 2. self-esteem 3. practical skills, such as responsibility and stress management, leadership, Active participation, innovation, creativity and self-reliance 4. practical skills such as, teamwork, communication, problem-solving, project planning, time management confidence, critical thinking 5. higher academic competences (e.g. In Arabic and Math) 6. ~ Other (specify) 7. prefer not to answer	HH
	128	% of HH by priority needs of youth	What are the priority needs of adolescents and youth in your HH?	1. Social connection 2. Social support 3. Psychosocial support, e.g. Councillor 4. Safe Community spaces for interaction 5. Education 6. Sanitary needs and privacy (e.g. Menstrual hygiene kits) 7. work 8. vocational training 9. Other (specify) 10. prefer not to answer	HH
	129	% of HH by child labour in last 6 months	How many of your children have worked during the past 6 months?	None Enter Number ~prefer not to answer	HH

		130	% of HH by children working before attending Makani	(If Makani beneficiaries) Have your children worked before receiving Makani services?	Yes No ~prefer not to answer	HH
		131	% of HH by children working since attending Makani services	(If Makani beneficiaries) Since attending Makani services, have your children worked?	Yes No ~prefer not to answer	HH
		132	% of HH by frequency of child labour in last 6 months	If yes, how often have they worked during the last 6 months?	everyday,[enter number] few times per week, once a week, [enter number] few times in the month, once a month [enter number] ~ Other (specify) [enter number] ~prefer not to answer	HH
		133	% of HH by type of activity of child labour	If yes, what type of activities has your child performed?	1. do any work or help on (his/her) own or the household's plot, farm, food garden or looked after animals? For example, growing farm produce, harvesting, or feeding, grazing or milking animals? [enter number] 2. help in a family business or a relative's business with or without pay, or run (his/her) own business? [enter number] 3. produce or sell articles, handicrafts, clothes, food or agricultural products? 4. engage in any other activity in return for income in cash or in kind, even for only one hour? [enter number] 4. Other (specify)	HH

				[enter number] 5. prefer not to answer		
		134	% of HH by danger of child labour	If yes, does that work require...	1. Heavy loads 2. Dangerous tools 3. Long hours/day 1. Heavy loads 2. Dangerous tools 3. Long hours/day 4. Operating any machinery/heavy equipment 5. Exposure to fumes or dust 6. Exposure to fire, gas, flames 7. Exposure to extreme cold or heat 8. Working at heights 9. Working in water/lake/pond/river 10. exposure to chemicals such as pesticides	HH
		135	% of HH by willingness of child to accept job	If your child is not working, would your child accept working opportunities within the next two weeks?	Yes No prefer not to answer	HH
		136	% of HH by agreement with gender inequality	To what extent do you agree or disagree with the following:  "It is better if girls stay at home instead of going to school!"	Strongly Agree Agree Neutral Disagree Strongly Disagree. ~prefer not to answer	HH



		137	% of HH by agreement with gender inequality	To what extent do you agree or disagree with the following:  "Girls can get married before 18.	Strongly Agree Neutral Disagree Strongly Disagree. ~prefer not to answer	HH
		138	% of HH members with early marriages	How many members of your household have been married before the age of 18 in the past year?	Enter number ~prefer not to answer	HH
		139	% of HH members with intentions for early marriages	Do you have the intention to marry one of your children under the age of 18?	Yes No ~prefer not to answer	HH
		140	% of HH by impact of COVID on interaction with children	Has COVID had any of the following impacts on your interaction with your children?	_it has been challenging to deal with the children _ you or your spouse are becoming less tolerant of your children's behavior and treat them more harshly _ you or your spouse felt you had to shout, yell or scream at your children _ the frequency of shouting, yelling or screaming at your children _you or your spouse felt you had to hit your children _ the frequency of hitting your children increased _ Other (specify) _prefer not to answer	HH
General Needs		141	% of prioritised needs	Among the past sectors, we discussed, please rank them by priority (1 to 6; 1 being the most priority need	Education, Child Protection, Health & Nutrition; Youth, WASH	HH

					Social Inclusion ~prefer not to answer	
		142	%of HH with knowledge of UNICEF service	Are you aware of the existence of the following UNICEF services?	Makani services Transportation of children WASH services & supplies Educational kits Mobile clinic Cash assistance	HH
3. To what extent do UNICEF services respond to population's needs?	3.1. What is the VOC's perceived quality of UNICEF services?	143	% prioritised UNICEF services	Among the following services, which ones would you most like to keep receiving?	1. Children's transportation to school 2. WASH services 3. WASH supplies (family hygiene kits, hygiene kits, cleaning kits) 4. Educational kits 5. Hajati - COVID Cash Assistance 6. Mobile Clinic 7. Other (specify) 8. prefer not to answer	HH
		144	% by length of Makani attendance	(If Makani beneficiaries) For how long has your child used Makani services?	Less than two weeks [enter number] 2-4 weeks [enter number] 1-3 months [enter number] 4-6 months [enter number] more than 6 months [enter number] ~ Other (specify) [enter number] ~prefer not to answer	HH

		145	% by frequency of Makani attendance	If yes, how often do they/does he/she go there?	Every day (partially) [enter number] every day (all the day) [enter number] Few times a week [enter number] few weeks per month [enter number] once in the month [enter number] ~ Other (specify) [enter number] ~prefer not to answer	HH
		146	% by competencies learned in Makani	would you attribute any of the following to having received Makani services?	self-esteem, higher competencies in Arabic, higher competencies in mathematics, practical skills development (e.g. responsibility and stress management, leadership, Active participation, innovation, creativity and self-reliance), awareness of emotional and physical violence, children's rights no, none of them Other, specify	HH
		147	% respondents by quality of Makani Arabic classes	What is the quality of Makani Arabic classes?	excellent, good, acceptable, poor, very poor, Don't know, don't want to answer	HH
		148	% respondents by quality of Makani Math classes	What is the quality of Makani math classes?	excellent, good, acceptable, poor, very poor, Don't know, don't want to answer	HH

		149	% by suggestion for amelioration	According to you, what are the main improvements that could help Makani services to function more effectively?	Higher quality of lessons (teachers) Higher variety of lessons (other languages, history, geo...) Longer time for learning (classes) Food provision Other, specify Prefer not to answer	HH
		150	% by importance of delivery of educational kits	How important is the delivery of educational kits for you and children in your HH?	Very important Important Not very important Not important at all _ Other (specify) _prefer not to answer	HH
		151	% by quality of delivery of educational kits	What is the quality of these educational kits?	excellent, good, acceptable, poor, very poor, Don't know, don't want to answer	HH
		152	% by quality of delivery of educational kits	If selected poor or very poor, why?	not enough educational kits for all children in HH, material was missing, poor quality of material, outdated material, materials in non-native language, not age-appropriate (too basic), not age-appropriate (too advanced), other (Please specify)	HH
		153	% by main improvements of delivery of educational kits	According to you, what are the main improvements that could help delivery of educational kits to function more effectively?	1. Better quality of service/goods 2. More/larger quantity 3. More/better consultation with community about their needs	HH

				4. Other (specify) 5. prefer not to answer		
		154	% of children using transport services	Does child/adolescents use school transports?	Yes no	HH
		155	% by frequency of transport usage	If yes, how often do they/does he/she use school transport?	5 days per week [enter number] 2-4 days per week [enter number] 1 day per week [enter number] Few days per month [enter number] Never [enter number] Prefer not to answer	HH
		156	% by importance of school transportation	How important is school transportation for you and children in your HH?	Very important - if not for school transport, they would not attend formal school  Important - it is their main mean of transportation to school  Not very important Not important at all _ Other (specify) _prefer not to answer	HH
		157	% by quality of school transport services	How do you rate the quality of the school transport services provided by UNICEF?	Excellent, good, acceptable, poor, very poor, Don't know, don't want to answer	HH

		158	% by quality of school transport services	If selected poor or very poor, why?	bus was late bus was full violence between children on the bus bus didn't come on some days not enough space in bus bus is not clean enough fear of COVID infection because of the transportation _ Other (specify) _prefer not to answer	HH
		159	% by main improvements of school transport services	According to you, what are the main improvements that could help school transport services to function more effectively?	more busses better timing gender-segregated busses more hygiene levels segregated by age other (specify) _prefer not to answer	HH
		160	% by quality of WASH services	What is the quality of UNICEF WASH services in terms of the tankering and water infrastructure?	Excellent, good, acceptable, poor, very poor, Don't know, don't want to answer	HH
		161	% by quality of delivery of WASH supplies	What is the quality of these WASH supplies such as hygiene and cleaning kits etc delivered to you by UNICEF?	Excellent, good, acceptable, poor, very poor, Don't know, don't want to answer	HH
		162	% by quality of delivery of WASH supplies	If selected poor or very poor, why?	1. Specific items were missing from kits 2. There were too few kits for the size of the HH 3. Items were of poor quality 4. items were past expiration date 5. items were not sanitarly packed	HH

				_ Other (specify) _prefer not to answer	
163	% of HH by main improvement of delivery of WASH supplies	According to you, what are the main improvements that could help delivery of WASH supplies (e.g. hygiene and cleaning kits containing soap, laundry detergent, water purifying tablets, cloth, sanitary pads etc.) to function more effectively?	1. Better quality of service/goods 2. More/larger quantity 3. More/better consultation with community about their needs _ Other (specify)	HH	
164	% by importance of delivery of cash assistance	How important is delivery of cash assistance for you and children in your HH?	Very important Important Not very important Not important at all	HH	
165	% by importance of delivery of cash assistance	If selected important or very important, why?	~ We did not have to eat cheaper or less food, ~we did not have to eat fewer meals, ~adults did not have to reduce meals, ~did not have to send family members somewhere else to eat, ~did not have to skip entire days without eating, ~Did not have to Spend savings, ~did not have to buy food on credit or borrowed money to buy food ~ did not have to spend less money on other needs (eg. Education/health) ~ Did not have to sell household assets (jewelry, phone, furniture, etc) ~ did not have to sell productive goods/assets (sewing machine,	HH	

					<p>tools/machinery, car, livestock, etc)</p> <p>~ Did not have to sell house, land or car</p> <p>~ did not have to Reduce expenses on health treatment and education</p> <p>~ Did not have to take jobs that are high risk, illegal and/or socially degrading</p> <p>~did not have to Send adult household members to beg</p> <p>~ did not have to send children household members to beg</p> <p>~ did not have to Send child household members to work</p> <p>~did not have to change the place of residence or type to reduce rent expenses "</p> <p>_ Other (specify)</p>	
		166	% of HH by quality of Hajati cash assistance	What is the quality of the Hajati cash assistance?	<p>excellent, good, acceptable, poor, very poor, Don't know, don't want to answer</p>	HH
		167	% of HH by reasons for poor quality of cash assistance	If selected poor or very poor, why?	<p>1. quantity of assistance too small to support all children in the HH</p> <p>2. frequency too low to support HH</p> <p>3. not enough consultation with community about their needs</p> <p>4. other (specify)</p>	HH



		168	% of HH by main improvements of cash assistance	According to you, what are the main improvements that could help the delivery of cash assistance to function more effectively?	1. Higher quantity of assistance 2. Higher frequency of cash assistance 3. more/better consultation with community about their needs 4. other (specify) 5. prefer not to answer	HH
3.2. What are the perceptions of VOCs on access to UNICEF services?		169	% of HH by preferred reception of information	How do you prefer to receive information?	phone internet word of mouth community center community leader Whatsapp group Facebook social media _ Other (specify)	HH
		170	% of HH by knowledge on complaints process	Do you know how to make complaints and suggestions to UNICEF or their partners?	YES NO	HH
3.3. What are the barriers that VOCs face to access to UNICEF services?		171	% of HH by refusal of UNICEF services	Have you ever refused to accept support or services from UNICEF?	YES NO prefer not to answer	HH
		172	% of HH by timeframe of refusal of UNICEF services	If yes, when did this happen?	Less than two weeks 2-4 weeks 1-3 months 4-6 months more than 6 months _ Other (specify) _prefer not to answer	HH
		173	% perceived exclusion	Has anyone in your HH ever felt excluded from UNICEF services in the past 6 months?	yes no i don't know _prefer not to answer	HH

		174	% of environment of exclusion	If yes, from which services?	Makani services Transportation of children WASH services & supplies Educational kits Mobile clinic Cash assistance _prefer not to answer	HH
		175	% of means of exclusion	If yes, how did the exclusion happen?	No access to the service, Partial access to the service, Isolation, self-exclusion _ Other (specify) _prefer not to answer	HH
		176	% of frequency of exclusion	If yes, According to you, based on what did the exclusion happen?	gender, ethnicity, age, nationality, status, sexual orientation, disability, religion, employment status other (please specify) _prefer not to answer	HH

• Key informant questionnaire

Research questions	Sub Question	Question #	Questionnaire Question	Instructions	Questionnaire Responses
			Hi my name is _____ and I am working for REACH. REACH is an organization working with humanitarian actors in Jordan to provide them about the characteristics and needs of refugees and of Jordanian host communities. We are currently conducting an assessment to better understand the needs and situation of children and adolescents living		

	<p>in ITS in Jordan, including UNICEF services beneficiaries and non-beneficiaries. The data will be collected in an anonymous way and your name will not be associated with it. Participation will not directly result in the receipt of assistance, but the information you give will be important to inform future assistance programming. Please answer the questions to the best of your ability. All the answers that you give in this questionnaire will be treated with utmost confidentiality: they will only be used by REACH and UNICEF. Results will be presented anonymously, and no individual information will be shared/used outside REACH and UNICEF or given out to any third parties. There is no major risk associated with this survey. Is the leader of the settlement available and willing to participate?</p>				
N/A	N/A	1	Are you willing to participate?	Select one	Yes No (End of survey)
	<p>contact information &amp; Demographic questions الأسئلة الديموغرافية ومعلومات الإتصال</p>				
		2	Respondent's name (first and last names)	Enter text	N/A
		3	Respondent's phone number	Enter a 10 digits phone number	N/A
	N/A	4	Enumerator ID	Select one	List of enumerator Ids
	N/A	5	Date	Enter date	NA
N/A	6	Are you working remotely?	Select one	~ ~ No	Yes

	N/A	7	Governorate	Select one	Admin list
	N/A	8	District	Select one	Admin list
	N/A	9	ITS site number	Select one	(to be filled by enumerator) UNICEF list or individual ITS number
	N/A	10	Which population group does the settlement represent?	Select one	Makani Non-Makani Non-Beneficiary Beneficiary Beneficiary
	N/A	11	Key informant gender	Select one	Male Female
	N/A	12	How old are you?	Enter number	NA
	N/A	13	What is your nationality?	Select one	~ ~ ~ ~ ~ ~ ~ Syrian Yemeni Sudanese Iraqi Somali Pakistani Egyptian Other, please specify
	N/A	14	Are you willing to provide your phone number in the case of follow up questions?	Select one and enter number	Yes, (enter number) No
<b>socio-economic and demographic characteristics of ITS communities in governorates in which UNICEF operates</b>					
<b>1. What are the socio-economic and demographic characteristics of ITS communities in governorates</b>		15	For how many years have you been the settlement leader/sharweish of this settlement?	Select one (in years)	Less than 1 year 1-3 years 4-6 years 7-9 years 10 or more years

in which UNICEF operates?	16	How many households are there in this settlement? (household is defined as one individual or multiple individuals, who may be related or unrelated (through blood, adoption or marriage) or a combination of persons both related and unrelated, living together and sharing basic living expenses, eating out of the same pot.)	Enter number	number
	17	What are the priority needs in the settlement?	Select up to 5, with priority order	~ Water and sanitation ~ Waste management ~ Healthcare ~ Education ~ Employment/ livelihoods opportunities ~ Shelter support ~ Transportation ~ Psychosocial support ~ Civil documentation ~ Basic non-food items ~ Clothing ~ Summerization items ~ Winterization items ~ no immediate need ~ Other

		18	What are the main 5 challenges faced by site residents to access job opportunities or income generating activities?	Select up to 5, with priority order	<ul style="list-style-type: none"> <li>~ There are not enough jobs available</li> <li>~ Available jobs are low-skill jobs and settlement residents cannot use their experience / skills</li> <li>~ The opportunities are very far</li> <li>~ The available jobs offer low salaries</li> <li>~ The available jobs have bad working conditions (long work hours, etc)</li> <li>~ Lack of security in the workplace (including incidents or fears of incidents of physical or verbal harassment)</li> <li>~ Lack of security on the way (including incidents or fears of incidents of physical or verbal harassment)</li> <li>~ Local community prefers not to hire the settlement residents (including tension)</li> <li>~ Difficult to get a work permit</li> <li>~ Settlement residents do not have the experience or skills needed for available jobs</li> <li>~ Settlement residents have some work experience or skills but these are not accepted by employers</li> <li>~ Many site residents need to take care of children or elders</li> <li>~ No challenge to report</li> <li>~ Other (specify)</li> </ul>
<b>Education</b>					
<b>2. What is the current situation of these groups of population including the impact of the COVID-19 outbreak and their priority needs (in terms of access and quality) across multiple sectors?</b>	<b>Education</b>	19	If children in this settlement visit a formal school, how do they reach the school?	select multiple	<ul style="list-style-type: none"> <li>~ School is walking distance</li> <li>~ Transportation provided as public service (i.e. by municipality)</li> <li>~ Transportation provided by UNICEF</li> <li>~ Transportation provided by another organization. (Please specify)</li> <li>~ Transportation is paid for by households</li> <li>~ children do not attend formal school</li> <li>~ Other, please specify</li> </ul>
		20	If selected 'School is walking distance', how much time does it take to walk to school from this settlement on average in minutes?	Enter number	number

		21	Do you perceive violence to be a concern in schools?	select multiple	~ Yes, violence between students ~ Yes,All type of violence ~ No, not a concern * I do not know
		22	What forms of internet connectivity do HHs in your settlement usually have?	select multiple	1. No internet 2. Limited data 3. Unlimited data 4. Wifi connection 5. DSL/Fiber ~ "other (specify)"
		23	This Question should not show up if they choose "No internet" in Q19  Do you have problems related to access to internet connectivity?	Select one	~ Yes ~ No
		24	If yes, what problems do you face regarding internet connectivity?	select multiple	~ data is too expensive ~ signal towers are too far, so signal is sparse ~ electricity is expensive, so charging devices is rare ~ not enough data, so always running out ~ other (specify)
		25	To what percentage of HH's in this settlement is education important?	Select one	~ 90~100% ~ 80~89% ~ 70~79% ~ 60~69% ~ 50~59% ~ 40~49% ~ 30~39% ~ 20~29% ~ 10~19% ~ 0~9%

				<ul style="list-style-type: none"> <li>~ Studying is useless</li> <li>~ Children gain more skills from working</li> <li>~ School does not bring money</li> <li>~ Children supporting the households by working is more important than their education</li> <li>~ Children should be involved in domestic work</li> <li>~ HHs do not believe schooling is necessary for girls</li> <li>~ HHs do not believe schooling is necessary for boys</li> <li>~ The households completely depend on the income from the work of the children</li> <li>~ Other (specify)</li> <li>~ I don't know</li> </ul>
<b>Health and Nutrition</b>				
<b>Health and Nutrition</b>	<b>27</b>	Have there been any health issues experienced in the site in the last 30 days?	Select one	<ul style="list-style-type: none"> <li>~ Yes</li> <li>~ No</li> </ul>
	<b>28</b>	if yes, which health issues have site residents experienced in the last 30 days?	Select multiple (all that apply)	<ul style="list-style-type: none"> <li>~ Numerous cases of diarrhea</li> <li>~ Numerous cases of skin diseases</li> <li>~ Numerous cases of fever</li> <li>~ Numerous cases of respiratory diseases</li> <li>~ Numerous cases of pregnancy-related diseases</li> <li>~ Numerous trauma-related injuries</li> <li>~ Physical disabilities</li> <li>~ Mental disabilities</li> <li>~ Covid-19 cases</li> <li>~ No issues</li> <li>~ Other (specify)</li> <li>~ I don't know</li> </ul>
	<b>29</b>	What healthcare facilities can the settlement residents access?	select multiple	<ul style="list-style-type: none"> <li>~ Primary health clinic (national)</li> <li>~ Hospital (national)</li> <li>~ Primary health clinic run by NGO or UN</li> <li>~ Hospital run by NGO or UN</li> <li>~ Jordanian military/civil defense hospital</li> <li>~ Other (please explain)</li> </ul>
	<b>30</b>	How long does it take to the nearest accessible primary health services from the settlement	Enter number (in minutes)	number



		location (in minutes)?		
	<b>31</b>	What transportation means do you usually use to reach the nearest primary health center?	select multiple	~ - Public transportation - Private trip in - Other (specify) Walking (bus) Taxi car
	<b>32</b>	How long does it take to the nearest accessible health care provider for antenatal and postnatal care for pregnant women and babies from the site location (in minutes)?	Enter number (in minutes)	number
	<b>33</b>	What transportation means do you usually use to reach the nearest health care provider for antenatal and postnatal care for pregnant women and babies from the site location?	select multiple	~ - Public transportation - Private trip in - Other (specify) Walking (bus) Taxi car

		<p>34</p> <p>What problems did site residents encounter when they needed health care in the last 30 days?</p>	<p>Select multiple (except if 'none')</p>	<p>~ Cost of healthcare was too high</p> <p>~ No qualified healthcare professionals</p> <p>~ Facility was not equipped to deal with the problem</p> <p>~ Facility was too far away</p> <p>~ Insufficient funds to purchase treatment / medication (the costs of these were too high)</p> <p>~ Medication was not available</p> <p>~ Facility refused to accept / treat</p> <p>~ Language barrier</p> <p>~ Lacked civil documentation</p> <p>~ Facility was not open</p> <p>~ No transport available</p> <p>~ Cost of transport was too high</p> <p>~ None</p> <p>~ Other (specify)</p>
		<p>35</p> <p>Are there any impediments to accessing healthcare for women?</p>	<p>Select multiple (except if 'none')</p>	<p>~ Cost of healthcare is too high</p> <p>~ Reproductive health services are not available</p> <p>~ Hygiene/dignity kits are not available</p> <p>~ No qualified healthcare professionals</p> <p>~ No female healthcare professionals</p> <p>~ Facilities are not equipped to deal with the problem</p> <p>~ Facilities are too far away</p> <p>~ Insufficient funds to purchase treatment/medication</p> <p>~ Medication is not available</p> <p>~ Facilities refuse to accept/treat</p> <p>~ Language barrier</p> <p>~ Lacking civil documentation</p> <p>~ Facilities are not open</p> <p>~ No transport is available</p> <p>~ Cost of transport is too high</p> <p>~ None</p> <p>~ Other (specify)</p>
		<p>36</p> <p>What proportion of settlement residents has had access to adequate food over the past 30 days?</p>	<p>Select one</p>	<p>~ 100%</p> <p>~ 80-99%</p> <p>~ 60-79%</p> <p>~ 40-59%</p> <p>~ 20-39%</p> <p>~ 1-19%</p> <p>~ 0%</p> <p>~ I don't know</p>
		<p>37</p> <p>Are there any risks that can lead to the death or injury of children (below 18 years of age)</p>	<p>Select one</p>	<p>Yes</p> <p>No</p>

		in this settlement?	
38	if yes, what are the existing risks that can lead to death or injury of children (below 18 years of age) in this settlement?	select multiple	<ul style="list-style-type: none"> <li>~ Environmental risks (dangerous animals, open water, pit latrines, barbed wire etc.)</li> <li>~ Sexual violence</li> <li>~ Criminal activities</li> <li>~ Domestic violence</li> <li>~ Armed violence</li> <li>~ Landmines or unexploded ordinance</li> <li>~ Other (please explain)</li> </ul>
39	If none have adequate access, why not?	select multiple	<ul style="list-style-type: none"> <li>~ Food in shops/market is too expensive</li> <li>~ Shops/market too far away</li> <li>~ Security problems on the route to shops/market</li> <li>~ Lack of cash</li> <li>~ lack of income</li> <li>~ Community not included in food voucher or food distribution</li> <li>~ Other (specify)</li> </ul>
<b>Impact of the COVID-19 outbreak and their priority needs (in terms of access and quality) across multiple sectors</b>			
40	To what extent do you think that the settlement's food security situation has been impacted by COVID-19?	Select one	<ul style="list-style-type: none"> <li>~ Impacted to a large extent</li> <li>~ Impacted to a moderate extent</li> <li>~ Impacted to some extent</li> <li>~ Impacted to a small extent</li> <li>~ not at all impacted</li> <li>~ "other (specify)"</li> </ul>

	<p><b>WASH</b></p>	<p>41</p> <p>If impacted to a large or moderate extent, how do you think COVID-19 has impacted the food security of the settlement?</p>	<p>select multiple</p>	<ul style="list-style-type: none"> <li>~ Curfew and movement restrictions</li> <li>- Market place shut down due to the risk of {disease/ pandemic}</li> <li>- Market places not functional due to {disease/ pandemic} (ex. less staff in shops, fewer shops open, etc.)</li> <li>- Shortage of food in the market or grocery store</li> <li>- ~ Market or grocery store is too far</li> <li>- There is limited transportation options/ lack of transportation</li> <li>- Transportation is too expensive</li> <li>- Do not feel safe on the way to the market due to {disease/ pandemic} (ex. feel unsafe in going out because: of risk of catching {disease/ pandemic}</li> <li>- Do not feel safe at the market due to {disease/ pandemic} (ex. marketplace might be less empty/ less crowded, marketplace overcrowded/ no social distancing, etc.)</li> <li>- Nobody to look after children or elderly while visiting the market</li> <li>- Market is open for reduced hours and not possible to go during the times when it is open</li> <li>- All adult members are too sick to go out /All adult members are currently isolated for symptoms of COVID-19</li> <li>- no longer able to afford the core goods typically purchased</li> <li>- Have no means of payment for transportation or items need to buy (ex., not enough cash, vendors will not issue a credit, etc)</li> <li>- Fuel costs have become too expensive and no longer possible to afford to purchase it for transportation purposes</li> <li>~ Increase in the prices of food</li> <li>~ No money to buy food</li> <li>~ No food in the house</li> <li>~ Travel restrictions make it difficult to access market</li> <li>Security concerns</li> <li>~ Markets or grocery stores are closed</li> <li>~ other (specify)</li> </ul>
<p><b>Impact of the COVID-19 outbreak and their priority needs (in terms of access and quality) across multiple sectors? (WASH)</b></p>				

		42	What is your settlement's primary source of drinking water? (Remember the main source)	Select one	Public water network Bottled Water Water well inside the house (Water rain harvest) Tanker filling Water Spring Mineral water\ purified Rainwater Tanker by UNICEF well Artesian Spring ~ "other (specify)" ~ "prefer not to answer"
		43	Is the primary source of drinking water acceptable in terms of color, taste, and smell?	Select one	yes no
		44	How do you usually store the drinking water in the settlement?	Select one	~ Water tanks ~ bottles ~ Jerrycans ~ uncovered containers ~ Other (Specify)
		45	What are the main means used for heating the water in the settlement?	Select one	Central heating Solar heater Electrical water heater Gas water heater Gas cooker\ oven Firewood\ charcoal\ jift Other (specify)

			<ul style="list-style-type: none"> <li>~ Distance</li> <li>~ Lack of separate latrines for females</li> <li>~ Lack of separate latrines for children</li> <li>~ Latrines are frequently locked and hard to access key facilities</li> <li>~ Not enough facilities too crowded</li> <li>~ Connection to sewage blocked</li> <li>~ No water to flush</li> <li>~ Septic tanks not emptied</li> <li>~ Toilets unclean</li> <li>~ Lack of ability to get there without assistance</li> <li>~ It is not safe (No Lock bolt);</li> <li>~ It is not safe (No light);</li> <li>~ It is not safe (incidents or fears of incidents of verbal or physical harassment on the way);</li> <li>~ It is not safe (incidents or fears of incidents of verbal or physical harassment at the facility)</li> <li>~ No problems</li> <li>Other (specify)</li> </ul>
		46	<p>What are the main challenges to site residents accessing latrines/toilets?</p> <p>select multiple</p>
		47	<p>When using the main communal toilet facilities, are there any challenges faced by settlement residents?</p> <p>select multiple</p> <ul style="list-style-type: none"> <li>~ None</li> <li>~ gender separation</li> <li>~ violence</li> <li>~ ability to lock the door</li> <li>~ appropriate lighting</li> <li>~ Not using communal toilet facilities; because having private toilet/latrine</li> <li>~ Other (specify)</li> </ul>
		48	<p>What is the primary way the settlement used to manage the disposal of sewage? (Remember the primary)</p> <p>Select one</p> <ul style="list-style-type: none"> <li>~ Handled on site (dumped/backfilled)</li> <li>~ Private tank and desludging</li> <li>~ Public sewerage networks</li> <li>~ Don't know</li> <li>~ Other (specify)</li> </ul>
		49	<p>Would settlement residents take advantage of a 50% subsidy to purchase a water tank, stand, or latrine?</p> <p>Select one</p> <p>Yes No</p>

	50	If given the option, would the settlement residents prefer cash assistance for hygiene supplies instead of direct supply?	Select one	~ yes, prefer cash assistance for hygiene supplies ~ no, prefer direct supply of hygiene supplies
	51	If the preference for cash assistance, what would the cash be used for?	Select one	~ Hygiene supplies ~ other household items ~ other (specify)
	52	If given the option, would the settlement residents prefer receiving 50% of the WASH facilities cost instead of WASH facilities themselves?	Select one	~ yes, prefer 50% cash assistance for WASH facilities ~ no, prefer direct supply of WASH facilities
	53	If the preference for 50% cash assistance, what would the cash be used for?	Select one	~ purchase of WASH facilities ~ other household items ~ other (specify)
	<b>Impact of the COVID-19 outbreak and their priority needs (in terms of access and quality) across multiple sectors? (Youth engagement/ Social inclusion)</b>			
<b>Youth engagement/ Social inclusion</b>	54	What percentage of children in this settlement work?	Select one	~ 80-100% ~ 60-79% ~ 40-59% ~ 20-39% ~ 00-19% ~ none

		55	If children work, what are the reasons that children work?	select multiple	<ul style="list-style-type: none"> <li>~ Child labor supplements the household income</li> <li>~ Child labor is the only income for the households</li> <li>~ Girls have to help with domestic work</li> <li>~ Boys have to help with domestic work</li> <li>~ Households value practical skills from work over skills from education</li> <li>~ Other (specify)</li> <li>~ I don't know</li> </ul>
		56	To what extent do you agree or disagree with the following statement: "There are types of work that do not hurt children"	Select one	<p style="text-align: right;">Agree</p> <p>Strongly Agree Neutral Disagree Strongly Disagree.</p>
		57	To what extent do you agree or disagree with the following statement: "Work does not interfere with children's education"	Select one	<p style="text-align: right;">Agree</p> <p>Strongly Agree Neutral Disagree Strongly Disagree.</p>
		58	To what extent do you agree or disagree with the following statement: "Child labor causes harm to the physical and mental growth of the child."	Select one	<p style="text-align: right;">Agree</p> <p>Strongly Agree Neutral Disagree Strongly Disagree.</p>



			<p>59</p> <p>What are the most significant protection concerns facing girls in the settlement?</p>	<p>select multiple</p>	<p>~ Domestic violence</p> <p>~ Trafficking</p> <p>~ Harassment/ fighting with other members of the settlement</p> <p>~ Harassment/ fighting with people outside the settlement</p> <p>~ Harassment/ by authorities (police, security forces, etc.)</p> <p>~ Harassment/ by non-governmental armed groups</p> <p>~ Fear of kidnap</p> <p>~ Forced Marriage</p> <p>~ Female Genital Mutilation (FGM)</p> <p>~ Sexual violence and/or rape</p> <p>~ none</p> <p>~ Other (please specify)</p>
			<p>60</p> <p>What are the most significant protection concerns facing boys in the settlement?</p>	<p>select multiple</p>	<p>~ Domestic violence</p> <p>~ Trafficking</p> <p>~ Harassment/ fighting with other members of the settlement</p> <p>~ Harassment/ fighting with people outside the settlement</p> <p>~ Harassment/ by authorities (police, security forces, etc.)</p> <p>~ Harassment/ by non-governmental armed groups</p> <p>~ Fear of kidnap</p> <p>~ Forced Marriage</p> <p>~ Sexual violence and/or rape</p> <p>~ none</p> <p>~ Other (please specify)</p>
			<p>61</p> <p>Do site residents face movement restrictions?</p>	<p>Select one</p>	<p>~ Yes, always</p> <p>~ Yes, often</p> <p>~ Yes, sometimes</p> <p>~ Yes, rarely</p> <p>~ No</p>
			<p>62</p> <p>If yes, what are the primary barriers to movement that people in the settlement face?</p>	<p>Select multiple (Loop)</p>	<p>~ No money for transportation cost</p> <p>~ Missing civil documents</p> <p>~ Lack of security clearance</p> <p>~ Risk to personal safety</p> <p>~ Gender-based movement restrictions</p> <p>~ Community-imposed movement restrictions</p> <p>~ Violence in the area</p> <p>~ government COVID-19 related movement restrictions</p> <p>~ Other (specify)</p> <p>~ None</p>

		63	Have any security incidents occurred in the site in the last 30 days i.e. incidents with local security forces, robberies, violence, etc.?	Select one	~ ~ ~ Do not know	Yes No
		64	Are there areas in the settlement or surrounding areas where girls do not feel safe?	select multiple	~ Shelters/tents ~ Food center/distribution point ~ Water point ~ Market ~ School facility ~ WASH facilities (latrines/ bathing) ~ Other (specify) ~ None	
		65	Are there areas in the settlement or surrounding areas where boys do not feel safe?	select multiple	~ Shelters / tents ~ Food centre / distribution point ~ Water point ~ Market ~ School facility ~ WASH facilities (latrines/ bathing) ~ Other (specify) ~ None	
<b>UNICEF services evaluation and barriers</b>						
3. To what extent do UNICEF services respond to population's needs?	3.1. What is the VOC's perceived quality of UNICEF services?	66	Do you believe there are unmet needs in the following sectors?	Select one (Yes, No) for each sector	1) Child protection 2) Education 3) Health and nutrition 4) Social inclusion 5) Youth 6) Wash 7) No unmet need	
		67	What is the quality of Makani classes?	Select one	excellent, good, acceptable, poor, very Don't don't want to answer	poor, know,

		<p>68</p> <p>If selected "poor" or "very poor", why do you perceive Makani services that way?</p>	<p>select multiple</p>	<p>~ the quality of lessons (teachers) is low</p> <p>~ the variety of lessons is too low (subjects are missing)</p> <p>~ the classes are too short</p> <p>~ no food is provided in Makani school</p> <p>~ the quality of Makani services has changed over the last six months</p> <p>~ other (specify)</p>
		<p>69</p> <p>According to you, what are the main improvements that could help Makani services to function more effectively?</p>	<p>select multiple</p>	<p>~ Higher quality of lessons (teachers)</p> <p>~ Higher variety of lessons (other languages, history, geo...)</p> <p>~ Longer time for learning (classes)</p> <p>~ Food provision</p> <p>~ Other, specify</p>
		<p>70</p> <p>If "quality of Makani services has changed over the last six months", could you explain what has changed?</p>	<p>Select one or multiple (Allow selecting one or more of the options with other)</p>	<p>~ the quality of teachers has declined</p> <p>~ the quality of teachers has improved</p> <p>~ the quality of school materials has declined</p> <p>~ the quality of school materials has improved</p> <p>~ the lessons have become less varied</p> <p>~ the lessons have become more varied</p> <p>~ other, specify</p>
		<p>71</p> <p>What is the quality of the educational kits delivered by UNICEF?</p>	<p>Select one</p>	<p>~ excellent,</p> <p>~ good,</p> <p>~ acceptable,</p> <p>~ poor,</p> <p>~ very poor,</p> <p>~ Don't know,</p>
		<p>72</p> <p>If selected poor or very poor, why?</p>	<p>select multiple</p>	<p>~ not enough educational kits for all children in HH,</p> <p>~ material was missing,</p> <p>~ poor quality of material,</p> <p>~ outdated material,</p> <p>~ materials in a non-native language,</p> <p>~ not age-appropriate (too basic),</p> <p>~ not age-appropriate (too advanced),</p> <p>~ quality of educational kits has changed over the last six months</p> <p>~ other (Please specify)</p>

		<p>73</p> <p>If the quality of delivery of educational kits has changed over the last six months, could you explain what has changed? (Note: Educational kits may include printed materials for Arabic and English)</p>	<p>Select one or multiple</p> <p>(Allow selecting one or more of the options with other)</p>	<p>~ No change noticed</p> <p>~ the materials have improved in quality</p> <p>~ the materials have improved in quantity/frequency</p> <p>~ the materials have declined in quality</p> <p>~ the materials have declined in quantity/frequency</p> <p>~ don't know</p> <p>~ other (please specify)</p>
		<p>74</p> <p>How do you rate the quality of the school transport services provided by UNICEF?</p>	<p>Select one</p>	<p>~ Excellent,</p> <p>~ good,</p> <p>~ acceptable,</p> <p>~ poor,</p> <p>~ very poor,</p> <p>~ Don't know</p>
		<p>75</p> <p>If selected poor or very poor, why?</p>	<p>select multiple</p>	<p>~ bus was late</p> <p>~ bus was full</p> <p>~ violence between children on the bus</p> <p>~ bus didn't come on some days</p> <p>~ not enough space in the bus</p> <p>~ bus is not clean enough</p> <p>~ fear of COVID infection because of the transportation</p> <p>~ quality of children transportation has changed over the last six months</p> <p>~ Other (specify)</p>
		<p>76</p> <p>If "quality of children transportation to school services has changed over the last six months", could you explain what has changed?</p>	<p>Select one or multiple</p> <p>(Allow selecting one or more of the options with other)</p>	<p>~ the bus has become more punctual</p> <p>~ the bus has become less punctual</p> <p>~ there have been enough busses provided</p> <p>~ not enough busses have been provided</p> <p>~ there has been more violence on the bus</p> <p>~ there has been less violence on the bus</p> <p>~ other (specify)</p> <p>~ Don't know</p>

		77	What is the quality of UNICEF WASH services in terms of the tankering and water infrastructure?	Select one	~ ~ ~ ~ ~ ~ Don't know	Excellent, good, acceptable, poor, poor,
		78	If selected poor or very poor, why?	select one or multiple (up to 3)	1. Frequency of Tankering is too low 2. There are not enough water tanks for the settlement 3. Tanks are not mobile 4. tanks are of poor quality 5. Quality of the provision of WASH services has changed over the last six months 6. Other (specify)	
		79	If the quality of WASH services has changed, could you explain what has changed?	Select one or multiple (Allow selecting one or more of the options with other)	~the quantity/frequency of tankering has improved ~ the quantity/frequency of tankering has declined ~ the quality of tanks has improved ~ the quality of tanks has declined ~ other (please specify) ~ Don't know	
		80	Has the quality of WASH supplies changed over the last six months?	Select one	~ ~ ~ Do not know	Yes No
		81	If yes, "quality of delivery of WASH supplies (hygiene and cleaning kits) have changed over the last six months", could you explain	Select one or multiple (Allow selecting one or more of the options	~ the materials have improved in quality ~ the materials have declined in quality ~ the materials have improved in quantity/frequency ~ the materials have declined in quantity/frequency ~ cash for purchasing hygiene materials is preferred over distribution of hygiene kits ~ hygiene kits are preferred over distribution of cash for purchasing hygiene kits ~ don't know ~ other (please specify)	

		what has changed?	with other)	
	82	To what extent was the Hajati cash assistance adequate to send the children back to school?	Select one	~ Very adequate ~ somehow adequate ~ neutral ~ somehow inadequate ~ inadequate at all ~ Don't know
	83	If selected "somehow inadequate " or "inadequate at all", why?	select multiple	1. quantity of assistance too small to support all children in the HH 2. frequency too low to support HH 3. Not enough consultation with the community about their needs 4. Quality of cash assistance has changed over the last six months 5. other (specify)
	84	If the quality of cash assistance has changed over the last six months, could you explain what has changed?	Enter text	enter text
3.2. What are the perceptions of ITSs on access to UNICEF services?	85	How could UNICEF assistance (with regards to Makani services, transportation to school, WASH services, WASH supplies provision, and delivery of Cash assistance) make a greater impact in your life?	Enter text	enter text
	86	Is there anything you would like to share with UNICEF such	Select one	Yes No

		as any information, comment or concern?		
	87	If yes, what would you like to share with UNICEF?	select multiple	Yes, I would like to share a concern (please specify) Yes, I would like to share information (please specify) Yes, I would like to share a comment (please specify)
<b>3.3. What are the barriers that ITSs face to access to UNICEF services?</b>	88	Do you know how to make complaints and suggestions to UNICEF?	Select one	YES NO
	89	Has changing the location of the settlement impacted receiving UNICEF services in the last year?	Select one	Yes No
	90	If yes, changing the settlement location has impacted UNICEF service reception, which services were impacted?	select multiple	Makani Transportation of WASH WASH Educational Mobile Cash assistance services children services supplies kits clinic
	91	If yes, which groups have felt excluded?	select multiple	~ women ~ girls (under the age of 18) ~ men ~ boys (under the age of 18) ~ the elderly
	92	If yes, from which services have they felt excluded?	select multiple	Makani Transportation of WASH WASH Educational Mobile Cash assistance services children services supplies kits clinic

		93	if yes, how did the exclusion happen?	select multiple	No access to the service, Partial access to the service, Isolation, self-exclusion Other (specify)
	N/A	94	If yes, According to you, based on what did the exclusion happen?	select multiple	gender, ethnicity, age, nationality, status, sexual disability, religion, employment orientation, status other (please specify)
		95	GPS Point	GPS Point	GPS Point

## 6. Monitoring & Evaluation Plan

- Please complete the M&E Plan column in the table and use the corresponding Tools in the Monitoring & Evaluation matrix to implement the plan during the research cycle.

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	X Yes
		# of downloads of x product from Relief Web	Country request to HQ		X Yes
		# of downloads of x product from Country level platforms	Country team		X Yes
	Number of individuals accessing IMPACT services/products	# of page clicks on x product from REACH global newsletter	Country request to HQ		X Yes
		# of page clicks on x product from country newsletter, sendingBlue, bit.ly	Country team		X Yes
		# of visits to x webmap/x dashboard	Country request to HQ		X Yes
IMPACT activities contribute to better program	Number of humanitarian organisations utilizing IMPACT services/products	# references in HPC documents (HNO, SRP, Flash appeals, Cluster/sector strategies)	Country team	Reference_log	[List here relevant HPC-documents to be monitored: E.g. Iraq HNO 2018, Iraq Flash Appeal



implementation and coordination of the humanitarian response					Mosul, Shelter Cluster strategy]
		# references in single agency documents			X UNICEF ITS programming
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	[Outline here the usage survey to be implemented for this research cycle E.g. Usage survey to be conducted in November 2017, following the release of x outputs, targeting at least 10 partners  E.g. Usage survey to be conducted at the end of the research cycle related to all outputs, targeting at least 20 partners]
		Perceived usefulness and influence of IMPACT outputs			
		Recommendations to strengthen IMPACT programs			
	Number of humanitarian documents (HNO, HRP, cluster/agency strategic plans, etc.) directly informed by IMPACT products				
	Perceived capacity of IMPACT staff				
	Perceived quality of outputs/programs				
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 (providing resources, participating to presentations, etc.)	# of organisations providing resources (i.e. staff, vehicles, meeting space, budget, etc.) for activity implementation	Country team	Engagement_log	X Yes
		# of organisations/clusters inputting in research design and joint analysis			X Yes
		# of organisations/clusters attending briefings on findings;			X Yes

**ANNEX 1: METHODOLOGY NOTES (IF RELEVANT)**

**ANNEX 2: [OTHER SPECIFY]**