

Research Terms of Reference

Multi-sector Needs Assessment in Non-Government Controlled Areas (NGCA)

UKR 2005

Ukraine

[September 2020]

[Version 1]

REACH Informing
more effective
humanitarian action

1. Executive Summary

Country of intervention	Ukraine				
Type of Emergency	<input type="checkbox"/>	Natural disaster	<input checked="" type="checkbox"/>	Conflict	
Type of Crisis	<input type="checkbox"/>	Sudden onset	<input type="checkbox"/>	Slow onset	<input checked="" type="checkbox"/> Protracted
Mandating Body/ Agency	Inter-Cluster Coordination Group (ICCG)				
Project Code	64iAMZ				
Overall Research Timeframe (from research design to final outputs / M&E)	28/08/2020 to 20/01/2021				
Research Timeframe Add planned deadlines (for first cycle if more than 1)	1. Start collect data: 28/09/2020		5. Preliminary presentation: 04/01/2021		
	2. Data collected: 30/11/2020		6. Outputs sent for validation: 11/01/2021		
	3. Data analysed: 21/12/2020		7. Outputs published: 25/01/2021		
	4. Data sent for validation: 22/12/2020		8. Final presentation: 25/01/2021		
Number of assessments	<input checked="" type="checkbox"/>	Single assessment (one cycle)			
	<input type="checkbox"/>	Multi assessment (more than one cycle) [Describe here the frequency of the cycle]			
Humanitarian milestones Specify what will the assessment inform and when e.g. The shelter cluster will use this data to draft its Revised Flash Appeal;	Milestone	Deadline			
	<input checked="" type="checkbox"/>	Donor plan/strategy	__/__/__		
	<input checked="" type="checkbox"/>	Inter-cluster plan/strategy	25/01/2021		
	<input type="checkbox"/>	Cluster plan/strategy	__/__/__		
	<input type="checkbox"/>	NGO platform plan/strategy	__/__/__		
	<input type="checkbox"/>	Other (Specify):	__/__/__		
Audience Type & Dissemination Specify who will the assessment inform and how you will disseminate to inform the audience	Audience type	Dissemination			
	<input checked="" type="checkbox"/> Strategic	<input type="checkbox"/> General Product Mailing (e.g. mail to NGO consortium; HCT participants; Donors)			
	<input type="checkbox"/> Programmatic	<input type="checkbox"/> Cluster Mailing (Education, Shelter and WASH) and presentation of findings at next cluster meeting			
	<input type="checkbox"/> Operational	<input type="checkbox"/> Presentation of findings (e.g. at HCT meeting; Cluster meeting)			
	<input type="checkbox"/> [Other, Specify] Operational partners in NGCA	<input type="checkbox"/> Website Dissemination (Relief Web & REACH Resource Centre)			

		X [Other, Specify] Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms)	
Detailed dissemination plan required	<input type="checkbox"/>	Yes	X No
General Objective	To inform the humanitarian programming cycle (HPC) for 2021 by understanding changes in and the effect of the COVID-19 outbreak on humanitarian needs of conflict affected population since 2019 in non-government controlled areas (NGCA) of Ukraine		
Specific Objective(s)	<ul style="list-style-type: none"> To measure changes in needs in terms of i) housing and access to NFI, ii) water, sanitation and hygiene, iii) food security, iv) education, v) livelihood, vi) protection needs, vii) healthcare in NGCA of eastern Ukraine To compare the types and severity of needs facing households in different geographic entities of the NGCA To understand main barriers to accessing basic services in the NGCA To understand characteristics, motivations, issues facing households that cross the contact line To understand where households along the contact line access basic services and opportunities for cross contact line programming 		
Research Questions	<ul style="list-style-type: none"> What type of demographic changes have taken place since 2019 in surveyed areas? How has household access to assets and resources (shelter and NFI/ water, sanitation, and hygiene) changed since 2019? How has the food security status of households changed since 2019? How has access to education, access to healthcare changed since 2019? How has the livelihoods status of households changed since 2019 and which sectors of the economy could provide the most livelihood opportunities? How have protection concerns changed since 2019? What are the services available to NGCA population? What and where are the services being accessed by people crossing the line of contact? 		
Geographic Coverage	Donetsk and Luhansk Government Non-Government Controlled Areas (NGCA)		
Secondary data sources	News sources, partner post distribution monitoring data, OSCE reports, REACH NGCA assessments 2016, 2017, 2018 and 2019 Food Security and Livelihoods Cluster, INSO reports, Right to Protection (R2P) reports and IOM reports		
Population(s) <i>Select all that apply</i>	<input type="checkbox"/>	IDPs in camp	<input type="checkbox"/> IDPs in informal sites
	X	IDPs in host communities	<input type="checkbox"/> IDPs [Other, Specify]
	<input type="checkbox"/>	Refugees in camp	<input type="checkbox"/> Refugees in informal sites
	<input type="checkbox"/>	Refugees in host communities	<input type="checkbox"/> Refugees [Other, Specify]
	X	Host communities	<input type="checkbox"/> [Other, Specify]
Stratification <i>Select type(s) and enter number of strata</i>	X	Geographical #: NGCAs of two oblasts: Donetsk and Luhansk. Population size per strata is known? X Yes <input type="checkbox"/> No	X Group #: A total of 8 geographic entities will be chosen, each consisting of multiple raions Population size per strata is known? X Yes <input type="checkbox"/> No
			X [Other Specify] #: See Annex 1 Population size per strata is known? X Yes <input type="checkbox"/> No

Data collection tool(s)	X	Structured (Quantitative)		Semi-structured (Qualitative)
	Sampling method		Data collection method	
Structured data collection tool # 1 <i>Telephone HH surveys using market research company</i>	<input type="checkbox"/> Purposive <input type="checkbox"/> Probability / Purposive random X 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 #):_____ X Household interview (Target #): 400 <input type="checkbox"/> Individual interview (Target #):_____ <input type="checkbox"/> Direct observations (Target #):_____ <input type="checkbox"/> [Other, Specify] (Target #):_____ 	
Structured data collection tool # 2 <i>KIIs at EECs</i>	X 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]		X Key informant interview (Target #): 100 <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 #):_____ 	
Structured data collection tool # 3 <i>Entry Exit Cross Points (EECPs) interviews</i>	<input type="checkbox"/> Purposive X 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 type="checkbox"/> Key informant interview (Target #):_____ <input type="checkbox"/> Group discussion (Target #):_____ <input type="checkbox"/> Household interview (Target #):_____ X Individual interview (Target #): 768 <input type="checkbox"/> Direct observations (Target #):_____ <input type="checkbox"/> [Other, Specify] (Target #):_____ 	
Structured data collection tool # 4 <i>Household (HH) surveys from humanitarian hotline callers database</i>	<input type="checkbox"/> Purposive <input type="checkbox"/> Probability / Purposive random X 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 #):_____ X Household interview (Target #): 1,600 <input type="checkbox"/> Individual interview (Target #):_____ <input type="checkbox"/> Direct observations (Target #):_____ <input type="checkbox"/> [Other, Specify] (Target #):_____ 	
Target level of precision if probability sampling	95% level of confidence		7+/- % margin of error	
Data management platform(s)	X IMPACT		□ UNHCR	
Expected output type(s)	X	Situation overview #: 1	□	Report #: __
	X	Presentation (Preliminary findings) #: 1	X	Presentation (Final) #: 1
	□	Interactive dashboard #: __	□	Webmap #: __
			X	Map #: 3
Access	X	Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms)		
	□	Public (available on REACH resource center and other humanitarian platforms)		
	ECHO			

Visibility Specify which logos should be on outputs	OCHA
	REACH

2. Rationale

2.1. Rationale

The conflict in Eastern Ukraine continues to cause significant human suffering. Since 2014, 5.2 million people have been affected and according to the 2020 Humanitarian Needs Overviews (HNO) estimates, around 3.4 million people need humanitarian assistance¹. The political separation of the area under the control of the Government of Ukraine (GCA), and the non-government controlled area (NGCA), divided by the 'contact line', has caused significant constraints to the movement of people and goods. This has led to NGCA becoming increasingly isolated, impacting access to goods and basic services, which continues to affect the population's ability to meet its basic needs.

The NGCA makes up approximately a third of Donetsk and Luhansk oblasts but it includes the most densely populated areas that made up almost half of the total population of 6.64 million. The current population is unknown, the de facto government put the figure at 3.75 million. Other estimates put the figure at below three million taking into account the 1.5 million internally displacement persons (IDPs) and 600,000 Ukrainian asylum seekers abroad, most of whom are from the NGCA.²

It is known that the economy of the NGCA, and therefore residents' livelihoods, has been weakened consistently since the beginning of the conflict. What is not known is the extent to which the conflict, weakened economy and restrictions affect the residents of the NGCA, where the most severe effects are felt and by whom.

In 2016, 2017, 2018 and 2019 REACH conducted Multi-Sector Needs Assessments in the NGCA. The findings from 2016 indicated that there was significant damage to critical infrastructure due to the conflict, difficulties in meeting basic needs that led to uptake in negative coping strategies, demand for food assistance and considerable levels of displacement.

Findings from 2017 indicated that due to the continued conflict, NGCA is becoming increasingly isolated and as a result, the ability of resident populations to recover is limited. Barriers to accessing basic services are increasing along with the population's inability to afford food, non-food items (NFIs) and utilities. Unemployment remains a critical issue and protection concerns are seeing little improvement.

The 2018 Situation Overview found ongoing issues relating to access to basic services amongst populations living in the NGCA, that the majority of people crossing EECs are residents of the NGCA crossing into the GCA for temporary trips, often to access financial and administrative services, particularly relating to receiving pensions and government payments, the issuing of documents, withdrawing cash, and visiting relatives. Security risks still affected much of the highly populated and urbanised region, while mines and UXO also continued to affect the population and were most frequently reported to be located in forests and in the peripheries of the urban centres.

Multi-Sector Needs Assessment conducted in 2019 showed a slightly improved overall humanitarian situation compared to 2018, with a significant decrease of the number of conflict related civilian casualties, and slight decrease in food insecurity in urban settlements. Crossing times at entry and exit checkpoints (EECs) saw certain improvements as well in comparison to 2018. However, the outbreak of COVID-19 that reached Ukraine in March 2020 and the resulting decision of the Ukrainian Government to close the EECs affected thousands of NGCA residents that need to access pensions, social and financial services in the GCA. With only two EECs reopened in June 2020 the total number of crossings in July 2020 corresponded to 3% of that number in July 2019.³

¹ 2020 Humanitarian Needs Overview. OCHA, 2020. [Available online](#)

² The State of the Donbass A study of eastern Ukraine's separatist-held areas, Nikolaus von Twickel. [Available online](#).

³ Ukraine situation report, OCHA, August 2020 – Available [online](#)

To continue informing the humanitarian and recovery response in NGCA, REACH will implement a follow up assessment using similar objectives, research questions and data collection method.

Access to the NGCA is restricted and data collection is complex as a result. The cumulative impact of government imposed restrictions on the movement of civilians between NGCA and GCA, continued insecurity and limited humanitarian access have caused a significant gap in the understanding of the situation in NGCA on the part of humanitarian actors. To address these information gaps, REACH will leverage its capabilities to gather data from the NGCA, providing other NGOs operating in the country with the means to construct a fact based strategy or advocacy plan.

The lack of information flow coming from areas in the NGCA makes this upcoming assessment both timely and crucial. Previous MSNAs showed that since the start of the trade blockade in 2017 the NGCA was becoming more isolated, the resident populations ability to adapt becoming stretched, access to basic services increasingly difficult and their purchasing power decreasing. Several years on from the trade blockade and resulting job losses, with the de facto government unable to pay sufficient social welfare payments, the likelihood is that circumstances have worsened for residents in the NGCA, in particular, after the outbreak of COVID-19 and resulting measures authorities took to contain the pandemic. This MSNA will also inform on the situation for pensioners and their ongoing situation with the Ukrainian government with regards to their pensions. The vast majority of people crossing the contact line are pensioners and the main reason for their crossing is so as not to lose out on receiving their pensions. This MSNA will provide a timely report on pensioners, their coping strategies, how often they need to cross, the dangers they face while crossing and the consequences they have to deal with after the closure of EECPs due to the pandemic. Pensioners are a specific group of interest as, from knowing the demographics in the GCA (especially close to the LoC), we can see that pensioners are not just one demographic of society, but the main demographic of society due to the immigration or displacement of youth. Any advocacy or strategy plan for the NGCA therefore needs to take the lives of pensioners into consideration. Finally, the survey, which is to be conducted in autumn, will reveal, to an extent, the hardships people in the NGCA live under, their ability to afford heating fuel, medicines, warm clothes, food and other essentials required more often during the winter and therefore more of an expense than during other times of the year.

Year on year, REACH innovates new data collection methods to try to gain a better understanding of the effects of the conflict and the needs of the civilians residing in the NGCA, thereby producing more accurate data to better inform humanitarian actors.

Based on a modified methodology that was used in the previous assessment, REACH will continue taking a wider perspective, looking at areas rather than settlements. Donetsk and Luhansk will each be divided into four geographic entities containing multiple raions (see annex 1). Using this improved approach REACH can compile an area based profile looking at the specific needs and circumstances of an area, which, combined, will produce a Situation Overview. The data collected will provide a fuller, more complete picture of conditions in the NGCA, increasing knowledge of area level circumstances and understanding of conditions. This information can be used by humanitarian actors when planning interventions, assisting them to know present needs, interpret the causes and prepare for probable future needs.

The Situation Overview will be a strategic level document. Using larger geographic areas will create more awareness and understanding of the general situation in the NGCA, rather than the previous approach of using a settlement based method. Using the larger geographic entities, such as Donetsk South, allows the NGO community to visualise the area, to conduct their own secondary data review of the area and therefore have a clearer overview of the issues affecting this area. As there will be no direct implementation by international NGOs in the NGCA due to restrictions, this method/report could be useful for advocacy purposes.

3. Methodology

3.1. Methodology overview

The assessment will use a mixed method approach that will produce analysis using a tiered approach:

1. Firstly, REACH will **review existing secondary data** to evaluate the dynamics of the conflict using information produced by INSO, OSCE, Right 2 Protection, and IOM. This review will focus on understanding conflict dynamics, population flows and challenges for returnees.
2. Secondly, REACH will **implement a household survey to administer a similar questionnaire as in the 2016, 2017, 2018 and 2019** assessments to track the evolution of a set of core indicators. This information will be used to inform the humanitarian community and their humanitarian response plans.
3. Thirdly, REACH will create a flow of **four information sources to conduct area based profiling of eight chosen geographic entities (each area includes multiple raions, see tables 1 and 2)** — random household telephone survey (as in point 2 above), Key Informant Interviews (KII) at entry-exit checkpoints (EECP), random individual interviews at entry-exit checkpoints (EECP), telephone interviews with households requesting assistance through humanitarian hotlines.

For the purpose of this assessment, the NGCA will be divided into eight geographic entities⁴, four in Donetsk and four in Luhansk (Tables 1 and 2). With this method REACH can compile an area based profile looking at the specific needs and circumstances of an area rather than using a settlement approach, which can be too narrowly focused. Using an area based approach, the data received will give a fuller picture of the conditions in the NGCA. This information could be useful for clusters who can look at the bigger picture when planning their interventions, possibly making them more cost effective and efficient. This information can then be used to inform the humanitarian community of the existing needs, enabling them to plan a efficient response by having a better understanding of the circumstances in each area, the possible causes of said circumstances and the probable future needs.

Table 1: Donetsk's four geographic entities and raions

Donetsk City	Donetsk East	Donetsk North	Donetsk South
Donetska	Amvrosiivskiy	Bakhmutskiy	Boikivskiy
Makiivska	Khartsyzka	Debaltsevska	Dokuchaievsk
Marinskyy	Kirovska	Horlivska	Marinskyy
Starobeshivskyy	Makiivska	Shakhtarskyy	Novoazovskyy
Yasynuvatska	Shakhtarska	Yasynuvatskyy	Starobeshivskyy
Yasynuvatskyy	Shakhtarskyy	Yenakiivska	Volnovaskyy
	Snizhnianska		
	Torezka		
	Yenakiivska		
	Zhdanivska		

Table 2: Luhansk's four geographic entities and raions

Luhansk City	Luhansk Center	Luhansk West	Luhansk South
Luhanska	Kirovska	Alchevska	Antratsyivskyy
	Krasnodonska	Briankivska	Antratsytska
	Luhanska	Kirovska	Dovzhanskyy
	Lutuhynskyy	Perevalskyy	Krasnolutska

⁴ The geographic entities were defined through a consultative process involving members of GIS, Data and Assessment team, including members of national NGOs who have experience working and engaging with residents of the NGCA. Entities were purposely designed so as to have coverage of areas close to the contact line, as well as internal areas, sporadically inhabited areas as well as built up areas (including the responding infrastructure built-up in both). The entities were also defined so as to ensure more ease of data collection by allowing more NGCA residents to be part of the survey. Not being too settlement specific, as in 2018, many NGCA residents were not included in survey, thus excluding potentially valuable data.

Novoaidarskyi	Pervomaiska	Rovenkivska
Slovianoserbskyi	Popasnianskyi	Sverdlovka
Sorokynskyi	Stakhanovska	
Stanychno-Luhanskyi		

The profiling of the geographic entities will take place in the fourth quarter of 2020 to inform programmatic level priorities.

See Annex 1 for map.

Table 3: Overview of data collection methods used

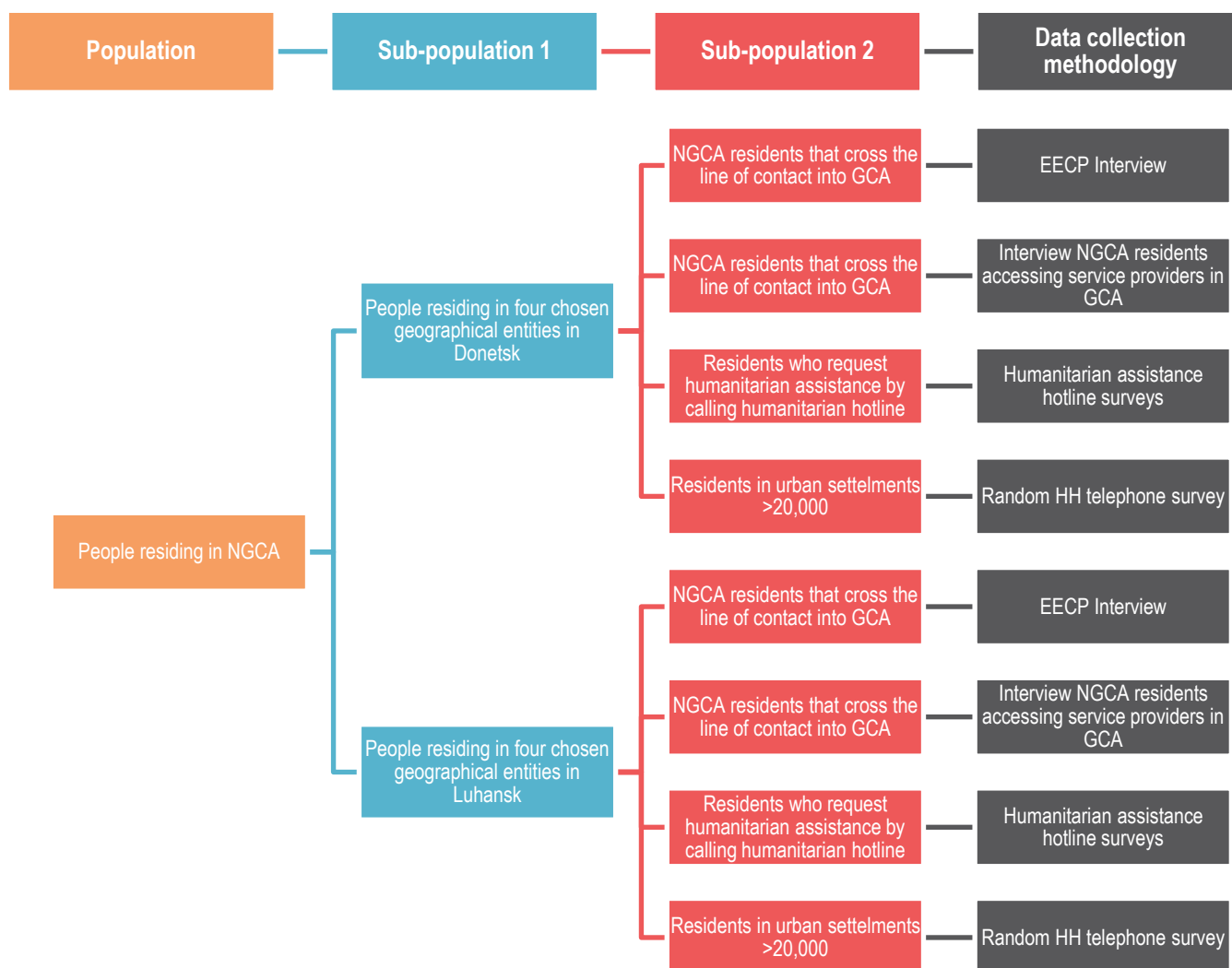
	Data Collection Method	Level of analysis	Sampling	Sample size and stratification	Data collection tool and Information to be collected
1	400 Household survey by landline and mobile phones	Household	Probability (95/7 confidence)	400 surveys stratified by oblast (Luhansk and Donetsk) generalizable to the population living in large urban areas (>20,000)	Structured Interviews - demographics, food security scores, income and expenditures, humanitarian assistance, and utility challenges
2	100 Structured Key Informant Interviews – NGCA residents at EECs	Settlement	Purposive	100 interviews with NGCA residents crossing the contact line from two geographical entities of the NGCA, Donetsk South and Luhansk Center, who use services that are based in their settlement.	Structured Key Informant Interviews for qualitative assessment - Functionality of basic services including transport, education, health, utilities and availability of employment opportunities in a raion
3	768 structured Individual Survey – NGCA residents crossing the contact line	Individual	Probability (95/5 confidence)	384 surveys of NGCA residents crossing the contact line at each of the two operating entry and exit checkpoints generalizable for population residing in the eight geographic entities ⁵ .	Structured Individual Survey – Individuals main needs and underlying drivers of vulnerability
4	1,600 household surveys - NGCA residents using hotlines for humanitarian assistance	Household	Probability (95/7 confidence)	200 (from each of the eight chosen geographic entities) interviews with NGCA residents that have requested humanitarian assistance through humanitarian hotlines, generalizable for residents of the eight geographic entities ⁶ .	Structured Household Survey - demographics, food security scores, income and expenditures, humanitarian assistance, and utility challenges

⁵ 95/5 representative findings for people who pass by the EECs on the days of data collection visits only

⁶ See Data Collection Tool 5 on Page 11.

3.2. Population of interest

The study will look at multiple population groups based on the different data collection methods being used.



ADD

3.3. Secondary data review (outline key bibliography/sources you will use and for what).

Source	Assessment
OSCE Special Monitoring Mission to Ukraine	Daily and spot reports from the Special Monitoring Mission to Ukraine
International NGO Safety Organisation	Security Incident Reports
Ukraine State Statistics	Team will continue to review data.
REACH	Multi-Sector Needs Assessment in Donetsk and Luhansk Non-Government Controlled Areas 2016, 2017, 2018 and 2019
Right to Protection	Reports and snapshots
DSNEWS.UA	Demography of ORDLO (separate districts of Donetsk and Luhansk regions)
International Crisis Group	"Nobody Wants Us": The Alienated Civilians of Eastern Ukraine
IOM	National Monitoring System

Organization for Security and Co-operation in
Europe, 2017

OHCHR

R2P/UNHCR

ASSESSMENT OF ENVIRONMENTAL DAMAGE IN EASTERN UKRAINE AND RECOVERY PRIORITIES

Report on the human rights situation in Ukraine 16 November 2019 to 15
February 2020

Crossing the line of contact

3.4 Primary Data Collection

The most recent population data available to facilitate calculation of target sample sizes is the population data for voting precincts dating from 2014. It should be noted that this does not account for displacements since 2014 and accurate estimates for population in NGCA are not available. Due to these challenges, the populations were assumed to be infinite for the sample size calculations to ensure generalisability of the relevant probability sample.

Finally, data from all four different information sources (see table on page 7) will be collected through partner organizations and a research company (see further details explained below).

Data collection tool #1. Structured interviews: 400 Household survey by mobile phones

REACH will work with a research company to conduct 400 household surveys in the NGCA. The surveys will be conducted using stratified random sampling to have representative data for the population in NGCA of Donetsk and Luhansk Oblasts respectively with 95% confidence level and 7% margin of error. To ensure comparability with the 2016 dataset the sampling will be designed in the following manner:

Table 4 . Sampling strategy for HH survey

Area	Population	Oblast	Samples
NGCA	4.2M	Donetsk	200
		Luhansk	200

The questionnaire will focus on core indicators necessary for strategic level planning including: demographics, food security scores, income and expenditures, humanitarian assistance, and utility challenges and will be limited to 30 minutes per interview for an estimated data collection time of fifteen days using an assumption of four enumerators and average number of seven surveys per day. Selection of the respondents to the mobile phone survey will be conducted by the partner from the partner's phone database.

Data collection tool #2. Structured Key Informant Interviews (100)

REACH, through partner organisations that will be collecting the data, will conduct key informant interviews of residents crossing the line of contact to describe access to services from their area of knowledge (raion and settlement level). Key informants will be selected purposively at each of the two open EECs to speak about the availability and quality of services available in their settlements. Key informants will be selected based on the following criteria: i) respondent is 18 years old or older, ii) respondent is regularly resident in one of the settlements in Donetsk South and Luhansk Centre entities in NGCA, iii) respondent reports being generally knowledgeable about the availability and quality of services available in their settlement, iv) willingness to participate. The questionnaire will be limited to 10 minutes and focus on functionality of services including: transport, education, health, utilities and availability of employment opportunities in their raion. In addition, REACH will explore geographic dynamics by enquiring about area of origin and destination after crossing. The collected data will be used for qualitative analysis of the situation in the settlements.

Table 5. Sampling strategy for Key Informant Interviews

Area	Oblast	EECPs	Samples
GCA	Donetsk	Novotroitske	50 KIIs to be conducted at EECP.
	Luhansk	Stanytsia Luhanska	50 KIIs to be conducted at EECP.

Data collection tool #3. Structured Individual Survey – NGCA residents crossing the contact line (768)

REACH, through partner organisations that will be collecting the data, will conduct individual surveys of residents crossing the contact line to gather representative and comparable information to the individual survey conducted with the urban population from lot 1. Using 95% confidence interval and 5% margin of error for people crossing the line of contact, REACH will collect information on core humanitarian indicators at the 2 official open entry and exit checkpoints (EECP). Simple random sampling will be used to select individuals at the 2 EECPs and surveyed about their individual characteristics as well as individual motivations for crossing. Enumerators will be instructed to go to EECPs for *at least* three days (one morning, one afternoon and one evening to try to get as wide a sample as possible) and approach every fifth person in line and request them to take a survey (approximately fifteen minutes to complete). If the respondent refuses then the enumerator will ask the next fifth person in line.⁷

Table 6. Sampling strategy for NGCA Household Surveys

Area	Oblast	EECP	Samples
GCA	Donetsk	Novotroitske	384 interviews to be conducted at EECP.
	Luhansk	Stanytsia Luhanska	384 interviews to be conducted at EECP.

Data collection tool #4. Structured Household Survey - NGCA residents using hotlines for humanitarian assistance (1,600).

REACH will look to partner with organisations who provide a hotline servicing the NGCA population to request humanitarian aid. Using the eight chosen geographical entities, these organisations, on behalf of REACH and using a stratified random sampling approach (the strata being the eight geographic entities), will conduct 1,600 phone interviews to understand trends in demographics, food security scores, income and expenditures, humanitarian assistance, and utility challenges (95/7 confidence). Respondents will be randomly chosen from a list consisting of HHs that have phoned a humanitarian hotline seeking assistance. The database includes various parameters (age, gender, address, and other) that help ensuring randomisation of a sample according to these parameters. The survey will be limited to 20 minutes.

⁷ 95/5 representative findings for people who pass by the EECP on the days of data collection visits only

Table 7. Sampling strategy for NGCA Household Surveys (HHs that used humanitarian hotline).

Area	Oblast, Population size	Geographic entities	Locations	Samples
NGCA	Donetsk, 2,5M	Donetsk City Donetsk East Donetsk North Donetsk South	TBD	200 HH surveys in each of the 4 entities.
	Luhansk, 1,7M	Luhansk City Luhansk Centre Luhansk West Luhansk South	TBD	200 HH surveys in each of the 4 entities.

REACH will put out a request to tender with specific guidelines and requirements that need to be fulfilled. Data collection will then be conducted through local partner organisations using Kobo tool.

Structured Data Collection:

The telephone surveys will be collected using Computer-Assisted Telephone Interviewing (CATI) in which the interviewer follows a script provided by a software application. The data will be stored in an .xlsx format and stored on REACH servers in country and globally. Supplier will need to clean the data, provide the cleaned data along with a record of the cleaning process and any translation work that may be required. Supplier will conduct monitoring of each enumerator and hold the primary responsibility for ensuring robust and clean data, while REACH will complete spot checking of enumerators' live interviews online and collected data.

Structured KIs and structured Individual interviews of residents crossing the line of contact will be conducted at EECs by enumerators from partner organisations using Kobo platform. Enumerators will be trained beforehand, including a security briefing and will partake in a debriefing workshop after data collection.

During primary data collection (first day of data collection), REACH will review data to ensure the data collection methodology is being followed by enumerators and investigate any extreme outliers or other problematic data, including ensuring the sampling methodology was carried out in accordance with the sampling plan. REACH will maintain a log of any of these changes, including the steps taken during the cleaning of data. In addition, each of the different data collection methods/sources will be used as a means to triangulate and verify findings from the other.

A versioning file system will be controlled by the REACH GIS officer through daily storage of data collection and monitoring progress.

Deliverables from Data Collecting Partners:

Number	Data collection tool	Type	1 st deliverable	2 nd deliverable	3 rd deliverable	REACH quality check
1	Household survey by mobile phones	Structured HH Survey	Clean and raw datasets in XLS format, translated into English	Data cleaning and value change log	Data collection report	Direct observation of interview process; spot-check of live phone interviews (online)

2	Key Informant Interviews	Structured Survey	KI	Raw dataset in XLS format	Data cleaning log	Data collection report	Data will be checked each day to check for outliers, problematic data and that methodology is being followed. Data cleaning log will be kept.
3	NGCA residents crossing the contact line	Structured Individual Survey		Raw dataset in XLS format	Data cleaning log	Data collection report	Data will be checked each day to check for outliers, problematic data and that methodology is being followed. Data cleaning log will be kept.
4	NGCA residents using hotlines for humanitarian assistance	Structured Survey	HH	Raw dataset in XLS format	Data cleaning log	Data collection report	Direct observation of interview process

3.5. Data Processing & Analysis

For structured data collection, primary data will be collected using Kobo Toolbox within IMPACT Global Kobo account. Collected data will be downloaded on daily basis and cleaned using rules formulated in final version of data analysis plan. Rules will include outliers check, analysis of “Other” inputs, cross-check of linked questions, and review of enumerators comments. All the discrepancies within data will be clarified with the field team on a daily basis. On the final stage of data cleaning all changes of the raw dataset will be written in the Value Change Log generated with R-script.

Data analysis will be conducted by producing frequency tables using strata chosen at the sampling stage. Frequency tables and all additional calculations will be done with hypegrammaR R-tool developed by IMPACT Data unit. Final data package will include raw and cleaned datasets, value change logs, dataset with weight calculations and frequency tables formatted as XLSX-report. All personally identifiable information will be removed during data cleaning stage and will not occur in final data package.

The data will be accompanied by a data cleaning log to document changes to the data and track changes or edits based on logical checks. This information will be collected and stored in the dataset documents. The metadata will follow the basic level of details required from HDX including: organization, locations, tags, formats and licenses. The data will be compared to the data collected in last year's survey conducted by REACH.

4. Roles and responsibilities

Table 8: Description of roles and responsibilities

Task Description	Responsible	Accountable	Consulted	Informed
Research design	Assessment Officer	Assessment Manager	GIS/Data Team, partners/HQ Research Design&Data Unit	Country Coordinator, Assessment Manager
Supervising data collection	Database Officer	GIS Senior Officer	Assessment Officer	Assessment Manager
Data processing (checking, cleaning)	Database Officer	GIS Senior Officer	RDD Unit, Assessment Manager	Assessment Manager
Data analysis	Database Officer	GIS Senior Officer	HQ RDD Unit	Assessment Manager
Output production	Assessment Officer	Assessment Manager	CFP/HQ Research Reporting Unit	
Dissemination	Assessment Officer	Assessment Manager	CFP, HQ Communications and Research Department	
Monitoring & Evaluation	Assessment Officer	Assessment Manager	CFP	HQ
Lessons learned	Assessment Officer/GIS Senior Officer	Assessment Manager	Database Officer	HQ

5. Data Analysis Plan

- Please complete the Data Analysis Plan matrix (see full Excel file including “README” sheet for instructions) and copy the columns with grey headings as per examples below.

EXAMPLE : RESEARCH QUESTIONS ADDRESSED WITH STRUCTURED TOOLS#1 AND 4 (HH INTERVIEW)

Research question	IN #	Data collection method	Indicator group / sector	Indicator / Variable	Indicator name	Question group	Questionnaire Question	Questionnaire Options
What type of demographic changes have taken place since 2019 in surveyed areas?	A1	HH survey	Screening	% respondents who agreed to take part in survey	Informed consent	Metadata	We are conducting this survey on behalf of REACH initiative, in order to improve our understanding of the situation facing your household and others who have been affected by conflict in the East. Your household has been randomly selected to participate in this survey. This survey will take approximately 25 minutes, and includes questions about your household and your access to basic services. By agreeing to answer our questions, you give us permission to use the data exclusively for statistics purposes. The answers you provide will not be shared with anyone not authorized within and outside our organization. Do you agree to participate?	Yes; No
What type of demographic changes have taken place since 2019 in surveyed areas?	A2	HH survey	Screening	Name of the respondent	Name of the respondent	Metadata	What is your name/what should we call you?	
What type of demographic changes have taken place since 2019 in surveyed areas?	A3	HH survey	Screening	% of respondents agreed to provide phone number	Phone number of the respondent	Metadata	May we take your phone number in case we need to conduct any follow-up calls with you if some of the information is not clear?	Yes; No
What type of demographic changes have taken place since 2019 in surveyed areas?	A4	HH survey	Screening			Metadata	(If yes) Phone number	
What type of demographic changes have taken place since 2019 in surveyed areas?	B1	HH survey	Place of residence	Place of residence by oblast	Place of residence: oblast	Demographics	Where do you currently reside in NGCA - Oblast? (If any, of listed below places, please finish interview)	
What type of demographic changes have taken place since 2019 in surveyed areas?	B2	HH survey	Place of residence	Place of residence by raion	Place of residence: raion	Demographics	Please specify, in which raion do you currently reside?	
What type of demographic changes have taken place since 2019 in surveyed areas?	B3	HH survey	Place of residence	Place of residence by settlement	Place of residence: settlement	Demographics	Please specify, in which settlement do you currently reside?	
What type of demographic changes have taken place since 2019 in surveyed areas?	C1	HH survey	Demographics	Respondents by sex	Sex of respondent	Demographics	Sex	Male; Female

What type of demographic changes have taken place since 2019 in surveyed areas?	C2	HH survey	Demographics	Respondents by age groups; median age of respondents	Age of respondent	Demographics	How old are you?	
What type of demographic changes have taken place since 2019 in surveyed areas?	C3	HH survey	Demographics	% of respondents being HoH	Respondent is HoH	Demographics	Do you consider yourself the head of the household, a person who takes an active part in decision-making for HH? Note: for the purpose of our assessments, a household is defined as a group of people who live under the same roof, share income and meals	Yes; No; Don't know/Won't answer
What type of demographic changes have taken place since 2019 in surveyed areas?	C4	HH survey	Demographics	% respondents answering on behalf of their HH	Rate of HH representation	Demographics	(If no) Can you respond on behalf of the household?	Yes; No
What type of demographic changes have taken place since 2019 in surveyed areas?	C5	HH survey	Demographics	HoHs by sex	Sex of HoH	Demographics	What is the sex of the HoH?	Male; Female
What type of demographic changes have taken place since 2019 in surveyed areas?	C6	HH survey	Demographics	HoHs by age group; median age of HoHs	Age of HoH	Demographics	Age of the head of the HH?	
What type of demographic changes have taken place since 2019 in surveyed areas?	C7	HH survey	Demographics	Average size of HH	Number of members in a HH	Demographics	How many additional members does the HH have (total minus HH Head)? (Note: for the purpose of our assessments, a household is defined as a group of people who live under the same roof, share income and meals)	
What type of demographic changes have taken place since 2019 in surveyed areas?	C8		Vulnerability	1. % HoHs with one vulnerability criteria and its type	HoH with a vulnerability criteria; Type of vulnerability criteria HoHs have	Demographics	Does any of the following describe any member of the HH?	Senior (60+); Person with disability; Single parent; Family with 3 or more children; Family with foster children; Chronic illness which affects quality of life; None; Other (specify)
What type of demographic changes have taken place since 2019 in surveyed areas?	C8.1					Demographics	Please, specify	
What type of demographic changes have taken place since 2019 in surveyed areas?	C9	HH survey	Demographics	HoH by marital status	Marital status of the HoH	Demographics	What is the marital status of the head of household?	Single; Married; Widowed; Divorced; Unmarried but living together; Separated (married but not living together)
How has the livelihoods status of households changed since August 2018 and which sectors of the economy could provide the most livelihood opportunities?	D1	HH survey	Cash&Markets	Main sources of income for HH in the past 30 days	HH sources of income	Employment	In the past 30 days, what were the sources of income for your household?	Social benefits (NGCA); Social benefits (GCA); Pensions (NGCA); Pensions (GCA); Informal small trade / business; Salary in state sector; Credits / Borrowing money; Remittances; Family and friends help; Cash/in kind assistance (NGO or humanitarian); Sale of assets; Other; No income

How has the livelihoods status of households changed since August 2018 and which sectors of the economy could provide the most livelihood opportunities?	D2	HH Survey	Pensions/Benefits	% of HH members entitled for pensions/benefit; sources of pensions/benefits provided	% of HH members entitled for pensions/benefit; by whom the benefits are provided	Employment	Is anyone in your HH entitled to pensions/benefits (if option 1, 2, 3 or 4 is not selected for sources of income)	Yes NGCA; Yes GCA; Yes both; No
How has the livelihoods status of households changed since August 2018 and which sectors of the economy could provide the most livelihood opportunities?	D2.1	HH Survey				Employment	Why your HH have not received all of payments? (if entitled but have not received)	Lack of documentation; Physical limitations for disabled or due to trauma; Suspended by government of Ukraine; Cannot cross the contact line due to COVID-19 restrictions; Serious illness; Suspended from NGCA; Transport was unavailable / unaffordable; Other (Specify); Don't want to answer/Not applicable
How has the livelihoods status of households changed since August 2018 and which sectors of the economy could provide the most livelihood opportunities?	D3	HH Survey	Employment	% of HH members employed	HH members employed	Employment	Are any household members employed?	Yes, full-time; Yes, part-time; Yes, temporary or seasonal; No
How has the livelihoods status of households changed since August 2018 and which sectors of the economy could provide the most livelihood opportunities?	D3.1	HH Survey	Employment	% of HH employed by sector	HH members employment sector	Employment	In which sector are HH members employed?	Agriculture; Construction; Finance; Education; Public admin; Transportation; Media; Health
How has the livelihoods status of households changed since August 2018 and which sectors of the economy could provide the most livelihood opportunities?	D4	HH Survey	Employment - difficulties	% of HH with difficulties in finding employment	% of HH with difficulties in finding employment	Employment	Has anyone in your household faced difficulties in finding employment in the past 6 months?	Yes; No; Don't know/Won't answer
How has the livelihoods status of households changed since August 2018 and which sectors of the economy could provide the most livelihood opportunities?	D4.1					Employment	If yes, what is the main problem faced by you/your household member?	Employer closed; Lack of work places; Livelihood assets destroyed (tools, equipment, etc.); Too little pay; Pre-retirement age; Place of work in is inaccessible; Missing documentation; Place of work in insecure location; Skills no longer relevant; No funds to continue investing (own business); COVID-19 related reasons/restrictions; Other (please specify); Refuse to answer

How has the livelihoods status of households changed since August 2018 and which sectors of the economy could provide the most livelihood opportunities?	D4. 2	HH Survey	Employment - COVID-19	% of HH received assistance from authorities du to COVID-19 related employment issues	% of HH received assistance from authorities du to COVID-19 related employment issues; reasons for not receiving payments entitled to	Employment	If COVID-19 related employment issues, did you receive any assistance from authorities?	Yes; No; Don't know/Won't answer
How has the livelihoods status of households changed since August 2018 and which sectors of the economy could provide the most livelihood opportunities?	D4. 2.1	HH Survey				Employment	If yes, please, specify, what kind of assistance did you receive?	
How has the livelihoods status of households changed since August 2018 and which sectors of the economy could provide the most livelihood opportunities?	D5	HH survey				Income	What is the total monthly income all HH members bring to the HH? (RUB)	
How has the livelihoods status of households changed since August 2018 and which sectors of the economy could provide the most livelihood opportunities?	D6	HH Survey	Cash&Markets	Average combined income of HH	Combined income of the HH	Expenditures	What was HH total expenditure in the past 30 days (including expenditure on food) (RUB)	
How has the livelihoods status of households changed since August 2018 and which sectors of the economy could provide the most livelihood opportunities?	D7	HH Survey	Cash&Markets	Average total expenditure of HH	Total expenditure of HH (incl. food)	Expenditures	Is your HH currently in debt?	Yes; No; Don't know/Won't answer
How has the livelihoods status of households changed since August 2018 and which sectors of the economy could provide the most livelihood opportunities?	D8	HH survey	Cash&Markets	% of HH having debt		Expenditures	How much did your HH spend on debt repayment in the past 30 days? (RUB)	
How has the livelihoods status of households changed since August 2018 and which sectors of the economy could provide the most livelihood opportunities?	D9	HH survey	Cash&Markets	Average expenditures HH spend on repaying debts	Monthly amount spent on debt repayment	Expenditures	Approximately how much debt does your HH currently have (RUB)?	
How have protection concerns changed since August 2018?	E1	HH survey	Cash&Markets	Average debt size	Average debt size	Security incidents	Have any HH members been affected by a safety or security incident in the last 30 days?	Yes; No; Don't know/Won't answer

How have protection concerns changed since August 2018?	E2	HH survey	Protection	% of HHs that have suffered incidents affecting HH members in the last 30 days	Safety or security incidents affected HH	Documents	Do all HH members currently have a birth certificate at this time?	Yes, in our possession; No, some HH members are missing birth certificates; Don't know
How have protection concerns changed since August 2018?	E2.1	HH survey	Protection	% of HHs with missing documents	% of HHs with missing birth certificate	Documents	If no, did you/he/she try to obtain a new document?	Yes; No; Don't know/Won't answer
How have protection concerns changed since August 2018?	E3	HH survey	Protection	% of HH attempted to obtain a new document	% of HH attempted to obtain a new birth certificate	Documents	Where was the birth certificate issued?	GCA; NGCA; Both in GCA and NGCA; Other (specify)
How have protection concerns changed since August 2018?	E3.1	HH survey	Protection	Place of issue of documents	Place of issue of birth certificate	Documents	Please, specify	
How have protection concerns changed since August 2018?	E4	HH survey	Protection			Documents	Do all HH members currently have a Passport and/or valid national ID, at this time?	Yes, in our possession; No, some HH members are missing; Passports and/or valid national ID; Don't know
How have protection concerns changed since August 2018?	E4.1	HH survey	Protection	% of HHs with missing documents	% of HHs with missing Passports	Documents	If no, did you/he/she try to obtain a new document?	Yes; No; Don't know/Won't answer
How have protection concerns changed since August 2018?	E5	HH survey	Protection	% of HH attempted to obtain a new document	% of HH attempted to obtain a new Passport	Documents	Where was the Passport issued?	GCA; NGCA; NGCA; NGCA
How have protection concerns changed since August 2018?	E5.1	HH survey	Protection	Place of issue of documents	Place of issue of Passports	Documents	Please, specify	
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	F1	HH survey	Protection			WASH	What is the main source of drinking water for your HH?	Tap drinking water (centralized water supply); Trucked in water (truck with a tank etc); Drinking water from water kiosk (booth with water for bottling); Bottled water (water purchased in bottles); Personal well; Public well or boreholes (shared access); Technical piped water; Other (specify)
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods,	F1.1	HH survey	Access to WASH products	% of HHs having access to an improved water source	Main source of drinking water	WASH	Please, specify	

and protection concerns changed between 2019 and 2020?							
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	F2	HH survey				WASH	Does your household currently have enough water to meet the following needs? Drinking; Cooking; Personal hygiene; Other domestic purposes; None of the previous; Don't know/Won't answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	F3	HH survey	Access to WASH products	% of HH reporting having sufficient water by need		WASH	Do you store drinking water in case of water shortage? Yes; No; Don't know/Won't answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	F4	HH survey	Access to WASH products		Sufficiency of water by need	WASH	What was the longest period of shortage of centralized water supply in the last 12 months? Less than 12 hours; 1 day; 1-3 days; 3-7 days; More than 7 days; Don't know/Won't answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	F5	HH survey	Access to WASH products			WASH	Have you encountered a lack of drinking water supply during the last 12 months in your household? If the answer is "yes", how often was it? Every day 2-3 times a week; 1 time a week; 2-3 times a month; Once a month; From time to time (more rarely than once a month); Such situation has never happened; Don't know/Won't answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	F6	HH survey	Access to WASH products	Average duration of water shortages experienced by HHs in last 12 months	Duration of water shortages	WASH	Do you purify your drinking water? Yes; No; Don't know/Won't answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	F6.1	HH survey	Access to WASH products		Treatment of water before use	WASH	If no, why not? There is no need; We can't afford necessary means (filters/chemicals for chlorination); Other (specify); Don't know / NS; Refuse to answer

changed between 2019 and 2020?								
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	F6. 1.1	HH survey	Access to WASH products	% of HHs treating drinking water before use		WASH	Please, specify	
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	F7	HH survey	Access to WASH products			WASH	(If there are women in household) What are the goods of menstrual hygiene girls and women use in your household?	Disposable pads; Tampons; Reusable rag pads; Menstrual cup; Other (Specify); Don't know/Won't answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	F7. 1	HH survey	Access to WASH products	% of HH having hygienic MHM practice	Goods used for MHM by type	WASH	Please, specify	
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	F8	HH survey				WASH	What type of toilet do the members of your household have access to?	Flush toilet piped to the drain inside of the dwelling; Flush toilet piped to the pit latrine; Flush toilet piped to the individual sewage; Compost toilet; Pit latrine with slab; Ventilated pit latrine; Pit latrine without slab, open pit latrine; Bucket; Other (specify); Don't know/Won't answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	F8. 1	HH survey	Access to WASH products	% of HH using improved types of sanitation	Sanitation facilities by type	WASH	Please, specify	
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	G1	HH survey	Access to WASH products			Health	Did any member of your household try to access health care in NGCA for any reason in the previous 8 months?	Yes; No; Don't know/Won't answer

changed between 2019 and 2020?								
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	G2		Access to health care			Health	Did any members of your household encounter difficulties while trying to access healthcare?	Yes; No; Don't know/Won't answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	G2.1	HH survey				Health	If they encountered any difficulties trying to access healthcare, what types of difficulties?	No difficulties encountered; Closure / lack of services at facility due to COVID-19; Irregular presence of doctors; Issues with travel - COVID-19 movement restrictions; Issues with travel - cost Issues with travel - security; Issues with travel - have to pass through EECF (for facility in the GCA); Issues with travel - fear of contracting covid on public transport; Lack of needed medicines; Cost of medicine (prescribed); Cost of Medicine (other); Cost of appointment; Lack of documents to access services; Lack of referral system for required care; Required a COVID test prior to treatment; Chose not to access health facilities during COVID-19 outbreak (fear of COVID); Other (specify)
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	G2.1.1	HH survey	Access to health care			Health	Please, specify	
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	G2.1.2	HH survey	Access to health care			Health	(If cost was a difficulty), How much has the HH spent on healthcare in the previous 30 days? (RUB)	
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	G3	HH survey	Access to health care	Average expenditures HH spend on healthcare	Average expenditures HH spend on healthcare	Health	In the past 8 months has any member of your household experienced a persistent fever, a dry cough, difficulty breathing and/or loss of sense of smell?	Yes; No; Don't know/Won't answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education,	G3.1	HH survey	COVID-19 specific health-seeking behaviours		HH experiencing COVID symptoms	Health	If yes, what actions did your household take (if any)?	Stayed at home and wait for illness to pass; Stayed at home but called a doctor; Called an ambulance right away; Went to hospital but was not admitted; Went directly to pharmacy to obtain medication; Asked

access to health, livelihoods, and protection concerns changed between 2019 and 2020?				% of households impacted by COVID-19				neighbours / community for assistance or advice; Other (specify); No actions were taken
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	G3. 1.1	HH survey	COVID-19 specific health-seeking behaviours		Actions taken by HH when experiencing COVID symptoms	Health	Please, specify	
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	G3. 2	HH survey				Health	If yes to G2, Was the laboratory test performed for COVID-19 detection?	Yes; No; Don't know/Won't answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	G4	HH survey	COVID-19 specific health-seeking behaviours		Laboratory test detection for COVID	Health	Does anyone in your household require regular treatment and medication for chronic conditions (e.g. diabetes, hypertension, dialysis, chemotherapy, antiretroviral therapy)?	Yes; No; Don't know/Won't answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	G4. 1	HH survey	Potential secondary effects of COVID-19 on HH access to other key health services		HH requiring regular treatment for chronic conditions	Health	If yes, have they continued to receive treatment/medication during the past 8 months?	Yes - all regular treatments; Some but not all treatments received; None over 8 months; Don't know/Won't answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	G5	HH survey				Health	Has any member of your HH required child health services, including vaccination services, in the past year?	Yes; No; Don't know/Won't answer; Not applicable
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education,	G6	HH survey	Access to health care			Child health services,	Health	In case of any mental health symptoms (low mood, anxiety, sleeping problems etc.) do you have access to non-specialised mental health services on Primary Health Care level?

access to health, livelihoods, and protection concerns changed between 2019 and 2020?					
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	G6.1	HH survey			
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	G6.2	HH survey			
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	G6.2.1	HH survey	Access to health care	% of HH requiring child health services	
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	G7	HH survey	Access to health care		
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	G8	HH survey	Access to health care		
including vaccination					
	Health	If 'yes', is access available for children, for adults, or for both?			Adults 18-59; Adults 60+; Children; All
	Health	If 'no', why not?			Don't know where to find it; Not available in my settlement; Not affordable; Other (specify)
	Health	Please, specify			
Access to specialized mental health services	Health	In case of any mental health symptoms (low mood, anxiety, sleeping problems etc.) do you have access to specialized mental health services on Secondary Health Care level?			Yes; No; Don't know/Won't answer; Not applicable
	Health	The Red Cross also is currently providing confidential, over the phone, counselling services during the COVID outbreak. They are there to listen and support during this stressful time. They can be contacted free of charge, between 12pm and 7.30, on 0 800 331 800.			

To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	H1	HH Survey	Access to health care		Children 6-18 in HH	Demographics	Are there children aged from 6 to 18 in your HH?	Yes; No; Refused to answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	H2	HH Survey	Access to health care	% of HH that have children 5 to 18 (school aged)	School aged children in HH	Education	In the last 30 days, have any children from your HH missed school?	Yes; No; Don't know/Won't answer; Not applicable
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	H2.1	HH Survey	Access to education	% of children dropping out of school before the summer holidays started	Schools attendance before end of recent academic year	Education	If yes, why?	School closed due to security; School closed (other); Insufficient teachers; Security concerns by parent; School is damaged; Health issues; Family/personal reasons; Too expensive (school fees, supplies, transport etc.); Transport unavailable; A child contributes to HH income; Other (specify); Don't know/Won't answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	H2.1.1	HH Survey	Access to education			Education	Please, specify	
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	H3	HH Survey	Access to education			Education	What are the main problems that children of your HH face in their school?	No problems; Distance to school; Quality of teaching staff; Quantity of teaching staff; Lack of PSS; Price for service/school supplies; Conditions of the venue; Overcrowded classrooms; Lack of medical support; School is unsafe; Problems with distance learning due to closure of school for covid e.g. bad internet connection; Non-recognition of diplomas/certificates outside of the territory; Non-inclusive for children with disabilities; Other (specify)
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	H3.1	HH Survey	Access to education	% of HHs experiencing problems with accessing education by reported problem	Main problems HH face in schools	Education	Please, specify	

To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	H4	HH Survey	Access to education			Education	Is your HH able to buy all the school supplies needed by children in education? (stationary, textbooks, notebooks etc)	Yes; No; Don't know/Won't answer; Not applicable
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	H4.1	HH Survey	Access to education	% HHs who cannot afford school supplies	Schools supplies affordability	Education	Please, specify	
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	H5	HH Survey	Access to education			Education	During school closures due to COVID-19 did you receive any assistance from authorities/schools in continuing education for your children at home?	Yes; No; Don't know/Won't answer; Not applicable
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	H5.1	HH survey	COVID-19 impact	% of HH who received assistance from authorities/schools during school closures due to COVID-20	Assistance by authorities/schools during COVID-19	Education	If yes, what type of assistance?	Material assistance (books, school appliances, etc.); Technical assistance (study programs, online study materials, online teachers, etc.); Financial assistance; Consulting; Psychological support; Other (specify)
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	H5.2	HH survey	COVID-19 impact			Education	Please, specify	
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	H6	HH survey	COVID-19 impact			Education	During school closures due to COVID-19, did anyone in your HH have to stop working so they could stay at home with children?	Yes; No; Don't know/Won't answer; Not applicable

To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	11	HH survey	COVID-19 impact	% of HH who had to stop working in order to stay at home with children during school closures due to COVID-20	Employment during COVID-19	Food security	On how many of the past 7 days did your HH eat CEREALS (grains, bread, pasta), prepared and consumed at home?	0; 1; 2; 3; 4; 5; 6; 7; Don't know/Won't answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	12	HH survey	HHs Food Consumption Score Index	Food Consumption Score	Food Consumption Score	Food security	On how many of the past 7 days did your HH eat SUGAR OR SWEETS (cakes, chocolate, sugary cold drinks) prepared and consumed at home?	0; 1; 2; 3; 4; 5; 6; 7; Don't know/Won't answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	13	HH survey	HHs Food Consumption Score Index	Food Consumption Score	Food Consumption Score	Food security	On how many of the past 7 days did your HH eat CONDIMENTS AND SPICES (tea/coffee, spices), prepared and consumed at home?	0; 1; 2; 3; 4; 5; 6; 7; Don't know/Won't answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	14	HH survey	HHs Food Consumption Score Index		Food Consumption Score	Food security	On how many of the past 7 days did your HH eat ROOTS AND TUBERS (potato, onion, beet), prepared and consumed at home?	0; 1; 2; 3; 4; 5; 6; 7; Don't know/Won't answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	15	HH survey	HHs Food Consumption Score Index		Food Consumption Score	Food security	On how many of the past 7 days did your HH eat VEGETABLES AND LEAVES (tomato, lettuce, spinach, carrot), prepared and consumed at home?	0; 1; 2; 3; 4; 5; 6; 7; Don't know/Won't answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	16	HH survey	HHs Food Consumption Score Index		Food Consumption Score	Food security	On how many of the past 7 days did your HH eat FRUITS (apple, orange, strawberry), prepared and consumed at home?	0; 1; 2; 3; 4; 5; 6; 7; Don't know/Won't answer

To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	17	HH survey	HHs Food Consumption Score Index
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	18	HH survey	HHs Food Consumption Score Index
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	19	HH survey	HHs Food Consumption Score Index
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	110	HH survey	HHs Food Consumption Score Index
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	111	HH survey	HHs Food Consumption Score Index
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	112	HH survey	Food availability

Food Consumption Score	Food security	On how many of the past 7 days did your HH eat MEAT OR FISH (chicken, pork, beef, fish), prepared and consumed at home?	0; 1; 2; 3; 4; 5; 6; 7; Don't know/Won't answer
Food Consumption Score	Food security	On how many of the past 7 days did your HH eat EGGS, prepared and consumed at home?	0; 1; 2; 3; 4; 5; 6; 7; Don't know/Won't answer
Food Consumption Score	Food security	On how many of the past 7 days did your HH eat PULSES, NUTS, SEEDS (lentils, beans, nuts), prepared and consumed at home?	0; 1; 2; 3; 4; 5; 6; 7; Don't know/Won't answer
Food Consumption Score	Food security	On how many of the past 7 days did your HH eat DAIRY PRODUCTS prepared and consumed at home?	0; 1; 2; 3; 4; 5; 6; 7; Don't know/Won't answer
Food Consumption Score	Food security	On how many of the past 7 days did your HH eat OIL AND FAT (salo, butter, sunflower oil), prepared and consumed at home?	0; 1; 2; 3; 4; 5; 6; 7; Don't know/Won't answer
Food Consumption Score	Food security	Will your HH have sufficient preserved food for the coming winter?	Yes; No; Will not need; Don't know/Won't answer

To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	I13	HH survey	Food availability		Food storage and preservation	Food security	Does your HH experience any problems accessing food in the market/store?	Yes; No; Don't know/Won't answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	I14	HH survey	Food availability		Problems accessing food markets	Food security	What are the 3 most significant problems with the food market/store your HH uses?	Crossing checkpoints in GCA; Distance; Items not available; Items poor quality; Items too expensive; Market damaged; Opening hours insufficient; Security; Other (specify)
	I14.1	HH survey	Food availability		Most significant problems with food markets	Food security	Please, specify	
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	I14.2	HH survey	Food availability			Food security	If items are too expensive, which specific items?	CEREALS (e.g. grains, bread, pasta); CONDIMENTS AND SPICES (e.g. tea/coffee, spices); DAIRY PRODUCTS; EGGS; FRUITS (e.g. apple, orange, strawberry); MEAT OR FISH (e.g. chicken, pork, beef, fish); OIL AND FAT (e.g. salo, butter, sunflower oil); PULSES, NUTS, SEEDS (e.g. lentils, beans, nuts); ROOTS AND TUBERS (e.g. potato, onion, beet); SUGAR OR SWEETS (e.g. cakes, chocolate, sugary cold drinks); VEGETABLES AND LEAVES (e.g. tomato, lettuce, spinach, carrot); No income; Won't answer; Don't know
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	I15	HH survey	Food expenditures	% of HHs reporting problems with their food market by type	Most significant problems with food markets	Food security	What was HH total expenditure just on food in the past 30 day?	

To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	J1	HH survey	Food expenditures	Average HH expenditure on food in the past 30 days	HH expenditure on food	Coping strategies	In the past 30 days, did anyone in your household have to engage in any of the following coping strategies to cope with a lack of resources to meet basic needs?	Yes; No, was not needed; No, but needed; No, already done over a month ago and can't do it anymore
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	J2	HH survey	Coping strategies	Coping capacity index	HHs coping capacity index	Coping strategies	- Sold household assets/goods (radio/furniture/TV...)?	Yes; No, was not needed; No, but needed; No, already done over a month ago and can't do it anymore
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	J3	HH survey	Coping strategies		HHs coping capacity index	Coping strategies	Spent savings (in the past 30 days)	Yes; No, was not needed; No, but needed; No, already done over a month ago and can't do it anymore
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	J4	HH survey	Coping strategies		HHs coping capacity index	Coping strategies	Purchased food on credit or borrowed food (in the past 30 days)	Yes; No, was not needed; No, but needed; No, already done over a month ago and can't do it anymore
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	J5	HH survey	Coping strategies		HHs coping capacity index	Coping strategies	Send household members to eat/live with another family or friends (in the past 30 days)	Yes; No, was not needed; No, but needed; No, already done over a month ago and can't do it anymore
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	J6	HH survey				Coping strategies	Sold productive assets or means of transport (sewing machine, bicycle, car, etc.) (in the past 30 days)	Yes; No, was not needed; No, but needed; No, already done over a month ago and can't do it anymore

To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	J7	HH survey	Coping strategies
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	J8	HH survey	Coping strategies
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	J10	HH survey	Coping strategies
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	J11	HH survey	Coping strategies
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	J12	HH survey	Coping strategies
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	J13	HH survey	

HHs coping capacity index	Coping strategies	Withdrew children from school / kindergarten (in the past 30 days)	Yes; No, was not needed; No, but needed; No, already done over a month ago and can't do it anymore
HHs coping capacity index	Coping strategies	Reduce essential health expenditures (including drugs) (in the past 30 days, compared to August 2020)	Yes; No, was not needed; No, but needed; No, already done over a month ago and can't do it anymore
HHs coping capacity index	Coping strategies	Sold house or land (in the past 30 days)	Yes; No, was not needed; No, but needed; No, already done over a month ago and can't do it anymore
HHs coping capacity index	Coping strategies	Entire household migrated (in the past 30 days)	Yes; No, was not needed; No, but needed; No, already done over a month ago and can't do it anymore
HHs coping capacity index	Coping strategies	HH member(-s) moved elsewhere in search of work (in the past 30 days)	Yes; No, was not needed; No, but needed; No, already done over a month ago and can't do it anymore
	Coping strategies	Used degrading sources of income, illegal work, or high risk jobs (in the past 30 days)	Yes; No, was not needed; No, but needed; No, already done over a month ago and can't do it anymore

To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	J14	HH survey	Coping strategies		HHs coping capacity index	Coping strategies	What were the main reasons why your household decided to use these strategies?	To access or pay for food; To access or pay for healthcare; To access or pay for shelter; To access or pay for education; Other (please specify); Don't know
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	J14.1	HH survey			HHs coping capacity index	Coping strategies	Please, specify	
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	K1	HH Survey	Coping strategies		HHs coping capacity index	Shelter	Does the shelter currently have any damage or defects?	Opening or cracks in roof; Roof partially collapsed; Broken or cracked windows; Exterior doors broken / unable to shut properly; Exterior doors or windows missing; Large cracks / openings in most walls; Some cracks in some walls; Some walls fully collapsed; Damaged floors; Severe structural damage and unsafe for living; Total structural collapse; Foundation damaged or shifted; Gas, water or sewage system damaged; Electricity supply line damaged and not functional; Other (specify)
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	K1.1	HH Survey	Shelter condition	% of HHs whose shelter solutions meet agreed technical and performance standards	Defected or damaged HH shelters	Shelter	Please, specify	
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	K2	HH Survey				Shelter	Was the damage due to the conflict?	Yes; Partially; No; Don't know/Won't answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	K3	HH Survey	Shelter condition	% of HH whose shelter was damaged due to the conflict	Conflict-related damage of HH shelters	Shelter	If yes, were you able to document the damage?	Yes; No; Don't know/Won't answer

To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	K4	HH Survey	Shelter condition	% of HH whose shelter was damaged due to the conflict	Conflict-related damage of HH shelters	Shelter	What was damaged due to bad maintenance?	Yes; No; Don't know/Won't answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	K5	HH Survey	Shelter condition	% of HH whose shelter was damaged due to bad maintenance	Conflict-related damage of HH shelters	Shelter	Did you address at least part of your damage?	Yes; No; Fully addressed
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	K3	HH Survey	Shelter condition	% of HH addressed damage themselves	Conflict-related damage of HH shelters	Shelter	Please indicate which of the following items you DO NOT HAVE for every member of your HH	Bedsheets; Blanket; Mattress; Thermal underwear; Thick socks Towel; Warm gloves; Warm winter boots; Winter jacket; Wool scarf; Each member of the HH has all mentioned items
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	K4	HH Survey	NFI s necessary for winter	% of HHs with NFIs necessary for winter	Winter NFIs missing at HH	Shelter	What is the primary heating sources for your shelter during winter?	Mains heating; Gas; Coal; Wood; Electricity; Briquettes; Other (specify)
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	K4.1	HH Survey	Heating	Types of fuel used by HH members use most for heating	Types of fuel used by HH members use most for heating	Shelter	Please, specify	
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	K4.2	HH Survey	Heating			Shelter	If coal, what type?	Anthracite; Brown coal

To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	K5	HH Survey	Heating			Shelter	Last winter, what was the longest period for which your HH was without heating?	Never happened 1-6 hours; Roughly one day; Multiple days; A week or more
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	K6	HH Survey	Heating	Average period HH spent without heating during previous winter	Average period HH spent without heating during previous winter	Shelter	How much was your average monthly heating bill last winter? (RUB)	
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	K7	HH Survey	Heating	Average monthly heating bill cost during previous winter	Average monthly heating bill cost during previous winter	Shelter	Did your HH experience any issues with paying these bills?	HH did not have issues with paying the bills; HH had to borrow money to pay the bills; HH had to cut other expenses in order to pay the bills; HH had to minimize heating (consume less heating than necessary) or use other means for heating in order to be able to pay the bills; Don't know/refuse to answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	K8	HH Survey	Heating	% of HH that could not afford paying bills for heating and their coping strategy	Ability to pay bills for heating	Shelter	Do you receive any subsidies to assist in paying heating bills?	Yes; No; Don't know/refuse to answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	L1	HH Survey	Heating	% of HH that received humanitarian assistance during the previous 12 months;		Accountability	Has your HH received any humanitarian assistance during the last 12 months?	Yes; No; Don't know/Won't answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	L1.1	HH Survey	Humanitarian assistance	% of HH that received humanitarian assistance during the previous 12 months; how recently was the last assistance	Most recent assistance received	Accountability	If yes, When did you last receive humanitarian assistance?	Within the last month; Between 1-3 months ago; 4-6 months ago; 7-12 months ago

To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	L2	HH Survey	Humanitarian assistance	% of HH that received humanitarian assistance during the previous 12 months; how recently was the last assistance		Accountability	What assistance has been received by the HH in the last 12 months?	In-kind (food) In-kind (NFIs); Physical cash; Cash via bank transfer; Cash via prepaid cards; Cash via mobile money; Vouchers; Legal assistance in GCA; Protection counseling by organizations in NGCA; Medical assistance (medication, vouchers to purchase medication); Education; Psychosocial support; Shelter (rehabilitation and reconstruction); COVID awareness Other (please specify); Don't know; Prefer not to answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	L2.1	HH Survey	Humanitarian assistance	Type of humanitarian assistance received during the previous 12 months	Type of humanitarian assistance received during the previous 12 months	Accountability	Please, specify	
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	L3	HH Survey	Humanitarian assistance			Accountability	Which organization(s) have you received humanitarian assistance from?	Government institutions of Ukraine; Institutions in NGCA; Local Humanitarian Agencies; International Humanitarian Organisations; Religious institutions; From other organizations and companies; Other (specify); Don't know/Won't answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	L3.1	HH Survey	Humanitarian assistance	Type of institution that provided humanitarian assistance	Type of institution that provided humanitarian assistance	Accountability	Please, specify	
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	L4	HH Survey	Humanitarian assistance			Accountability	Was your HH consulted by the aid provider about your needs and preferences before the aid was distributed?	Yes; No; Don't know/Won't answer
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	L5	HH Survey	Humanitarian assistance	% of HHs who stated they were consulted about their needs before the project	Consultations with humanitarian assistance recipients	Accountability	What kind of humanitarian assistance does your HH need in the next 3 months?	Do not want to receive humanitarian assistance; Food; Winterization items (including fuel); NFIs (including hygiene items); Legal assistance available in NGCA; Livelihoods support; Healthcare; Education; Psychosocial support; Shelter (rehabilitation and reconstruction); COVID awareness; Other (please specify); Don't know; Prefer not to answer

To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	L5.1	HH Survey	Humanitarian assistance	Most commonly reported modalities of assistance that HHs would prefer to receive in the future	Most commonly reported modalities of assistance that HHs would prefer to receive in the future	Accountability	Other, please specify	
To what extent have household needs relating to shelter and NFI, utilities, WASH, food security, access to education, access to health, livelihoods, and protection concerns changed between 2019 and 2020?	L6	HH Survey	Humanitarian assistance			Accountability	Do you know who to reach in case you are not satisfied with the assistance that was provided?	Yes; No; Don't know/Won't answer

RESEARCH QUESTIONS ADDRESSED WITH STRUCTURED TOOL#2 (KII)

Research question	IN #	Data collection method	Indicator group/ sector	Indicator/ Variable	Questionnaire Question	Questionnaire Responses	Data collection level	Sampling
n/a	A0	KII	n/a	Interview location	Indicate EECp where you conduct interview	EECPs Mayorsk - Horlivka; EECPs Mariinka - Oleksandrivka; EECPs Novotroitske - Olenivka; EECPs Hnutove/ Pyschevyk - Oktiabr; EECPs Stanitsa Luhanska	Settlement	Purposive
n/a	A1	KII	n/a	Informed consent	Hello, I am a representative of Right to Protection, and we are partnering with the REACH Initiative to conduct a survey. in order to better understand situation at NGCA. Would you agree to answer several questions regarding the settlement you reside in? It will take approximately 5 minutes.	Yes; No (stop interview)	Settlement	Purposive
n/a	A2	KII	KI information	KI settlement	Which settlement in NGCA do you currently live in?	[select settlement]	Settlement	Purposive
What are the services available to NGCA population?	B1	KII	Education	% of KIs reporting familiarity of education in their settlement	Are you familiar with the state of education services in your settlement?	Yes; No; Refuse to answer	Settlement	Purposive
What are the services available to NGCA population?	B2	KII	Education	Type of education facilities available in settlement as reported by KIs	Please identify which type of education facilities are available to children in your settlement?	Pre-school; Primary school; Intermediary school; Secondary school; None	Settlement	Purposive

What are the services available to NGCA population?	B3	KII	Education	% of KIs reporting challenges to accessing education in their settlement	What are the 3 main challenges faced when residents of your settlement access <u>education</u> services?	Distance to school; Quality of teaching staff; Quantity of teaching staff; Lack of PSS; Quality of management staff; Overcrowded classrooms; Price for services; Price for school supplies; Facilities not accessible for people with disabilities; Remote learning due to COVID-19; Traveling to or from school is unsafe; GoU does not recognise school completion certificates; Other (Specify); No challenges; Don't know; Refuse to answer	Settlement	Purposive
What are the services available to NGCA population?	B4	KII	Education	Main issues faced by HHs with children during school closures due to covid as reported by KIs	What were the main issues faced by HHs with school-aged children in your settlement due to school closures during covid restrictions?	HH members could not work as needed to care for children; Distance learning not possible; No support for parents to conduct home learning; Psychological stress; Other (Specify); Don't know; Refuse to answer	Settlement	Purposive
What are the services available to NGCA population?	C1	KII	Health care	% of KIs reporting familiarity of health care in their settlement	Are you familiar with the state of health care services in your settlement?	Yes; No; Refuse to answer	Settlement	Purposive
What are the services available to NGCA population?	C2	KII	Health care	Types of health services/facilities available to HHs as reported by KIs	What health services/facilities are available to HHs in your settlement?	Primary healthcare; Secondary Healthcare; Prenatal and postnatal care; Pharmacy; Mental healthcare; Paediatrics; Ambulance service; Chronic illness treatment; Dentistry; Physical therapy; Addiction treatment; Other (specify); Don't know	Settlement	Purposive
What are the services available to NGCA population?	C3	KII	Health care	Main challenges faced by residents when accessing health services pre-covid as reported by KIs	What are the 3 main challenges faced when residents of your settlement access health services? (pre-covid)	Lack of facilities; Distance to facility; Lack of transport; Cost of transport; Price for service; Lack of referral system; Lack of medical staff; Lack of equipment; Lack of transparency; Security concerns; Lack of variety of medicine; Price of medicine; Not accessible for people with disabilities; Lack of trust in qualification of medical staff; Lack of female staff; Health facility overcrowded; Security concerns travelling to facility; No issues; Other (specify)	Settlement	Purposive
What are the services available to NGCA population?	C4	KII	Health care	Additional problems due to covid that prevents residents from accessing healthcare as reported by KIs	Has the covid-19 pandemic created additional problems for HHs accessing healthcare in your settlement?	No difficulties encountered; Closure / lack of services at facility due to COVID-19; Issues with travel - COVID-19 movement restrictions; Issues with travel - fear of contracting covid on public transport; Treatment for residents with chronic illnesses were suspended; hospitals not admitting patients due to covid; Covid test required before treatment; Residents chose not to go to hospital for treatment due to fear of covid	Settlement	Purposive
How has household access to assets and resources (shelter and NFI/ water, sanitation, and hygiene) changed since February 2020?	D1	KII	Shelter	Shelter inadequacies in settlement as reported by KIs	What shelter inadequacies, if any, do resident households in the assessed location experience?	Lack of insulation from cold; Damage due to conflict; Damage due to old age; Lack of heating; Lack of toilets; Other; No inadequacies; Don't know; Refuse to answer	Settlement	Purposive

How has household access to assets and resources (shelter and NFI/ water, sanitation, and hygiene) changed since February 2020?	D2	KII	Shelter	Main challenges to HHs wanting to repair their shelters as reported by KIs	What are the main challenges to households your settlement wanting to repair their shelters?	None; Lack of authorization to do repairs, Repairs require professionals but cannot afford their service, Repairs require professionals but they are not available, Shelter and repair materials are unavailable in the market, Shelter and repair materials are too expensive, Security situation, Fear of UXOs, Other (please specify), Not sure	Settlement	Purposive
How has the food security status of households changed since February 2020?	E3	KII	FSL	% of residents who rely on their own produce as a primary source of food during the summer, as reported by KIs	What percentage of residents in your settlement rely on their own produced food as a primary source of food during Summer?	0-20%; 21-40%; 41-60%; 61-80%; 81-100%; Don't know	Settlement	Purposive
How has the food security status of households changed since February 2020?	E4	KII	FSL	% of residents who rely on their own produce as a primary source of food during the winter, as reported by KIs	What percentage of residents in your settlement rely on their own produced food as a primary source of food during Winter?	0-20%; 21-40%; 41-60%; 61-80%; 81-100%; Don't know	Settlement	Purposive
How has the food security status of households changed since February 2020?	E5	KII	FSL	% of KIs reporting problems in their settlement because residents are not able to access enough food	Is there a problem in your settlement because residents are not able to access enough food?	Yes, all year; yes, in winter months; No; Don't know; Refuse to answer	Settlement	Purposive
How has the food security status of households changed since February 2020?	E6	KII	FSL	Coping strategies that HHs have used when they are not able to access enough food, as reported by KIs	Are you aware of any of the following coping strategies that households in your settlement have used to cope when they are not able to meet basic needs over the last 6 months?	No coping strategies used; Reducing meal size, Skipping meals, Buying food with money usually used for other things, Purchasing food on credit/borrowing money to buy food, Selling non-productive assets, Selling productive assets, Spending days without eating, Consuming bad foods; Other (specify); Don't know	Settlement	Purposive
What are the services available to NGCA population?	F1	KII	Access to markets	Items available in NFI markets as reported by KIs	In the past month, were the following household and personal hygiene items sufficiently available in markets in the settlement?	Water containers, Adult clothing, Children's clothing, Batteries, Sanitary pads, Soap, Shampoo, Toothbrush, Toothpaste, Washing powder, Cleaning liquid (for house), Detergent (for dishes), Baby diapers, Adult diapers, Winter items (Winter heaters, Heating fuel, Winter clothes, Winter shoes, Winter blankets), Shoes	Settlement	Purposive
What are the services available to NGCA population?	F2	KII	Access to markets	% of KIs reporting challenges to accessing local markets in their settlement	What are the 3 main challenges faced when residents of your settlement access local markets?	Distance to food markets; Distance to NFI markets; Distance to construction markets; Lines; Lack of transport; Cost of transport; Quality of goods; Price of goods; Range of goods; Physical condition of markets; Security concerns; Lack of access for persons with restricted mobility; Markets unable to restock during covid restrictions; Markets sometimes closed due to insecurity/conflict; Other (specify);	Settlement	Purposive

What are the services available to NGCA population?	H1	KII	Financial services	% of KIs reporting challenges to accessing financial services in their settlement	What are the main difficulties faced when accessing financial services in your settlement?	Lack of functional banks; Distance to banks; Lack of ATMs; Lack of availability of cash; Inability to send/receive money from Ukraine; Lack of transport; Cost of transport; Lack of staff in banks; Attitude; Corruption; Security concerns; Bureaucracy; Other (specify); no issues	Settlement	Purposive
How has the livelihoods status of households changed since February 2020 and which sectors of the economy could provide the most livelihood opportunities?	I1	KII	Employment	% of KIs reporting a change in the employment situation	Has the situation with employment in your settlement changed in the last year?	1 - Significantly worsened; 2 - Somewhat worsened; 3 - Stayed the same; 4 - Somewhat improved; 5 - Significantly improved; don't know	Settlement	Purposive
How has the livelihoods status of households changed since February 2020 and which sectors of the economy could provide the most livelihood opportunities?	I2	KII	Employment	% of KIs reporting challenges to accessing employment in their settlement	What are the 3 main challenges faced when accessing employment in your settlement?	No challenges; General lack of employment opportunities; Lack of employment opportunities that match people's skills; Lack of skills training opportunities; Lack of employment opportunities for persons with disabilities; Lack of employment opportunities for women; Discrimination in job provision; Exploitation in the workplace; Low wages; Postponed/lack of regular payments; No available ways to access financial resources (no grants, no loans); Lack of physical access to possible job opportunities (lack of transport, damaged roads, inappropriate opportunities for PwD and other vulnerable groups); Lack of information about possible opportunities for accessing livelihoods; Security situation in the settlement; Restrictions by local authorities; Other (specify); Don't know	Settlement	Purposive
What are the services available to NGCA population?	J1	KII	Overall settlement	% of KIs reporting the availability of municipal services in their settlement	Which of the following services are not available in the settlement in which you live?	Piped water; Electricity; Municipal waste collection; Centralised gas system; Central heating system; Mobile phone networks; Internet connection;	Settlement	Purposive
What are the services available to NGCA population?	K1	KII	WASH	% of settlements by type of primary source of drinking water used by most households	What is the main source of water used by most households in the settlement for drinking?	Public tap/standpipe; Handpumps/boreholes; Protected well; Unprotected well; Water seller/kiosks; Piped connection to house (or neighbor's house); Protected spring; Unprotected spring; Rain water collection; Bottled water, water sachets; Tanker trucks; Surface water (lake, pond, dam, river); Other (please specify); Don't know	Settlement	Purposive
What are the services available to NGCA population?	K2	KII	WASH	% of KIs reporting the most critical water concerns in the settlement by type	What are the most critical water concerns in your settlement?	Water is not clean enough for drinking; Water is not clean enough for cooking; Regular water shortages; Water is too expensive; Public well/borehole not protected; Long wait to collect water; Other (specify); No concerns; Don't know; Refuse to answer;	Settlement	Purposive
What are the services available to NGCA population?	K3	KII	WASH	Sanitation issues faced by HHs as reported by KIs	Which of the following sanitation issues are faced by households in the assessed location?	None, No sewage system in the location, Sewage system needs repair, Sewage system needs cleaning, There are leakages from the sewage network and sludge in the street, Septic tank not emptied due to unavailability of desludging service, Could not afford desludging of septic tank, Stagnant water, Garbage in the streets (Solidwaste/trash), Rodents and/or pests frequently visible, Not sure, Other	Settlement	Purposive

What are the services available to NGCA population?	K4	KII	WASH	% of KIs reporting the main method used by HHs to dispose of HH waste	What is the main method used by HHs in your settlement to dispose of HH waste?	Public garbage collection free; Private garbage collection paid; Residents bring garbage to garbage dump themselves; Residents sort garbage and submit it for recycling; Garbage left in public areas; Garbage buried; Garbage burnt; Other (specify); Don't know; Refuse to answer	Settlement	Purposive
How have protection concerns changed since February 2020?	L2	KII	Overall settlement	% of KIs reporting security concerns in their settlement	What are the main security concerns residents experience in the settlement you live?	Land Mines (?); Mined fields; Mined roads; Shelling in the vicinity of the settlement; Direct shelling of the settlement; Criminals; Multiple security actors present; Shooting in the settlement; Shooting in the vicinity of the settlement; No security concerns; Other (specify)	Settlement	Purposive
How have protection concerns changed since February 2020?	L1	KII	Overall settlement	% of KIs reporting their top overall concerns in their settlement	What are the 3 main concerns residents experience in the settlement you live?	Security concerns; unemployment; Lack of transport; Lack of PSS; Lack of adequate health services; Lack of adequate NFI markets; Lack of adequate food markets; High price of goods and services; Checkpoints; Other (specify)	Settlement	Purposive
How have protection concerns changed since February 2020?	L3	KII	Overall settlement	% of KIs reported how closure of EECPs affected their settlement	How have the closure of the EECPs affected your settlement?	Goods increased in price; settlement residents emigrated to the Russian Federation for work; closure of businesses; quality of goods decreased; Other (specify); Don't know	Settlement	Purposive
How have protection concerns changed since February 2020?	L4	KII	Overall settlement	% of settlements by reported priority needs for most households	What are the 3 priority needs for MOST people in this settlement?	Shelter/housing; Food; Healthcare; Seeds or other agricultural inputs; Livelihoods support/employment; Drinking water; Hygiene NFIs (eg. Soap, sanitary oads) and sanitation services (eg. Latrines); Need to repay debt; Education for children under 18; Phsychological support; No needs for most people; Other (Specify)	Settlement	Purposive
How have protection concerns changed since August 2018?	M1	KII	Humanitarian assistance	% of HHs who received aid in the past 30 days (KI estimates)	In the past 30 days, what proportion of households in this settlement received ANY humanitarian aid?	1. None (0%) 2. A few (1-25%) 3. Some (26-50%) 4. Many (51-75%) 5. All or almost all (76-100%) 6. Don't know	Settlement	Purposive
n/a		KII	KI information	KI contact information	May I ask your phone number in order we will need to clarify some information?		Settlement	Purposive

RESEARCH QUESTIONS ADDRESSED WITH STRUCTURED TOOL#3 (INDIVIDUAL INTERVIEW)

Research question	IN #	Data collection method	Indicator group/ sector	Indicator/ Variable	Questionnaire Question	Questionnaire Responses	Data collection level	Sampling
What and where are the services people crossing the line of contact are accessing?	n/a	Individual survey	n/a	Interview location	Indicate EECP where you conduct interview	EECPs Mayorsk - Horlivka; EECPs Mariinka - Oleksandrivka; EECPs Novotroitske - Olenivka; EECPs Hnutove/ Pyschevyk - Oktiabr; EECPs Stanitsa Luhanska	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	na	Individual survey	n/a	Informed consent	Hello, I am a representative of Right to Protection, and we are partnering with the REACH Initiative to conduct a survey. in order to better understand situation at NGCA. Would you agree to answer several questions regarding the settlement you reside in? It will take approximately 10 minutes.	Yes; No (stop interview)	Individual	Stratified random

What and where are the services people crossing the line of contact are accessing?	n/a	Individual survey	n/a	NGCA resident filter	Do you live in NGCA most of your time?	Yes; No (stop interview)	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	A1	Individual survey	Network mapping	% of people crossing EECs by settlement of residence	Where is your current long term residence? (permanent base)		Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	A2	Individual survey	Network mapping	% of people crossing EECs by settlement of residence	-Oblast	Donetsk; Luhansk; Refuse	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	A3	Individual survey	Network mapping	% of people crossing EECs by settlement of residence	-Raion (both NGCA and GCA)		Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	A4	Individual survey	Network mapping	% of people crossing EECs by settlement of residence	-Settlement		Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	B1	Individual survey	Respondent information	Respondent information	Sex	Male; Female	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	B2	Individual survey	Respondent information	Respondent information	Age		Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	B3	Individual survey	Respondent information	Average HH size of people crossing at EECs	How many additional members does the HH have (total minus respondent)? (Note: for the purpose of our assessments, a household is defined as a group of people who live under the same roof, share income and meals)		Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	B4	Individual survey	Network mapping	% of people crossing at EECs by GCA settlement visited	Where are you traveling from GCA now? -Oblast	Donetsk; Luhansk; Zaporizhzhia; Dnipro; Kharkiv; Kyiv; Other (specify)	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	B5	Individual survey	Network mapping	% of people crossing at EECs by GCA settlement visited	-Raion (GCA)	[LIST]	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	B6	Individual survey	Network mapping	% of people crossing at EECs by GCA settlement visited	-Settlement	[LIST]	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	C1	Individual survey	Network mapping	% of people crossing EECs by destination in NGCA	Where are you going now (in NGCA)?	Permanent base; other; Refuse to answer	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	C2	Individual survey	Network mapping	% of people crossing EECs by destination in NGCA	If other -Oblast	Donetsk; Luhansk; Refuse	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	C3	Individual survey	Network mapping	% of people crossing EECs by destination in NGCA	-Raion (in NGCA)		Individual	Stratified random

What and where are the services people crossing the line of contact are accessing?	C4	Individual survey	Network mapping	% of people crossing EECs by destination in NGCA	-Settlement		Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	D1	Individual survey	Access to services	Average time spent in GCA	How long have you been in GCA?	<1-1day; 2- 6 days; 1 week to 1 month; +1-6 months; 6+ months; Refuse to answer	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	D2	Individual survey	Access to services	% of people crossing at EECs by main reported reasons for crossing into GCA	What were the main reasons for travelling to GCA? (Multiple choice)	Confirm pension/social benefits; To visit family/friends; Access to education services; Buy goods/food; To access health care; Postal service; Collecting benefits (pensions, social payments); Holiday; Withdrawing cash; Checking on property; Issues with documents; Work; Other (specify); Refuse to answer	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	D3	Individual survey	Access to services	Most reported settlements where people crossing EECs access services	In which settlement you have accessed services mentioned in previous question?	Those I am coming from; Those I am coming from and other; Other; Refuse to answer; If other, specify (type)	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	D4	Individual survey	Access to services	Individual level of satisfaction with services accessed in GCA	How satisfied were you with the services you accessed?	1 - Very dissatisfied; 2 - Dissatisfied; 3 - Neither satisfied nor dissatisfied; 4 - Satisfied; 5 - Very satisfied; Refuse to answer	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	D4.1	Individual survey	Access to services	Reasons for dissatisfaction	Why were you not satisfied with the services accessed?	Lines; Unclear instructions/bureaucracy; Services too slow; Facilities too far; Discrimination based on residence in NGCA; Not all services are available; Other	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	D4.1.1	Individual survey	Access to services	Reasons for dissatisfaction	Other. Specify		Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	D5	Individual survey	Access to services	% of people crossing at EECs reporting success in their visit to GCA	Were you able to successfully complete all tasks in GCA that you had planned to?	Yes; No; Refuse to answer	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	D6	Individual survey	Access to services	Reported frequency of travel to GCA amongst people crossing EECs	How often do you travel to the GCA?	Daily; Weekly, Every 2 weeks; Every month; Every 2 months; Every 3-6 months; Every 7 -12 months; Once a year	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	E1	Individual survey	Vulnerability & Displacement	% of people crossing EECs by vulnerability status	Does any of the following describe any member of the HH?	Yes: Retired; PwD; Single parent; family with three or more children; chronic illness which affects quality of life; Pregnant or lactating woman; None of the above; No; Don't know; Refuse to answer	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	E2	Individual survey	Vulnerability & Displacement	% of IDPs crossing at EECs by IDP status	Are you registered as an IDP?	Yes in GCA; Yes in NGCA; Yes in both; No; Refuse to answer	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	E3	Individual survey	Vulnerability & Displacement	% of people crossing EECs reporting that anyone in their household, including themselves, receiving NGCA social benefits.	Do you, or anyone in your household, receive any benefits from the authorities in the NGCA?	Yes; No; Refuse to answer	Individual	Stratified random

What and where are the services people crossing the line of contact are accessing?	E4	Individual survey	Vulnerability & Displacement	Reported types of NGCA social benefits received by people crossing at EECs	If yes, what type?	Full pension (received after working a set amount of years); Reduced pension (if set amount of years not reached); Disability benefit (for respondent); Disability payment (for children); Single parent payment; Foster parent payment; Carers payment; Children's payment; Extra payment for three children or more; Other (specify); Don't know; Refuse to answer	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	E5	Individual survey	Vulnerability & Displacement	Reported types of NGCA social benefits received by people crossing at EECs or anyone in their household	Do you, or anyone in your household, receive any benefits from the authorities in the GCA?	Yes; No; Refuse to answer	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	E6	Individual survey	Vulnerability & Displacement	Reported types of NGCA social benefits received by people crossing at EECs	If yes, what type?	Full pension (received after working a set amount of years); Reduced pension (if set amount of years not reached); Disability benefit (for respondent); Disability payment (for children); Single parent payment; Foster parent payment; Carers payment; Children's payment; Extra payment for three children or more; IDP payments; IDP free healthcare; IDP free university; Other (specify); Don't know; Refuse to answer	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	F1	Individual survey	Economic security	% of people crossing EECs by employment status	Are you employed?	Employed full time; Employed part time; Unemployed; Retired; Other (Specify); Refuse to answer	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	F2	Individual survey	Economic security	Most reported sectors of employment amongst people crossing at EECs	In which sector are you employed?	Agriculture; Construction; Education; Health care; Industry; IT; Mines; Service; Social service; State service; Trade; Transportation; Other (specify)	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	F3	Individual survey	Economic security	% of people crossing at EECs reporting that HH members have moved to GCA for work	Have any household members moved to Ukrainian Government Controlled Areas for work since March 2020?	Yes; No; Refuse to answer	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	F4	Individual survey	Economic security	% of people crossing at EECs reporting that HH members have moved to Russian Federation for work	Have any household members moved to the Russian Federation for work since March 2020?	Yes; No; Refuse to answer	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	F5	Individual survey	Economic security	% of people crossing at EECs by main source of HH income	In order of importance, what are the three main sources of income for the household?	Employment; Pensions (from GCA); Pensions (from NGCA); Social benefits (from GCA); Social benefits (from NGCA); Humanitarian assistance; Remittances; Loans	Individual	Stratified random
What and where are the services people crossing the line of contact are accessing?	F6	Individual survey	Economic security	% of respondents who reported being affected by closures of EECs	Did the closures of the EECs since March 2020 affect you?	Yes, could not collect pension/social benefits from the GCA; Yes, could not withdraw money from my GCA bank account; Yes, could not attend education facility; Yes, could not attend medical appointments; Yes, could not purchase medical items required; Yes, could not visit family/friends; Yes, could not go to my usual place of employment; other (specify); Don't know; Refuse to answer	Individual	Stratified random

What and where are the services people crossing the line of contact are accessing?	F7	Individual survey	Economic security	Coping strategy used by residents due to loss of income due to closure of EECPs, as reported by residents	If yes due to inability to collect money (pensions, salary, withdrawing from bank), what did you do to cope with less income?	How to borrow money; Had to borrow food; Had to sell food that was meant to feed HH now; Had to sell food that was meant to feed HH during the winter; Had to sell assets (land, car, farm animals, farm machinery); Had to reduce food consumption; Had to sell HH goods (furniture, refrigerator, stove, heater); had to reduce spending on health care medication; Had to keep children out of school; Children had to look for employment; Cook not pay for gas; Could not pay for electricity; Could not pay for water; Other (specify); Don't know; Refuse to answer	Individual	Stratified random
	A6	Individual survey	Respondent information	Respondent information	Could you please leave you phone number that we could contact you in case we have any questions? (number or 999)		Individual	Stratified random

6. Monitoring & Evaluation Plan

IMPACT Objective	External M&E Indicator	Internal M&E Indicator	Focal point	Tool	Will indicator be tracked?
Humanitarian stakeholders are accessing IMPACT products	Number of humanitarian organisations accessing IMPACT services/products Number of individuals accessing IMPACT services/products	# of downloads of x product from Resource Center	Country request to HQ	User_log	<input type="checkbox"/> Yes
		# of downloads of x product from Relief Web	Country request to HQ		<input type="checkbox"/> Yes
		# of downloads of x product from Country level platforms	Country team		<input type="checkbox"/> Yes
		# of page clicks on x product from REACH global newsletter	Country request to HQ		<input type="checkbox"/> Yes
		# of page clicks on x product from country newsletter, sendingBlue, bit.ly	Country team		<input type="checkbox"/> Yes
		# of visits to x webmap/x dashboard	Country request to HQ		<input type="checkbox"/> Yes
IMPACT activities contribute to better program implementation and coordination of the humanitarian response	Number of humanitarian organisations utilizing IMPACT services/products	# references in HPC documents (HNO, SRP, Flash appeals, Cluster/sector strategies)	Country team	Reference_log	Ukraine HNO 2021 and Ukraine HRP 2021
		# references in single agency documents			
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_Feed back and Usage_Survey template	Partner usage survey to be conducted in June 2021
		Perceived usefulness and influence of IMPACT outputs			
		Recommendations to strengthen IMPACT programs			
		Perceived capacity of IMPACT staff			
		Perceived quality of outputs/programs			

	Number of humanitarian documents (HNO, HRP, cluster/agency strategic plans, etc.) directly informed by IMPACT products	Recommendations to strengthen IMPACT programs			
Humanitarian stakeholders are engaged in IMPACT programs throughout the research cycle	Number and/or percentage of humanitarian organizations directly contributing to IMPACT programs (<i>providing resources, participating to presentations, etc.</i>)	# of organisations providing resources (i.e. staff, vehicles, meeting space, budget, etc.) for activity implementation	Country team	Engagement_log	X Yes 1
		# of organisations/clusters inputting in research design and joint analysis			X Yes 11
		# of organisations/clusters attending briefings on findings;			<input type="checkbox"/> Yes 9

ANNEX 1: NGCA TARGET ENTITIES

MSNA 4 Target areas
September 2019

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