

Annex 1: Data analysis plan

<p>Project Background</p>	<p>Kakuma refugee camp is in the North-western region of Kenya. As of 30th April 2022, a total of 182,635¹ mostly South Sudanese refugees resided in Kakuma refugee camps (Kakuma 1, Kakuma 2, Kakuma 3, and Kakuma 4 camps).</p> <p>In view of the protracted situation of Kakuma refugee camp in Kenya, many actors have been providing services since the establishment of the camps. The refugee camps are managed by the Department of Refugee Affairs (DRS) while the UNHCR coordinates all humanitarian actors operating in the camps. The average population of refugees in Kakuma has been steadily increasing since 2018². As a result, access to critical services remains constrained as more people get added to the already populated camps. In May 2021, REACH conducted an Actor and service mapping exercise in Kakuma³ refugee camps and developed 3W maps that showed the location and types of services offered by different actors operating in Kakuma. The existing information on implementing actors and the services they provide needs to be updated and consolidated in a single database. REACH will review the data that will be shared bilaterally by UNHCR about the different implementing actors and services that they provide in the Kakuma refugee camps. In addition, REACH will conduct an information needs assessment to interrogate channels used by development, humanitarian, and government actors to disseminate information to the community with a view to finding out possible gaps in service delivery. Findings from this assessment will complement the actors and services mapping by providing information needs and access data that will feed into an overall interactive dashboard. This information will provide the existing actors and any new actors with an overview of existing implementing partners operating in Kakuma refugee camps, the services provided by different development, humanitarian, and government actors, and identify the overlaps and gaps in service provision so that these can be addressed.</p>
<p>Primary data collection time period</p>	<p>Primary data will be collected from 18 July 2022 to 29 July 2022</p>

¹ <https://www.unhcr.org/ke/wp-content/uploads/sites/2/2022/05/Kenya-Statistics-Package-30-April-2022.pdf>

² [Kakuma & Kalobeyi spatial profile](#)

³ [Actor and service mapping in Dadaab and Kakuma refugee camps in November 2020](#)

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Methodology	REACH will conduct KIIs with representatives of different humanitarian, development and government actors. First, REACH field officer will communicate via email to representatives of previously identified actor agencies and new agencies about the intention to conduct this assessment. The REACH field officer will share the terms of reference for this assessment with representatives and book interview appointments with them. Secondly, REACH staff will visit targeted humanitarian, development and government agencies operating in Kakuma and use the Open Data Kit (ODK) tool on smart phones to conduct primary data collection, recording the name of the camp, implementing partner, sectors of intervention and office location.
Geographic Coverage	This assessment will cover Kakuma refugee camp (Kakuma1, Kakuma2, Kakuma3, Kakuma4)
Contacts	kenya.research@reach-initiative.org

KEY INFORMANT INTERVIEWS (KIIs)

Research question	IN #	Data collection method	Indicator/Variable	Questionnaire question	Questionnaire Responses	Data collection level	Instructions	Sampling	Key disaggregation	Map planned
Introduction	1.0	KII	Consent of the key informant	My name is [[name]]. We are conducting an actor and service mapping assessment on behalf of REACH Initiative. The aim of this assessment is to build a consolidated, evidence-	<ol style="list-style-type: none"> Yes No 	Individual	select one	Purposive	NA	No

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				based, operational service delivery for refugees and identify possible service gaps. Any information that you provide will be confidential and anonymous. Participation is voluntary and you can choose not to answer any or all of the questions; however, we hope that you will participate since your views are important. Do you have any questions? Are you willing to be interviewed?						
Who are the implementing actors in Kakuma Refugee camps? Where are the implementing actors	1.1	KII	Agency names	What is the name of the agency that you work for?	<ol style="list-style-type: none"> 1. NORWEGIAN REFUGEE COUNCIL (NRC) 2. UNHCR 3. DANISH REFUGEE COUNCIL(DRC) 4. INTERNATIONAL RESCUE COMMITTEE(IRC) 	Organi sation	select one	Purposive	Agency name	Yes

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					<p>22. TUPADO</p> <p>23. LOKADO</p> <p>24. TEAM AND TEAM</p> <p>25. FAO</p> <p>26. AIC HEALTH MINISTRIES (AICHM)</p> <p>27. IOM</p> <p>28. JRS</p> <p>29. AAHI</p> <p>30. ISRAAID</p> <p>31. WELT HUNGER</p> <p>32. CENTRE FOR VICTIM AND TORTURE(CVT)</p> <p>33. ILO</p> <p>34. UN HABITAT</p> <p>35. OXFAM</p> <p>36. THE WORLD BANK GROUP</p> <p>37. JICA- JAPAN INTERNATIONAL CORPORATION AGENCY</p> <p>38. IGAD</p> <p>39. USAID- UNITED STATES AGENCY FOR INTERNATIONAL DEVELOPMENT</p> <p>40. KAKUMA COUNTY SERVICES</p> <p>41. Other (Please specify)</p>					
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	1.2	KII and direct observation	Camps where agencies provided services/interventions in	In which camp is this agency providing services/interventions?	1. Kakuma 1 2. Kakuma 2 3. Kakuma 3 4. Kakuma 4	Community	Select multiple	Purposive	By camp	Yes
	1.3	KII	Top reported services offered by agencies in Kakuma	Which services is your agency providing to refugees and asylum seekers in this camp?	1. Administrative services 2. Protection 3. Health and nutrition 4. Food security 5. Education 6. Water 7. Logistics 8. Livelihoods and economic recovery 9. Energy 10. Shelter 11. Inclusion 12. Communication 13. CCCM (Camp coordination and camp management) 14. Financial services 15. Other (specify)	Community	select multiple Repeat for camps selected in 1.2	Purposive	NA	Yes
	1.4	KII	Top reported administrative services that the agency is providing to refugees and asylum seekers?	Which administrative services is the agency providing to refugees and asylum seekers?	1. Registration of Asylum seekers and refugees in Kenya 2. Issue Asylum seeker passes and identification documents to refugees 3. Process and issue movement passes to refugees 4. Recommendation for refugees to be issued with Conventional Travel Documents (CTD) when necessary 5. Recommendation for refugees to be issued	Community	Ask if 1.3 is administrative services Select multiple	Purposive	NA	No

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					<p>with class-M work permits when necessary</p> <p>6. Issue exit stamps to bona fide refugees leaving for resettlement</p> <p>7. Coordination of humanitarian assistance programs to refugees and surrounding host communities</p> <p>8. Promotion of durable solutions for refugees in Kenya</p> <p>9. Managing refugee camps, reception and transit centers</p> <p>10. Authorization for visits to camps</p> <p>11. Relocation of refugees</p> <p>12. Determination (RSD)</p> <p>13. Crime reporting</p> <p>14. Child protection services</p> <p>15. Civil registration services</p> <p>16. Business registration services.</p> <p>17. Others (Please specify)</p>					
	1.5	KI	Number of agencies that provide administrative services to specific groups in the community	Does your agency provide administrative services to any specific group of people in the community?	<p>1. Yes</p> <p>2. No</p> <p>3. I do not know</p>	Community	Ask if 1.3 is administrative services, Select one	Purposive	NA	No

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Does the community think that the services provided to them are adequate?	1.6	KII	Top reported groups of the community that actors provided administrative services to.	If yes, which specific groups of the community do you provide administrative services to?	<ol style="list-style-type: none"> 1. Children of age 17 years and below 2. Elderly men (Over 70 years) 3. Elderly women (Over 70 years) 4. Persons with disabilities 5. Minority clans 6. Other specific community groups 	Community	Ask if 1.5 is yes Select multiple	Purposive	NA	No
	1.7	KII	The proportion of actors who perceive that services provided to the community are adequate.	Do you think the administrative services that you provide to the community are adequate?	<ol style="list-style-type: none"> 1. Yes 2. No 3. I do not know 	Community	Select one Ask if 1.3 is administrative services	Purposive	NA	No
	1.8	KII	Top reported services that actors perceive not to be adequate	Which administrative services do you think are not adequate?	<ol style="list-style-type: none"> 1. Registration of Asylum seekers and refugees in Kenya 2. Issue Asylum seeker passes and identification documents to refugees 3. Process and issue movement passes to refugees 4. Recommendation for refugees to be issued with Conventional Travel Documents (CTD) when necessary 5. Recommendation for refugees to be issued with class-M work permits when necessary 6. Issue exit stamps to bona fide refugees leaving for resettlement 7. Coordination of humanitarian assistance programs to refugees and 	Community	Select multiple Ask if 1.7 is No	Purposive	NA	No

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					surrounding host communities 8. Promotion of durable solutions for refugees in Kenya 9. Managing refugee camps, reception and transit centers 10. Authorization for visits to camps 11. Relocation of refugees 12. Determination (RSD) 13. Crime reporting 14. Child protection services 15. Civil registration services 16. Business registration services. 17. Others (Please specify)					
	1.9	KII	Top reported reasons why administrative services are not adequate	Why do you think the administrative services are not adequate?	1. Increasing population of refugees 2. Inadequate staff/ personnel to provide services 3. Decreased funding from Donors or government 4. Increased demand for administrative services by the refugee community 5. Other reason (Please specify)	Comm unity	Select multiple Ask if 1.7 is No	Purposive	NA	No
	2.0	KII	Top reported challenges that agencies face while offering administrative services to the refugee community	What challenges does your agency face while offering administrative services to the refugee community?	1. Language barrier due to different languages that are spoken. 2. Illiteracy among the community members 3. The community is not cooperative with administrative agents. 4. Administrative agents are not cooperative with the community	Comm unity	Select multiple Ask if 1.3 is administrative services	Purposive	NA	No

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					5. Lack of coordination among actors operating in Kakuma. 6. Insecurity challenges 7. Other(specify) 8. Do not know					
	2.1	KII	Top reported actions that agencies can take to improve the deliver of administrative services to the refugee community.	Which actions can be taken by your agency to improve the delivery of administrative services to the refugee community?	1. Improve coordination with stakeholders/other actors 2. Mobilize more resources to improve programs 3. Generate more data to aid programming 4. Improve communication and information sharing 5. Get into partnerships to enhance service delivery. 6. Hire more staff/personnel 7. Others (Please specify)	Comm unity	Select multiple Ask if 1.3 administrative services	Purposive	NA	No
	2.2	KII	Top reported food security services that the agency is providing to refugees and asylum seekers?	Which food security services is the agency providing to refugees and asylum seekers?	1. Food distribution (Voucher) 2. Food distribution (In kind) 3. Unconditional cash transfers 4. Conditional cash transfers 5. Dryland agriculture 6. Incentives for farming/Subsidies 7. Distribution of non-food items 8. Others (Please specify)	Comm unity	Ask if 1.3 is food security Select multiple	Purposive	NA	No

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	2.3	KI	Number of agencies that provide food security services to specific groups in the community	Does your agency provide food security services to any specific group of people in the community?	<ol style="list-style-type: none"> 1. Yes 2. No 3. I do not know 	Comm unity	Select one Ask if 1.3 is food security	Purposive	NA	No
	2.4	KII	Top reported groups of the community that actors provide food security services to.	If yes, which specific groups of the community does your agency provide food security services to?	<ol style="list-style-type: none"> 1. Children of age 17 years and below 2. Older men (Over 70 years) 3. Older women (Over 70 years) 4. Persons with disabilities 5. Minority clans. 6. Other community groups 	Comm unity	Ask if 1.9 is yes Select multiple	Purposive	NA	No
	2.5	KII	The proportion of actors who perceive that food security services provided to the community are adequate.	Do you think the food security services that you provide to the community are adequate?	<ol style="list-style-type: none"> 1. Yes 2. No 3. I do not know 	Comm unity	Select one	Purposive	NA	No
	2.5	KII	Top reported food security services that actors perceive not to be adequate	Which food security services do you think are not adequate?	<ol style="list-style-type: none"> 1. Food distribution 2. Cash transfers 3. Dryland agriculture 4. Incentives for farming/Subsidies 5. Distribution of non-food items 6. Others (Please specify) 	Comm unity	Select multiple Ask if 2.5 is No	Purposive	NA	No

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	2.6	KII	Top reported reasons why food security services are not adequate	Why do you think the food security services are not adequate?	<ol style="list-style-type: none"> 1. Increasing population of refugees 2. Inadequate data on registered refugees and asylum seekers 3. Lack of coordination in food distribution 4. Inadequate staff/ personnel to provide services 5. Decreased funding from Donors or government 6. Increased demand for food security services by the refugee community 7. Other reason (Please specify) 	Comm unity	Select multiple Ask if 2.5 is No	Purposive	NA	No
	2.7	KII	Top reported challenges that agencies face while offering food security services to the refugee community	What challenges does your agency face while offering food security services to the refugee community?	<ol style="list-style-type: none"> 1. Language barrier due to different languages that are spoken. 2. Inadequate food supplies 3. Inadequate stores/warehouses to store food. 4. Lack of registration data for refugees. 5. The community is not cooperative with actors 6. Lack of coordination among actors operating in Kakuma. 7. Insecurity challenges 8. Other(specify) 9. Do not know 	Comm unity	Select multiple Cannot select option 9 with any other	Purposive	NA	No

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	2.8	KII	Top reported actions that agencies can take to improve the delivery of food to the refugee community.	Which actions can be taken by your agency to improve the delivery of food security to the refugee community?	<ol style="list-style-type: none"> 1. Improve coordination with stakeholders/other actors 2. Mobilize more resources to improve programs 3. Generate more data to aid programming 4. Improve communication and information sharing 5. Get into partnerships to enhance service delivery. 6. Hire more staff/personnel 7. Others (Please specify) 	Community	Select multiple Ask if 1.3 is food security	Purposive	NA	No
	2.9	KII	Top reported protection services that the agency is providing to refugees and asylum seekers	Which protection services is the agency providing to refugees and asylum seekers?	<ol style="list-style-type: none"> 1. ICLA (Information, counseling, and legal assistance) 2. Child protection services. 3. Psychosocial services for SGBV victims 4. Translation services for refugees 5. Advocacy and Peace-building services 6. Border monitoring for refugees 7. Voluntary repatriation 8. Tracing services (restoring family links) 9. Support for survivors of torture 10. Support for survivors of human trafficking and exploitation 11. Support for survivors of discrimination 	Community	Ask if 1.3 is Protection Select multiple	Purposive	Protection services	No

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					12. Other (Specify)					
	3.0	KII	Top reported legal assistance services that the agency is providing to refugees and asylum seekers	Which ICLA (Information, counselling and Legal service) services does your agency provide to the refugee community?	1. Legal counseling 2. Representation in courts and police stations 3. Assistance with work permits applications and license 4. Representation in SGBV cases 5. Information about your rights 6. Information about the asylum procedure in Kenya 7. Helping filling out legal documents 8. Accompaniment to legal or administrative appointments for matters related to immigration, SGBV, children 9. Help preparing for asylum interviews	Community	Ask if 2.9 is option1	Purposive	Legal assistance	No

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					<p>10. Legal representation in courts and police stations</p> <p>11. Criminal cases</p> <p>12. Birth, marriage, death or other personal certificates</p> <p>13. Family disputes</p> <p>14. Legal services for survivors of violence</p> <p>15. Legal services for people in detention</p> <p>16. Legal services for people who are stateless</p> <p>17. Referrals for lawyers</p> <p>18. Legal consultation for displaced persons</p> <p>19. Support communities to register their businesses and formalise community groups with local authorities</p> <p>20. Provide refugee communities with information about living conditions in their home countries and inform them</p>					
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					about the voluntary repatriation process					
					21. Other services (Please specify)					
	3.1	KI	Number of agencies that provide protection services to specific groups in the community	Does your agency provide protection services to any specific group of people in the community?	1. Yes 2. No 3. I do not know	Comm unity	Select one Ask if 1.3 is Protection	Purposive	NA	No
	3.2	KII	Top reported groups of the community that actors provided protection services to.	If yes, which specific groups of the community do you provide protection services to?	1. Children of age 17 years and below 2. Older men (Over 70 years) 3. Older women (Over 70 years) 4. Persons with disabilities 5. Minority clans. 6. Other community groups	Comm unity	Ask if 3.1 is yes Select multiple	Purposive	NA	No
	3.3	KII	The proportion of actors who perceive that services provided to the community are adequate.	Do you think the protection services that you provide to the community are adequate?	1. Yes 2. No 3. I do not know	Comm unity	Select one	Purposive	NA	No

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	3.4	KII	Top reported protection services that actors perceive not to be adequate	Which protection services do you think are not adequate?	<ol style="list-style-type: none"> 1. ICLA (Information, counseling, and legal assistance) 2. Child protection services 3. Psychosocial services for SGBV victims 4. Translation services for refugees 5. Advocacy and Peace-building services 6. Border monitoring for refugees 7. Voluntary repatriation 8. Tracing services (restoring family links) 9. Support for survivors of torture 10. Support for survivors of human trafficking and exploitation 11. Support for survivors of discrimination 12. Other (Specify) 	Comm unity	Select multiple Ask if 3.3 is No	Purposive	NA	No
	3.5	KII	Top reported legal assistance services that actors reported to be inadequate.	Which ICLA (Information, counselling and Legal service) services do you think are inadequate?	<ol style="list-style-type: none"> 1. Legal counseling 2. Representation in courts and police stations 3. Assistance with work permits applications and license 4. Representation in SGBV cases 5. Information about your rights 6. Information about the asylum procedure in Kenya 	Comm unity	Ask if 3.4 is option1	Purposive	Legal assistance	No

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					<p>7. Helping filling out legal documents</p> <p>8. Accompaniment to legal or administrative appointments for matters related to immigration, SGBV, children</p> <p>9. Help preparing for your asylum interview</p> <p>10. Legal representation in courts and police stations</p> <p>11. Criminal cases</p> <p>12. Birth, marriage, death or other personal certificates</p> <p>13. Family disputes</p> <p>14. Legal services for survivors of violence</p> <p>15. Legal services for people in detention</p> <p>16. Legal services for people who are stateless</p> <p>17. Referrals for lawyers</p> <p>18. Other services (Please specify)</p>					
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	3.6	KII	Top reported reasons why protection services are not adequate	Why do you think protection services are not adequate?	<ol style="list-style-type: none"> 1. Increasing population of refugees and asylum seekers 2. Lack of coordination among actors and government. 3. Inadequate staff/ personnel to provide services 4. Decreased funding from Donors or government 5. Increased demand for protection services by the refugee community 6. Other reason (Please specify) 	Comm unity	Select multiple Ask if 3.3 is No	Purposive	NA	No
	3.7	KII	Top reported challenges that agencies face while offering protection services to the refugee community	What challenges does your agency face while offering protection services to the refugee community?	<ol style="list-style-type: none"> 1. Language barrier due to different languages that are spoken. 2. Illiteracy among the community members 3. Cultural barriers 4. The community is not cooperative with actors 5. Lack of coordination among actors operating in Kakuma. 6. Insecurity challenges 7. Other(specify) 8. Do not know 	Comm unity	Ask if 1.3 is Protection Select multiple	Purposive	NA	No

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	3.8	KII	Top reported actions that agencies can take to improve the delivery of protection services to the refugee community.	Which actions can be taken by your agency to improve the delivery of protection services to the refugee community?	<ol style="list-style-type: none"> 1. Improve coordination with stakeholders/other actors 2. Mobilize more resources to improve protection programs 3. Generate more data to aid programming 4. Improve communication and information sharing 5. Get into partnerships to enhance service delivery. 6. Hire more staff/personnel 7. Others (Please specify) 	Community	Select multiple Ask if 3.3 is No	Purposive	NA	No
	3.9	KII	Top reported inclusion services that the agency is providing to refugees and asylum seekers?	Which inclusion services is the agency providing to refugees and asylum seekers?	<ol style="list-style-type: none"> 1. Providing assistive devices for persons with disabilities 2. Inclusive digital learning in schools 3. Corrective surgeries for persons with disabilities 4. Inclusive education services 5. Community-based rehabilitation services 6. Livelihoods inclusion (small businesses) 7. Others (Please specify) 		Ask if 1.3 is Inclusion services Select multiple	Purposive	Inclusion services	No
	4.0	KII	The proportion of actors who perceive that the inclusion services provided to the community are adequate.	Do you think the inclusion services that you provide to the community are adequate?	<ol style="list-style-type: none"> 1. Yes 2. No 3. I do not know 	Community	Select one	Purposive	NA	No
	4.1	KII	Top reported inclusion services that actors perceive not to be adequate	Which inclusion services do you think are not adequate?	<ol style="list-style-type: none"> 1. Providing assistive devices for persons with disabilities 2. Inclusive digital learning in schools 	Community	Select multiple Ask if 4.0 is No	Purposive	NA	No

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					<ul style="list-style-type: none"> 3. Corrective surgeries for persons with disabilities 4. Inclusive education services 5. Community-based rehabilitation services 6. Livelihoods inclusion (small businesses) 7. Other (Please specify) 					
	4.2	KII	Top reported reasons why inclusion services are not adequate	Why do you think inclusion services are not adequate?	<ul style="list-style-type: none"> 1. Increasing population of refugees and asylum seekers 2. Lack of coordination among actors and government. 3. Inadequate staff/ personnel to provide services 4. Decreased funding from Donors or government 5. Increased demand for inclusion services by the refugee community 6. Other reason (Please specify) 	Comm unity	Select multiple Ask if 4.0 is No	Purposive	NA	No
	4.3	KII	Top reported challenges that agencies face while offering inclusion services to the refugee community	What challenges does your agency face while offering inclusion services to the refugee community?	<ul style="list-style-type: none"> 1. Language barrier due to different languages that are spoken. 2. Cultural barriers 3. Illiteracy among the community members 4. Lack of clear information dissemination channels. 5. The community is not cooperative with actors 6. Lack of coordination among actors operating in Kakuma. 7. Insecurity challenges 8. Other(specify) 9. Do not know 	Comm unity	Ask if 1.3 is Inclusion services Select multiple Cannot select option 9 and 10 with any other	Purposive	NA	No

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					10. None					
	4.4	KII	Top reported actions that agencies can take to improve the delivery of inclusion services to the refugee community.	Which actions can be taken by your agency to improve the delivery of inclusion services to the refugee community?	1. Improve coordination with stakeholders/other actors 2. Mobilize more resources to improve programs 3. Generate more data to aid programming 4. Improve communication and information sharing 5. Get into partnerships to enhance service delivery. 6. Hire more staff/personnel 7. Others (Please specify)	Community	Select multiple Ask if 1.3 is Inclusion services	Purposive	NA	No
	4.5	KII	Top reported health and nutrition services that the agency is providing to refugees and asylum seekers?	Which health and nutrition services is the agency providing to refugees and asylum seekers?	1. Pediatric services 2. In-patient services 3. Out-patient services 4. Nutrition services 5. Vaccination Services 6. Maternal health services 7. Surgery 8. Pharmacy 9. First-line TB treatment (for non-drug resistant) 10. Second-line TB treatment (for drug resistant) 11. Mental health and psychosocial support (MHPSS) 12. Physical disability services (including follow up and physiotherapy) 13. Non- communicable	Community	Ask if 1.3 is Health and nutrition Select multiple	Purposive	Health services	No

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					diseases (Diabetes, Asthma, Hypertension HIV/ AIDS treatment) 14. Referral services 15. Physical education and health activities 16. Sports activities. 17. Other (Please specify)					
What services are being provided by the implementing actors to the refugees in the refugee camps?	4.6	KII	Top reported health facilities that agencies provide services in.	Which health facility does this agency provide services in?	1. LOCHERANG' AMOR - CLINIC 4 2. KAPOOKA - MAIN HOSPITAL 3. HONG-KONG - CLINIC 2 4. NALEMSEKO N - CLINIC 5 5. NATIONOKAR - CLINIC 6 6. AMMUSAIT GENERAL HOSPITAL - CLINIC 7 7. OTHER (Please specify)	Community	Ask if 1.3 is Health and nutrition Select multiple	Purposive	Types of health services	No
	4.7	KII	Top reported nutrition services that the agency is providing to refugees and asylum seekers?	Which nutrition services is the agency providing to refugees and asylum seekers?	1. Stabilization Center (SC) Out-patient 2. Therapeutic Care Programme (OTP) 3. Targeted Supplementary Feeding Programme	Community	Ask if 4.5 is nutrition services Select multiple	Purposive	Nutrition services	No

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					(TSFP) 4. Blanket Supplementar y Feed Programme (BSFP) 5. Wet Feeding Infant and young Child feeding (IYCF) 6. Micronutrient supplementati on 7. None of the above 8. Other (Specify)					
	4.8	KII	Top reported vaccination services that the agency is providing to refugees and asylum seekers	Which vaccination services is the agency providing to refugees and asylum seekers?	1. BCG 2. DTP 3. TT - Tetanus 4. Measles 5. Pentavalent 6. Polio 7. Other	Comm unity	Ask if 4.5 is vaccination services Select multiple	Purposive	Vaccinatio n services	No
What services are being provided by the implementing actors to the refugees in the refugee camps	4.9	KII	Top reported medical equipment that the community facility needs that are not available.	Which medical equipment are not currently available, and the community needs them?	1. Hospital Stretchers 2. Defibrillators 3. Anesthesia Machines 4. Patient Monitors 5. Sterilizers 6. EKG/ECG Machines 7. Surgical Tables 8. Blanket and Fluid Warmers 9. Electrosurgical units 10. Surgical lights 11. Others(Specify)	Comm unity	Select multiple Askif 4.5 is option Surgery	Purposive	NA	No

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What services are being provided by the implementing actors to the refugees in the refugee camps	5.0	KII	Top reported medical personnel that the community facility needs that are not available.	Which medical personnel do the community members at this facility need but are not currently available?	<ol style="list-style-type: none"> 1. Doctors 2. Physician Assistants 3. Nurses 4. Pharmacists 5. Dentists 6. Technologists and technicians 7. Therapists and rehabilitation specialists 8. Emotional, social, and spiritual support providers 9. Administrative and support staff 10. Community health workers and patient navigators Others (Please specify)	Community	Select multiple Ask if 4.5 is Outpatient or in-patient services	Purposive	NA	No
	5.1	KII	The proportion of actors who perceive that the health and nutrition services provided to the community are adequate.	Do you think the health and nutrition services that you provide to the community are adequate?	<ol style="list-style-type: none"> 1. Yes 2. No 3. I do not know 	Community	Select one Ask if 1.3 is health and nutrition	Purposive	NA	No
	5.2	KII	Top reported health & nutrition services that actors perceive not to be adequate	Which health & nutrition services do you think are not adequate?	<ol style="list-style-type: none"> 1. Pediatric services 2. In-patient services 3. Out-patient services 4. Nutrition services 5. Vaccination Services 6. Maternal health services 7. Surgery 8. Pharmacy 9. First-line TB treatment (for non-drug resistant) 10. Second-line TB 	Community	Select multiple Ask if 5.1 is No	Purposive	NA	No

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					<p>treatment (for drug resistant</p> <p>11. Mental health and psychosocial support (MHPSS)</p> <p>12. Physical disability services (including follow up and physiotherapy</p> <p>13. Non- communicable diseases (Diabetes, Asthma, Hypertension HIV/ AIDS treatment)</p> <p>14. Referral services</p> <p>15. Physical education and health activities</p> <p>16. Sports activities.</p> <p>17. Other (Please specify)</p>					
	5.3	KII	Top reported reasons why health & nutrition services are not adequate	Why do you think health & nutrition services are not adequate?	<p>1. Increasing population of refugees and asylum seekers</p> <p>2. Lack of coordination among actors and government.</p> <p>3. Inadequate staff/ personnel to provide services</p> <p>4. Decreased funding from Donors or government</p> <p>5. Increased demand for health & nutrition services by the refugee community</p> <p>6. Other reason (Please specify)</p>	Community	Select multiple Ask if 5.1 is No	Purposive	NA	No

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	5.4	KII	Top reported challenges that agencies face while offering health and nutrition services to the refugee community	What challenges does your agency face while offering health and nutrition services to the refugee community?	<ol style="list-style-type: none"> 1. Language barrier due to different languages that are spoken. 2. Inadequate medical staff 3. Inadequate nutrition staff 4. Inadequate drugs 5. Lack of medical equipment 6. Illiteracy among the community members 7. The community is not cooperative with actors 8. Lack of coordination among actors operating in Kakuma. 9. Insecurity challenges 10. Other(specify) 11. Do not know 	Community	Select multiple Ask if 1.3 is Health and nutrition Can not select option 11 with any other	Purposive	NA	No
	5.5	KII	Top reported actions that agencies can take to improve the delivery of health and nutrition services to the refugee community.	Which actions can be taken by your agency to improve the delivery of health and nutrition services to the refugee community?	<ol style="list-style-type: none"> 1. Improve coordination with stakeholders/other actors 2. Build more medical facilities 3. Mobilize more resources to improve medical programs 4. Generate more data to aid programming 5. Improve communication and information sharing 6. Get into partnerships to enhance service delivery. 7. Hire more staff/personnel more medical staff 8. Others (Please specify) 	Community	Select multiple Ask if 1.3 if health facility.	Purposive	NA	No

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	5.6	KII	Top reported livelihood services that the agency is providing to refugees and asylum seekers	Which livelihood and economic recovery services is the agency providing to refugees and asylum seekers?	<ol style="list-style-type: none"> 1. Technical skills training 2. Mentorship and digital skills training 3. Business training and advisory services 4. Micro-enterprise development. 5. Advocacy and sensitization sessions. 6. Business development and Incentives 7. Vocational training. 8. MSEMES coaching and cash grants 9. Other(Specify) 	Comm unity	Ask if 1.3 is Livelihoods and economic recovery Select multiple	Purposive	N/A	No
	5.7	KI	Number of agencies that provide livelihood services to specific groups in the community	Does your agency provide livelihood services to any specific group of people in the community?	<ol style="list-style-type: none"> 1. Yes 2. No 3. I do not know 	Comm unity	Select one Ask if 1.3 is Livelihoods and economic recovery	Purposive	NA	No
Does the community think that the services provided to them are adequate?	5.8	KII	Top reported groups of the community that actors provided livelihood services to.	If yes, which specific groups of the community do you provide livelihood services to?	<ol style="list-style-type: none"> 1. Children of age 17 years and below 2. Older men (Over 70 years) 3. Older women (Over 70 years) 4. Persons with disabilities 5. Minority clans. 6. Other community groups 	Comm unity	Ask if 5.7 is yes Select multiple	Purposive	NA	N o

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	5.9	KII	The proportion of actors who perceive that the livelihood services provided to the community are adequate.	Do you think the livelihood services that you provide to the community are adequate?	<ol style="list-style-type: none"> 1. Yes 2. No 3. I do not know 	Community	Select one Ask if 1.3 is livelihood services	Purposive	NA	
	6.0	KII	Top reported reasons why livelihood services are not adequate	Why do you think livelihood services are not adequate?	<ol style="list-style-type: none"> 1. Increasing population of refugees and asylum seekers 2. Lack of coordination among actors and government. 3. Inadequate staff/ personnel to provide services 4. Decreased funding from Donors or government 5. Increased demand for health & nutrition services by the refugee community 6. Other reason (Please specify) 	Community	Select multiple Ask if 5.9 is No	Purposive	NA	
	6.1	KII	Top reported challenges that agencies face while offering livelihood and economic recovery services to the refugee community	What challenges does your agency face while offering livelihood and economic recovery services to the refugee community?	<ol style="list-style-type: none"> 1. Language barrier due to different languages that are spoken. 2. Cultural barriers 3. Illiteracy among the community members 4. The community is not cooperative with actors 5. Lack of coordination among actors operating in Kakuma. 6. Insecurity challenges 7. Other(specify) 8. Do not know 	Community	Ask if 1.3 is Livelihoods and economic recovery Select multiple	Purposive	NA	No

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	6.2	KII	Top reported actions that agencies can take to improve the delivery of livelihood services to the refugee community.	Which actions can be taken by your agency to improve the delivery of livelihood services to the refugee community?	<ol style="list-style-type: none"> 1. Improve coordination with stakeholders/other actors 2. Mobilize more resources to improve livelihoods programs 3. Generate more data to aid programming 4. Improve communication and information sharing 5. Get into partnerships to enhance service delivery. 6. Hire more staff/personnel 7. Others (Please specify) 	Community	Select multiple Ask if 1.3 livelihood services.	Purposive	NA	No
	6.3	KII	Top reported shelter services that the agency is providing to refugees and asylum seekers	Which shelter services is the agency providing to refugees and asylum seekers?	<ol style="list-style-type: none"> 1. Assistance for housing services (shelter, house lending or purchase) 2. Emergency shelter response 3. Transitional shelter response 4. Permanent shelter 5. Provide building materials 6. Other (Please specify) 	Community	Ask if 1.3 is shelter Select multiple	Purposive	Shelter services	No
	6.4	KI	Number of agencies that provide shelter services to specific groups in the community	Does your agency provide services to any specific group of people in the community?	<ol style="list-style-type: none"> 1. Yes 2. No 3. I do not know 	Community	Select one Ask if 1.3 is shelter	Purposive	NA	No

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	6.5	KII	Top reported groups of the community that actors provided shelter services to.	If yes, which specific groups of the community do you provide shelter services to?	<ol style="list-style-type: none"> 1. Children of age 17 years and below 2. Older men (Over 70 years) 3. Older women (Over 70 years) 4. Persons with disabilities 5. Minority clans. 6. Other community groups 	Community	<p>Ask if 6.4 is yes</p> <p>Select multiple</p>	Purposive	NA	No
	6.6	KII	The proportion of actors who perceive that the shelter services provided to the community are adequate.	Do you think the shelter services that you provide to the community are adequate?	<ol style="list-style-type: none"> 1. Yes 2. No 3. I do not know 	Community	<p>Select one</p> <p>Ask if 1.3 is shelter services</p>	Purposive	NA	
	6.7	KII	Top reported reasons why shelter services are not adequate	Why do you think shelter services are not adequate?	<ol style="list-style-type: none"> 1. Increasing population of refugees and asylum seekers 2. Lack of coordination among actors and government. 3. Inadequate staff/ personnel to provide services 4. Decreased funding from Donors or government 5. Increased demand for health & nutrition services by the refugee community 6. Other reason (Please specify) 	Community	<p>Select multiple</p> <p>Ask if 6.6 is No</p>	Purposive	NA	

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	6.8	KII	Top reported challenges that agencies face while offering shelter services to the refugee community	What challenges does your agency face while offering shelter services to the refugee community?	<ol style="list-style-type: none"> 1. High numbers of refugees and asylum seekers 2. High cost of building materials. 3. Poor road network 4. Cultural barriers 5. Flooding 6. The community is not cooperative with actors 7. Lack of coordination among actors operating in Kakuma. 8. Insecurity challenges 9. Other(specify) 10. Do not know 	Comm unity	<p>Ask if 1.3 is shelter</p> <p>Select multiple</p>	Purposive	NA	No
	6.9	KII	Top reported actions that agencies can take to improve the delivery of shelter to the refugee community.	Which actions can be taken by your agency to improve the delivery of shelter services to the refugee community?	<ol style="list-style-type: none"> 1. Improve coordination with stakeholders/other actors 2. Mobilize more resources to improve shelter programs 3. Generate more data to aid programming 4. Improve communication and information sharing 5. Get into partnerships to enhance service delivery. 6. Hire more staff/personnel 7. Others (Please specify) 	Comm unity	<p>Select multiple</p> <p>Ask if 1.3 shelter services</p>	Purposive	NA	No

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	7.0	KII	Top reported water services that the agency is providing to refugees and asylum seekers	Which water services is the agency providing to refugees and asylum seekers?	<ol style="list-style-type: none"> 1. Water treatment 2. Water production 3. Water supply 4. Water transport (Water bowsers) 5. Other (Please specify) 	Community	<p>Ask if 1.3 is water</p> <p>Select multiple</p>	Purposive	Water services	No
	7.1	KII	The proportion of actors who perceive that the water services provided to the community are adequate.	Do you think the water services that you provide to the community are adequate?	<ol style="list-style-type: none"> 4. Yes 5. No 6. I do not know 	Community	<p>Select one</p> <p>Ask if 1.3 is water services</p>	Purposive	NA	No
	7.2	KII	Top reported reasons why water services are not adequate	Why do you think water services are not adequate?	<ol style="list-style-type: none"> 1. Increasing population of refugees and asylum seekers 2. Lack of coordination among actors and government. 3. Decreased funding from Donors or government 4. Increased need for water services by the refugee community 5. Other reason (Please specify) 	Community	<p>Select multiple</p> <p>Ask if 7.1 is No</p>	Purposive	NA	No
	7.3	KII	Top reported challenges that agencies face while offering water services to the refugee community	What challenges does your agency face while offering water services to the refugee community?	<ol style="list-style-type: none"> 1. Increasing population of refugees and asylum seekers 2. Drought/ prolonged dry spells 3. Vandalism of water points 4. Cultural barriers 5. The community is not cooperative with actors 	Community	<p>Select multiple</p> <p>Ask if 1.3 is water services</p>	Purposive	NA	No

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					<ul style="list-style-type: none"> 6. Lack of coordination among actors operating in Kakuma. 7. Insecurity challenges 8. Other(specify) 9. Do not know 					
	7.4	KII	Top reported actions that agencies can take to improve the delivery of water services to the refugee community.	Which actions can be taken by your agency to improve the delivery water services to the refugee community?	<ul style="list-style-type: none"> 1. Improve coordination with stakeholders/other actors 2. Mobilize more resources to improve water supply programs 3. Generate more data to aid programming 4. Improve communication and information sharing 5. Get into partnerships to enhance service delivery. 6. Hire more staff/personnel 7. Others (Please specify) 	Comm unity	Select multiple Ask if 1.3 water services.	Purposive	NA	No
	7.5	KII	Top reported logistics services that the agency is providing to refugees and asylum seekers	Which logistics services is the agency providing to refugees and asylum seekers?	<ul style="list-style-type: none"> 1. Waste management and recycling 2. Transport for livestock: small (sheep and goats) trade 3. Transport for commodities for trade 4. Transport for vegetable and fruit production 5. Other 	Comm unity	Ask if 1.3 is logistics Select multiple	Purposive	Logistics services	No
	7.6	KII	The proportion of actors who perceive that the logistics services provided to the community are adequate.	Do you think the logistics services that you provide to the community are adequate?	<ul style="list-style-type: none"> 1. Yes 2. No 3. I do not know 	Comm unity	Select one Ask if 1.3 is logistics services	Purposive	NA	

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	7.7	KII	Top reported reasons why logistics services are not adequate	Why do you think logistics services are not adequate?	<ol style="list-style-type: none"> 1. Increasing population of refugees and asylum seekers 2. Lack of coordination among actors and government. 3. Increased demand for logistic services by the refugee community 4. Other reason (Please specify) 	Comm unity	Select multiple Ask if 7.6 is No	Purposive	NA	
	7.8	KII	Top reported challenges that agencies face while offering logistics services to the refugee community	What challenges does your agency face while offering logistics services to the refugee community?	<ol style="list-style-type: none"> 1. Language barrier due to different languages that are spoken. 2. Government restrictions 3. Poor road networks 4. Cultural barriers 5. Illiteracy among the community members 6. The community is not cooperative with actors 7. Lack of coordination among actors operating in Kakuma. 8. Insecurity challenges 9. Other(specify) 10. Do not know 	Comm unity	Ask if 1.3 is logistics Select multiple	Purposive	NA	No

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	7.9	KII	Top reported actions that agencies can take to improve the delivery of logistics services to the refugee community.	Which actions can be taken by your agency to improve the delivery logistics services to the refugee community?	<ol style="list-style-type: none"> 1. Improve coordination with stakeholders/other actors 2. Mobilize more resources to improve water supply programs 3. Generate more data to aid programming 4. Improve communication and information sharing 5. Get into partnerships to enhance service delivery. 6. Hire more staff/personnel 7. Others (Please specify) 	Comm unity	Select multiple Ask if 1.3 logistics services.	Purposive	NA	No
What services are being provided by the implementing actors to the refugees in the refugee camps	8.0	KII	Top reported energy services that the agency is providing to refugees and asylum seekers	Which energy services is the agency providing to refugees and asylum seekers?	<ol style="list-style-type: none"> 1. Solar home system- (with panels, control systems (batteries), charging, lighting 2. Component based systems-systems customized specifically to power home or business appliances like refrigerators 3. Productive use of energy appliances- solar water pumps, barber kits, PA systems, charge controllers etc 4. Torch batteries 5. Improved cookstoves for firewood and 6. Charcoal 7. Solar lanterns, 8. Solar panels, 9. Kerosene stoves and torches 10. Generators 11. Gas 	Comm unity	Ask if 1.3 is energy Select multiple	Purposive	Energy services	No

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					12. Electric pressure cookers 13. Gasifiers 14. Charcoal 15. Firewood 16. Other (Please specify)					
	8.1	KI	Number of agencies that provide energy services to specific groups in the community	Does your agency provide energy services to any specific group of people in the community?	1. Yes 2. No 3. I do not know	Comm unity	Repeat for services selected in 4.8, Select one	Purposive	NA	No
	8.2	KII	Top reported groups of the community that actors provided energy services to.	If yes, which specific groups of the community do you provide energy services to?	1. Children of age 17 years and below 2. Older men (Over 70 years) 3. Older women (Over 70 years) 4. Persons with disabilities 5. Minority clans. 6. Other community groups	Comm unity	Ask if 4.9 is yes Select multiple	Purposive	NA	No
	8.3	KII	The proportion of actors who perceive that the energy services provided to the community are adequate.	Do you think the energy services that you provide to the community are adequate?	1. Yes 2. No 3. I do not know	Comm unity	Select one Ask if 1.3 is energy services Select one	Purposive	NA	No
	8.4	KII	Top reported reasons why energy services are not adequate	Why do you think energy services are not adequate?	1. Increasing population of refugees and asylum seekers 2. Lack of coordination among actors and government. 3. Increased demand for energy services by the refugee community	Comm unity	Select multiple Ask if 8.3 is No	Purposive	NA	No

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					4. Other reason (Please specify)					
	8.5	KII	Top reported challenges that agencies face while offering energy services to the refugee community	What challenges does your agency face while offering energy services to the refugee community?	1. Language barrier due to different languages that are spoken. 2. Cultural barriers 3. The community is not cooperative with actors 4. Lack of coordination among actors operating in Kakuma. 5. Insecurity challenges 6. Other(specify) 7. Do not know	Comm unity	Ask if 1.3 is energy Select multiple	Purposive	NA	No
	8.6	KII	Top reported actions that agencies can take to improve the delivery of energy services to the refugee community.	Which actions can be taken by your agency to improve the delivery of energy services to the refugee community?	1. Improve coordination with stakeholders/other actors 2. Mobilize more resources to improve water supply programs 3. Generate more data to aid programming 4. Improve communication and information sharing 5. Get into partnerships to enhance service delivery. 6. Hire more staff/personnel 7. Others (Please specify)	Comm unity	Select multiple Ask if 1.3 energy services.	Purposive	NA	No

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	8.7	KII	Top reported level of education that the agency is providing to refugees and asylum seekers	Which level of education does this agency provide to refugees and asylum seekers?	<ol style="list-style-type: none"> 1. Early childhood development (ECD) 2. ECD and Primary school 3. Primary school 4. Secondary School 5. Accelerated learning program (ALP) 6. Vocational training center 7. Adult education program (AEP) 8. Islamic school (Madrassas) 9. Alternative Basic Education (ABE) 10. College education 11. University education 12. Other 	Community	Ask if 1.3 is education Select multiple	Purposive	N/A	No
What services are being provided by the implementing actors to the refugees in the refugee camps	8.8	KII	Number of education facilities where agencies provide services	Which education facility does this agency provide services?	<ol style="list-style-type: none"> 1. BAR-EL-NAM 2. JABEL MARA 3. KAKUMA REFUGEE 4. NGUNDENG 5. SHAMBE 6. CUSH 7. KADUGLI 8. FASHODA 9. A.JOLLIE 10. FUJI 11. HORSEED 12. PALOTAKA 13. SHABELE 14. LOKITAUNG 15. ALNUUR 16. GAMBELA 17. ELIYES 18. HOPE 19. PAEACE 20. MALAKAL 21. NEW LIGHT 22. TARACH 	Community	Ask if 8.5 is Primary or Early childhood development or secondary school or Alternative Basic Education (ABE) or adult education program (AEP)		N/A	No

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					<p>23. GILO</p> <p>24. TURKWEEL</p> <p>25. SURAT</p> <p>26. SONGOT</p> <p>27. NASIBUNDA</p> <p>28. GAMBELLA</p> <p>29. SHABELE</p> <p>30. LAKE TURKANA</p> <p>31. HOPE</p> <p>32. PEACE</p> <p>33. ELLIYES</p> <p>34. LOKITAUNG</p> <p>35. MALAKAL</p> <p>36. BHAR EL NAAM</p> <p>37. FASHODA</p> <p>38. SHABELLE</p> <p>39. NGUNDENG</p> <p>40. NEWLIGHT</p> <p>41. CUSH</p> <p>42. PALOTAKA</p> <p>43. FUJI</p> <p>44. PEACE</p> <p>45. LOKITAUNG</p> <p>46. HORSEED</p> <p>47. KAKUMA REFUGEE SECONDARY SCHOOL</p> <p>48. STARLIGHT SECONDARY SCHOOL</p> <p>49. GREENLIGHT SECONDARY SCHOOL</p> <p>50. BLUE STATE SECONDARY SCHOOL</p> <p>51. LIFE WORKS TUMAINI GIRLS BOARDING SECONDARY</p>					
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					<p>SCHOOL/MORNEA U SHEPELL</p> <p>52. VISION SECONDARY SCHOOL</p> <p>53. SOMALI BANTU SECONDARY SCHOOL</p> <p>54. BRIGHTSTAR INTERGRATED SECONDARY SCHOOL</p> <p>55. KALOBYEI SETTLEMENT SECONDARY SCHOOL</p> <p>56. OTHERS (PROVIDE THE NAMES)</p>					
<p>What services are being provided by the implementing actors to the refugees in the refugee camps?</p> <p>Who are the implementing actors providing services to refugees within the refugee camps located?</p>	8.9	KII	Top reported courses that the agency provides to refugees and asylum seekers	Which types of courses does this education agency provide to refugees and asylum seekers?	<p>1. Journalism.</p> <p>2. Hospitality, catering, and Accommodation.</p> <p>3. Teacher training (ECDE)</p> <p>4. Teacher training (Primary option)</p> <p>5. Teacher training (Secondary option)</p> <p>6. Community Development and Social Work</p> <p>7. Hair dressing and beauty therapy</p> <p>8. Dress making and tailoring</p> <p>9. Computer repair and maintenance</p> <p>10. Electrical installation</p> <p>11. Automotive engineering</p>	Community	Ask if 8.5 is college or vocational training Select multiple	Purposive	N/A	No

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					<ul style="list-style-type: none"> 12. Masonry, building and Construction 13. Plumbing and pipe fitting 14. Business management 15. Welding and Fabrication 16. Secretarial studies 17. Other (Specify) 					
	9.0	KII	Number of agencies that provide education support to communities	Does this agency provide any education support to the community?	<ul style="list-style-type: none"> 1. Yes 2. No 3. I do not know 	comm unity	Ask if 1.3 is education Select one	Purposive	NA	No
	9.1	KII	Top reported education supports that agencies provide to communities	Which type of education support does this agency provide to communities?	<ul style="list-style-type: none"> 1. School meals 2. Stationery 3. School uniform 4. Students' bursaries 5. Student scholarships 6. Inclusion of learners with disabilities 7. Digital inclusion in schools 8. Capacity building of teachers 9. Providing power solutions for schools (Solar) 10. Employment of teachers 11. Scouting programs in schools 12. Computer programmes in schools 13. Special needs education 14. Girl child education 	comm unity	Ask if 9.0 is yes	Purposive	NA	No

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					support 15. Kenya Equity in education programmes 16. Infrastructure upgrade of schools 17. Cash transfers to vulnerable students 18. Psychosocial support 19. Child protection awareness 20. Numeracy and literacy education for the elderly 21. Others (Please specify)					
	9.2	KII	The proportion of actors who perceive that the education services provided to the community are adequate.	Do you think the education services that you provide to the community are adequate?	1. Yes 2. No 3. I do not know	Community	Select one Ask if 1.3 is education services. Repeat for choices selected in 8.7	Purposive	NA	No
	9.3	KII	Top reported reasons why education services are not adequate	Why do you think education services are not adequate?	1. Increasing population of learners 2. Lack of coordination among actors and government. 3. Increased demand for education services by the refugee community 4. Inadequate teaching materials 5. Inadequate learning materials 6. Inadequate teachers 7. Other reason (Please specify)	Community	Select multiple Ask if 9.2 is No Repeat for choices selected in 8.7	Purposive	NA	No

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	9.4	KII	Top reported learning materials that the agency requires to effectively provide services to the community	Which learning materials does your agency require to effectively provide services to the community?	<ol style="list-style-type: none"> 1. Stationery (Books, pens etc) 2. Games equipment's 3. Textbooks 4. Assistive devices for PWDs (eg Braille machines) 5. Others (Please specify) 	Comm unity	Ask if 9.3 is learning materials Select multiple	Purposive	NA	No
	9.5	KII	Top reported teaching materials that the agency requires to effectively provide services to the community	Which teaching materials does your agency require to effectively provide services to the community?	<ol style="list-style-type: none"> 1. Chalk 2. Chalk boards 3. Writing materials (e.g Manilla papers) 4. Textbooks and teaching Aids 5. Assistive devices for PWDs (eg Braille machines) 6. Others (Please specify) 	Comm unity	Ask if 9.3 is teaching materials Select multiple	Purposive	NA	No
	9.6	KII	Top reported challenges that agencies face while offering education services to the refugee community	What challenges does your agency face while offering education services to the refugee community?	<ol style="list-style-type: none"> 1. High population of learners in schools 2. Language barrier due to different languages that are spoken. 3. Delayed disbursement of funds from the government 4. Cultural barriers 5. Illiteracy among the community members 6. The community is not cooperative with actors 7. Lack of coordination among actors 	Comm unity	Ask if 1.3 Is education services. Select multiple Cannot select option 10 with any other Repeat for choices. selected in 8.7	Purposive	NA	No

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					operating in Kakuma. 8. Insecurity challenges 9. Other(specify) 10. Do not know					
	9.7	KII	Top reported actions that agencies can take to improve the delivery of education services to the refugee community.	Which actions can be taken by your agency to improve the delivery of education services to the refugee community?	1. Improve coordination with stakeholders/other actors 2. Mobilize more resources to improve water supply programs 3. Generate more data to aid programming 4. Improve communication and information sharing 5. Get into partnerships to enhance service delivery. 6. Hire more staff/personnel 7. Others (Please specify)	Community	Select multiple Ask if 1.3 energy services. Repeat for choices. selected in 8.7	Purposive	NA	No

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	9.8	KII	Top reported communication services that the agency is providing to refugees and asylum seekers	Which communication services is the agency providing to refugees and asylum seekers?	<ol style="list-style-type: none"> 1. Targeted mobile Cinemas 2. Print media services (Newspapers etc) 3. TV services 4. Radio services 5. Film festivals 6. Drama 7. Media arts training 8. Facilitation and outreach training 9. Production of documentaries 10. Public service announcement (PSA) 11. SMS services 12. Other (Please specify) 	Community	<p>Ask if 1.3 is Communication</p> <p>Select multiple</p>	Purposive	Communication services	No
	9.9	KII	The proportion of actors who perceive that the communication services provided to the community are adequate.	Do you think the communication services that you provide to the community are adequate?	<ol style="list-style-type: none"> 1. Yes 2. No 3. I do not know 	Community	<p>Select one</p> <p>Ask if 1.3 communication services.</p>	Purposive	NA	No

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	10.0	KII	Top reported reasons why communication services are not adequate	Why do you think communication services are not adequate?	<ol style="list-style-type: none"> 1. Lack of clear communication channels 2. Language barriers 3. Lack of coordination among actors and government. 4. Cultural barriers 5. Insecurity 6. Other reason (Please specify) 	Comm unity	Select multiple Ask if 9.9 is No	Purposive	NA	No
	10.1	KII	Top reported challenges that agencies face while offering communication services to the refugee community	What challenges does your agency face while offering communication services to the refugee community?	<ol style="list-style-type: none"> 1. Language barrier due to different languages that are spoken. 2. Inadequate mobile technology infrastructure. 3. Cultural barriers 4. Low internet connectivity 5. Illiteracy among the community members 6. The community is not cooperative with actors 7. Lack of coordination among actors operating in Kakuma. 8. Insecurity challenges 9. Other(specify) 	Comm unity	Ask if 1.3 is communication Select multiple	Purposive	NA	No
	10.2	KII	Top reported actions that agencies can take to improve the delivery of communication services to the refugee community.	Which actions can be taken by your agency to improve the delivery of communication services to the refugee community?	<ol style="list-style-type: none"> 1. Improve coordination with stakeholders/other actors 2. Mobilize more resources to roll out communication platforms 3. Generate more data to aid programming 4. Improve communication and information sharing 5. Get into partnerships to enhance service delivery. 6. Others (Please specify) 	Comm unity	Select multiple Ask if 1.3 communication services.	Purposive	NA	No

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	10.3	KII	Top reported CCCM services that the agency is providing to refugees and asylum seekers	Which CCCM services is the agency providing to refugees and asylum seekers?	<ol style="list-style-type: none"> 1. SOGIE-inclusivity in registration processes 2. Transit centers 3. Evacuation centres 4. Household registration 5. Site planning/layout 6. Site maintenance and improvements 7. Community groups engagement 8. Complaints and feedback mechanisms 9. Others (Please specify) 	Community	<p>Ask if 1.3 is CCCM</p> <p>Select multiple</p>	Purposive	CCCM services	No
	10.4	KII	The proportion of actors who perceive that the CCCM services provided to the community are adequate.	Do you think the CCCM services that you provide to the community are adequate?	<ol style="list-style-type: none"> 1. Yes 2. No 3. I do not know 	Community	<p>Select one</p> <p>Ask if 1.3 CCCM services.</p>	Purposive	NA	No
	10.5	KII	Top reported reasons why CCCM services are not adequate	Why do you think CCCM services are not adequate?	<ol style="list-style-type: none"> 1. Lack of clear communication channels 2. Language barriers 3. Lack of coordination among actors and government. 4. Cultural barriers 5. Insecurity 6. Other reason (Please specify) 	Community	<p>Select multiple</p> <p>Ask if 10.4 is No</p>	Purposive	NA	No

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	10.6	KII	Top reported challenges that agencies face while offering CCCM services to the refugee community	What challenges does your agency face while offering CCCM services to the refugee community?	<ol style="list-style-type: none"> 1. Language barrier due to different languages that are spoken. 2. Cultural barriers 3. Illiteracy among the community members 4. The community is not cooperative with actors 5. Lack of coordination among actors operating in Kakuma. 6. Insecurity challenges 7. Other(specify) 8. 	Comm unity	<p>Ask if 1.3 is CCCM</p> <p>Select multiple</p>	Purposive	NA	No
	10.7	KII	Top reported actions that agencies can take to improve the delivery of CCCM services to the refugee community.	Which actions can be taken by your agency to improve the delivery of CCCM services to the refugee community?	<ol style="list-style-type: none"> 1. Improve coordination with stakeholders/other actors 2. Mobilize more resources to roll out CCCM services 3. Generate more data to aid programming 4. Improve communication and information sharing 5. Get into partnerships to enhance service delivery. 6. Others (Please specify) 	Comm unity	<p>Select multiple</p> <p>Ask if 1.3 CCCM services.</p>	Purposive	NA	No
	10.8	KII	Top reported financial services that the agency is providing to refugees and asylum seekers	Which financial services is the agency providing to refugees and asylum seekers?	<ol style="list-style-type: none"> 1. Micro finance 2. Finance advice 3. Small business advice 4. Group lending 5. Banking services 6. Savings and credit services 7. Graduation program 8. Banking agents (Equity, Kenya Commercial Bank, cooperative, etc) 9. Insurance services. 	Comm unity	<p>Ask if 1.3 is financial services</p> <p>Select multiple</p>	Purposive	Financial services	No

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					10. Other (Please specify)					
	10.9	KII	The proportion of actors who perceive that the financial services provided to the community are adequate.	Do you think the financial services that you provide to the community are adequate?	<ol style="list-style-type: none"> 1. Yes 2. No 3. I do not know 	Community	Select one Ask if 1.3 is financial services.	Purposive	NA	No
	11.0	KII	Top reported reasons why financial services are not adequate	Why do you think financial services are not adequate?	<ol style="list-style-type: none"> 1. Poor infrastructure (Roads and communication networks) 2. Lack of documentation for registration among community members 3. Language barriers 4. Lack of coordination among actors and government. 5. Cultural barriers 6. Insecurity 7. Other reason (Please specify) 	Community	Select multiple Ask if 10.9 is No	Purposive	NA	No
	11.1	KII	Top reported challenges that agencies face while offering financial services to the refugee community	What challenges does your agency face while offering financial services to the refugee community?	<ol style="list-style-type: none"> 1. Language barrier due to different languages that are spoken. 2. Lack of proper documentation among refugee members 3. Unfavourable financial policies or procedures 4. Cultural barriers 5. Community members prefer mainstream financial services like banks, mobile money services etc. 6. Inadequate laws to support financial programmes 	Community	Ask if 1.3 is financial services Select multiple	Purposive	NA	No

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					7. Illiteracy among the community members 8. The community is not cooperative with actors 9. Lack of coordination among actors operating in Kakuma. 10. Insecurity challenges 11. Other(specify) 12. Do not know					
	11.2	KII	Top reported challenges that agencies face while offering financial services to the refugee community	What challenges does your agency face while offering financial services to the refugee community?	1. Language barrier due to different languages that are spoken. 2. Lack of proper documentation 3. Cultural barriers 4. Illiteracy among the community members 5. The community is not cooperative with actors 6. Lack of coordination among actors operating in Kakuma. 7. Insecurity challenges 8. Other(specify)	Comm unity	Ask if 1.3 is financial Select multiple	Purposive	NA	No
	11.3	KII	GPS coordinates of the agency	What is the GPS location of the implementing partners' office?	Please take the GPS coordinates of the agency. If inside hold the phone by a window or leave the building, please wait for accuracy to drop below 5 metres.	community	Take geo-point	Purposive	NA	No

