

Research Terms of Reference

Veterans Reintegration Assessment in Frontline Oblasts

UKR2410

Ukraine

September 2024
V1

REACH Informing
more effective
humanitarian action

1. Executive Summary

Country of intervention	Ukraine					
Type of Emergency	<input type="checkbox"/>	Natural hazard	<input checked="" type="checkbox"/>	Conflict	<input type="checkbox"/>	Other (<i>specify</i>)
Type of Crisis	<input type="checkbox"/>	Sudden onset	<input type="checkbox"/>	Slow onset	<input checked="" type="checkbox"/>	Protracted
Mandating Body/ Agency	Foreign, Commonwealth and Development Office					
IMPACT Project Code	64BAG					
Overall Research Timeframe (<i>from research design to final outputs / M&E</i>)	02/09/2024 to 28/02/2024					
Research Timeframe <i>Add planned deadlines (for first cycle if more than 1)</i>	1. Pilot / training: 11/11/2024			6. Outputs sent for validation: 03/02/2025		
	2. Start collect data: 18/11/2024			7. Outputs published: 28/02/2025		
	3. Data collected: 20/12/2024			8. Final presentation: 28/02/2025		
	4. Data analysed: 03/01/2025					
	5. Data sent for validation: 03/01/2025					
Number of assessments	<input checked="" type="checkbox"/>	Single assessment (one cycle)				
	<input type="checkbox"/>	Multi assessment (more than one cycle)				
Humanitarian milestones <i>Specify what will the assessment inform and when e.g. The shelter cluster will use this data to draft its Revised Flash Appeal;</i>	Milestone		Deadline (can be tentative)			
	<input checked="" type="checkbox"/>	Donor plan/strategy	14/02/2024			
	<input checked="" type="checkbox"/>	Inter-cluster plan/strategy East Area ICWG Area Heads of Humanitarian Agencies (A-HOHA)	14/02/2024			
	<input checked="" type="checkbox"/>	Cluster plan/strategy: Protection Cluster East; GBV AoR East; MHPSS TWG Task Team on MHPSS support for Veterans	14/02/2024			
	<input checked="" type="checkbox"/>	NGO platform plan/strategy NGO East Area Manager Platform	14/02/2024			
	<input type="checkbox"/>	Other (Specify):	_/_/_/_/_			
	Audience type		Dissemination			

Audience Type & Dissemination <i>Specify who will the assessment inform and how you will disseminate to inform the audience</i>	<input checked="" type="checkbox"/> Strategic <input checked="" type="checkbox"/> Programmatic <input type="checkbox"/> Operational <input type="checkbox"/> [Other, Specify]		<input checked="" type="checkbox"/> General Product Mailing <input checked="" type="checkbox"/> Cluster Mailing (MHPSS TWG) and presentation of findings at next cluster meeting <input checked="" type="checkbox"/> Presentation of findings (incl. to MHPSS TWG, veteran-oriented (I)NGOs, Ministry of Veterans) <input checked="" type="checkbox"/> Website Dissemination (Relief Web & REACH Resource Centre) <input type="checkbox"/> [Other, Specify]	
Stakeholder mapping <i>Has a detailed stakeholder mapping been conducted during research design to identify all actors that could contribute to and/or benefit from the research?</i>	<input checked="" type="checkbox"/>	Yes Consultations were held with national NGOs and INGOs that do research on the reintegration of veterans in Ukraine and programmatic activities in this area.	<input type="checkbox"/>	No
General Objective	The objective of this assessment is to comprehensively analyse how veterans access healthcare, administrative, legal and employment services from 2022 onwards, highlighting barriers to access and preferences in the choice of service providers, as well as to assess veterans' unmet needs. Findings from this assessment will inform stakeholders engaged in strategic and programmatic activities related to veterans' reintegration in Ukraine.			
Specific Objective(s)	<ol style="list-style-type: none"> 1. To map veterans' service access through a user journey approach, identifying key steps and processes. <ol style="list-style-type: none"> a. To compare the service access of veteran groups with different vulnerabilities (related to healthcare, MHPSS, livelihoods) 2. To examine the landscape of service provision for veterans, including their families' involvement in support. <ol style="list-style-type: none"> a. To evaluate the level of cooperation and coordination between different service providers supporting veterans. b. To evaluate the availability of services within different geographic areas (urban vs. rural; oblast's centre vs. periphery) 3. To identify the programmes and service providers veterans consider most useful and effective, whether public, NGO, or tailored services. <ol style="list-style-type: none"> a. To assess the effectiveness of veterans-specific programmes against the gaps and barriers in accessing general public services. 4. To assess the barriers veterans face in accessing services, including awareness of available services and information barriers. <ol style="list-style-type: none"> a. To consider challenges and limitations faced by the institutions in providing services to the veterans. 5. To explore the unmet needs of veterans and how they would prefer to receive support. 			
Research Questions	<ol style="list-style-type: none"> 1. Which services do veterans access and how do they reach them? 2. Who is responsible for provision of services to the veterans and to what extent? <ol style="list-style-type: none"> a. How do service providers cooperate with each other? 3. What is the perceived effectiveness and quality of programmes/services? 			

	<p>a. Which programmes/services (provided by whom) do veterans access and why?</p> <p>4. What barriers do veterans face when accessing services?</p> <p>a. What are the outstanding needs regarding services available to the veterans?</p> <p>b. How would they like these services to be provided?</p> <p>5. How do these issues differ across different demographic groups and geographic areas?</p> <p>a. Across different vulnerable groups of veterans?</p> <p>b. Across urban vs. rural areas; oblast's centre vs. periphery?</p>			
Geographic Coverage	Oblast level, non-occupied areas of two oblasts in Eastern Ukraine (Kharkivska and Zaporizka), including urban and rural settlements.			
Secondary data sources	<p>Secondary data will include the following (for more details see section 3.3):</p> <ul style="list-style-type: none"> - Studies by IOM and UNDP/SEED provide qualitative data on veterans' reintegration following the onset of the full-scale invasion in 2022. - Additional studies and relevant context analyses published in 2023-2024 are available from Ukrainian NGOs such as Pryncyp, Cedoss, and Veteran Hub, as well as the public institution Ukrainian Veterans Foundation. - Data available from Ministry of Veterans Affairs. - The Area-Based Assessment on Veterans' Access to Services in Dnipro Municipality, published by REACH in April 2024, will allow for triangulation of findings regarding oblast centres. - Research conducted by both Ukrainian and international actors focuses on the reintegration of ATO/JFO veterans. 			
Population(s) <i>Select all that apply</i>	<input type="checkbox"/>	IDPs in camp	<input type="checkbox"/>	IDPs in informal sites
	<input type="checkbox"/>	IDPs in host communities	<input type="checkbox"/>	IDPs [Other, Specify]
	<input type="checkbox"/>	Refugees in camp	<input type="checkbox"/>	Refugees in informal sites
	<input type="checkbox"/>	Refugees in host communities	<input type="checkbox"/>	Refugees [Other, Specify]
	<input type="checkbox"/>	Host communities	<input checked="" type="checkbox"/>	Veterans; Veterans' households
Stratification <i>Select type(s) and enter number of strata</i>		Geographical #: ___ Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Group #: ___ Population size per strata is known? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> [Other Specify] #: ___ Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No
Data collection tool(s)	<input type="checkbox"/>	Structured (Quantitative)	<input checked="" type="checkbox"/>	Semi-structured (Qualitative)
	Sampling method		Data collection method	
Semi-structured data collection tool (s) # 1 <i>Select sampling and data collection method and specify target # interviews</i>	<input checked="" type="checkbox"/> Purposive <input type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]		<input type="checkbox"/> Key informant interview (Target #): _____ <input checked="" type="checkbox"/> Individual interview (Target #): 40-50 IIs with veterans (including 20-25 IIs per oblast disaggregated by type of area (10 interviews in oblast centre (Kharkiv/Zaporizhzhia, 5-10 interviews in rural areas and 5 interviews in urban areas). <input type="checkbox"/> Focus group discussion (Target #): _____ <input type="checkbox"/> [Other, Specify] (Target #): _____	

Semi-structured data collection tool (s) # 2 <i>Select sampling and data collection method and specify target # interviews</i> <i>***If more than 2 structured tools please duplicate this row and complete for each tool.</i>	<input checked="" type="checkbox"/> Purposive <input type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]		<input checked="" type="checkbox"/> Key informant interview (Target #): 40- 56 KIIs with service providers (including 20-28 KIIs in each oblast disaggregated by type of area, sector (Healthcare, MHPSS, Administrative/Legal, Employment) and type of provider (governmental actors, NGOs) <input type="checkbox"/> Individual interview (Target #):_____ <input type="checkbox"/> Focus group discussion (Target #):_____ <input type="checkbox"/> [Other, Specify] (Target #):_____ 			
Target level of precision if probability sampling	NA – Qualitative data collection		NA			
Disaggregation by gender and age <i>Are you planning to conduct sex/age disaggregated analysis?</i>	Gender		Age			
	<input type="checkbox"/>	Yes	<input type="checkbox"/>	Yes		
	<input checked="" type="checkbox"/>	No	<input checked="" type="checkbox"/>	No		
Data management platform(s)	<input checked="" type="checkbox"/>	IMPACT	<input type="checkbox"/>	UNHCR		
	<input type="checkbox"/>	[Other, Specify]				
Expected output type(s)	<input type="checkbox"/>	Situation overview #: __	<input checked="" type="checkbox"/>	Report #: 1	<input type="checkbox"/>	Profile #: __
	<input type="checkbox"/>	Presentation (Preliminary findings) #: __	<input checked="" type="checkbox"/>	Presentation (Final) #: 1	<input type="checkbox"/>	Factsheet #: __
	<input type="checkbox"/>	Interactive dashboard #: __	<input type="checkbox"/>	Webmap #: __	<input type="checkbox"/>	Map #: __
	<input type="checkbox"/>	[Other, Specify] #: __				
Access	<input checked="" type="checkbox"/>	Public (available on REACH resource center and other humanitarian platforms)				
	<input type="checkbox"/>	Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms)				
Visibility <i>Specify which logos should be on outputs</i>	REACH					
	Donor: FCDO					
	Coordination Framework: N/A					
	Partners: N/A					

2. Rationale

2.1 Background

According to the Ministry of Veterans Affairs, as of May 2024, there were 1.2 million registered veterans.¹ The Ministry estimates that after the war, the number of veterans and their family members could reach 5 to 6 million people.²

Many veterans are discharged due to injuries and experience health conditions. According to a study conducted by the IOM after the beginning of the full-scale invasion, approximately 73% of surveyed veterans reported having sustained an injury or illness directly related to their military service, while 31% had been diagnosed with a disability.³ Veterans are also at greater risk of PTSD and a range of psychological disorders.⁴ The study of the IOM indicated that 75% of surveyed veterans believed there is a need to receive psychosocial support immediately after discharge.⁵

Additionally, returning to a civilian career may be associated with challenges in finding new employment or the need for requalification. According to a survey of veterans of Anti-Terrorist Operation/Joint Forces Operation (ATO/JFO) conducted in 2020, 20% of respondents lost a job after their service, and about 40% faced difficulties while looking for employment.⁶ Even though there has been no comprehensive evaluation of veterans' employment needs since February 2022, veterans and military personnel perceive that they may encounter barriers to employment such as mental and physical health conditions, insufficient salaries, a lack of vacancies in their location, and a lack of knowledge or loss of skills, among others.⁷

Moreover, veterans' reintegration is associated with challenges in accessing quality healthcare, rehabilitation, and mental health services that would meet the specific needs of veterans and scale of the demand. Additionally, access to state benefits remains hindered by complex bureaucratic procedures and information barriers.⁸

International organizations, along with Ukrainian NGOs and public institutions, have been conducting studies since the beginning of the full-scale invasion in 2022 to enhance understanding of the current challenges in veterans' reintegration. Quantitative surveys conducted by IOM, UNDP/Seed, and the Ukrainian Veterans Foundation provide information regarding veterans' needs, accessibility, and perceived efficiency of various services, as well as other aspects of social and economic reintegration. There is also an increasing number of qualitative studies that highlight the experiences of veterans and their families during treatment, rehabilitation, and the process of accessing public services and benefits.

¹ Government portal, "The Ministry of Veterans together with big business will develop employment opportunities for veterans, - Oleksandr Porkhun", 25.04.2024, <https://www.kmu.gov.ua/news/minveteraniv-razom-z-velykym-biznesom-rozvyvatymut-mozhlyvosti-pratsevlashtuvannia-veteraniv-i-veteranok-oleksandr-porkhun>.

² Ministry of Veterans Affairs of Ukraine, "The Ministry of Veterans is forming a new state veterans' policy, taking into account the needs and requests of the veteran community, - Maksym Kushnir", <https://mva.gov.ua/en/prescenter/category/86-novini/minveteraniv-formue-novu-derzhavno-veteransku-politiku-z-urahuvannyam-potreb-ta-zapitu-veteranskoi-spilnoti--maksim-kushnir>.

³ IOM, The Social Reintegration of Veterans in Ukraine, 2023, <https://ukraine.iom.int/resources/social-reintegration-veterans-ukraine>.

⁴ Scars on Their Souls: PTSD and Veterans of Ukraine, Globsec, 2023.

⁵ IOM, The Social Reintegration of Veterans in Ukraine, 2023, <https://ukraine.iom.int/resources/social-reintegration-veterans-ukraine>.

⁶ Nino Dgebuadze and Yuliya Solovey, "How policymakers can support the veteran community in Ukraine: Results from a veteran reintegration survey", IREX, 21.10.2021, <https://www.irex.org/insight/how-policymakers-can-support-veteran-community-ukraine-results-veteran-reintegration-survey>.

⁷ Ukrainian Veteran Foundation, Current needs and vision of career and professional development opportunities for veterans, 2024, <https://veteranfund.com.ua/analitics/aktualni-potreby-ta-bachennia-mozhlyvostey-dlia-kar-iernoho-i-profesiynoho-zrostantia-veteraniv/>.

⁸ Pryncyp, From injury to return: Ethnographic research of the path of veterans and their relatives, 2023, <https://www.pryncyp.com/en/analytics/from-injury-to-return-ethnographic-research-of-the-path-of-veterans-and-their-relatives/>.

An area-based assessment was conducted by REACH in 2024 to provide understanding of veterans' needs, the level of access to services, associated barriers, and veterans' experiences in reintegration, focusing on Dnipro city. The assessment indicated a wide range of available services, however, veterans reported challenges in accessing some of them and noted varied quality.⁹

Many current studies provide an extensive overview of veterans' experiences at the national level. However, access to services and the process of obtaining benefits may vary significantly across different locations due to decentralisation, the differing capacities of hromadas, and the presence of veterans' NGOs. Access to services and economic integration may also have unique characteristics in areas closer to the frontline, considering the specific security and economic conditions. Thus, there is a need for a deeper understanding of veterans' reintegration experiences, as well as the availability and accessibility of services in oblasts close to the frontline, including both urban and rural areas.

Some qualitative studies conducted by Ukrainian NGOs, including research published by Pryncyp, provide detailed information on veterans' and families' interactions with public institutions and service providers, focusing on the challenges in accessing services offered by governmental actors.¹⁰ It is important to note that the Ukrainian government has piloted and implemented new programmes for veterans that have not yet been comprehensively assessed. This indicates a need for further research on access to public services at the local level, as well as on services and programs provided by NGOs, INGOs, private entities, and those offered in the workplace. This assessment's approach would enable the recreation of a comprehensive veterans' user journey and enhance understanding of veterans' preferences regarding service providers and the quality of healthcare, MHPSS, administrative, legal and employment services.

2.2 Intended impact

The assessment aims to deepen the understanding of veterans' experiences in accessing services, the reasons for choosing certain type of provider as well as faced barriers and unmet needs. It seeks to recognise the most effective methods for providing services to veterans, including the identification of key stakeholders and veterans' preferred programmes or practices.

The assessment will provide in-depth, up-to-date information for actors engaged in strategic and programmatic activities in the area of veterans' reintegration in Ukraine, including the IOM, UNDP, as well as INGOs, national, and local NGOs. The Ministry of Veterans Affairs, the Ukrainian Veterans Foundation, and other governmental agencies may use the findings in their activities of improving access to public services and benefits for veterans, as well as to plan future programs based on the identified needs and preferences of veterans. The assessment will provide relevant information for local authorities in

⁹ REACH, Veterans' Reintegration Area-Based Assessment on Veterans' Access to Services in Dnipro Municipality, 2024, https://repository.impact-initiatives.org/document/impact/d906867c/IMPACT_UKR_Report_Veterans-Reintegration-Assessment_April-2024.pdf.

¹⁰ Pryncyp, From injury to return: Ethnographic research of the path of veterans and their relatives, 2023, <https://www.pryncyp.com/en/analytics/from-injury-to-return-ethnographic-research-of-the-path-of-veterans-and-their-relatives/>; Pryncyp, Cedoss, Social services for veterans in communities: challenges and needs, 2024, <https://www.pryncyp.com/analytics/soczialni-poslugy-dlya-veteraniv-ta-veteranok-u-gromadah-vyklyky-ta-potreby/>; Pryncyp, Experience of veterans: monitoring of institutions, 2023, <https://www.pryncyp.com/analytics/dosvid-veteraniv-ta-veteranok-monitoryng-ustanov/>.

Zaporizka and Kharkivska oblasts, including oblast administration and hromada authorities, who are engaged in implementing governmental programs and planning activities at the local level.

3. Methodology

3.1 Methodology overview

Preliminary Secondary Data Review and external consultations with international organisations and national NGOs allowed to identify potential gaps in understanding veterans' reintegration, outline thematic focus, and data needed by stakeholders. Secondary data, including the area-based assessment on veterans' reintegration conducted by REACH in Dnipro, will further enable triangulation of findings.

The assessment will be conducted at the oblast level and will rely on a qualitative approach, combining Individual Interviews with veterans and Key Informant Interviews with service providers in Zaporizka and Kharkivska oblasts. This approach will allow for capturing detailed accounts of veterans' user journeys, as well as information on service provision from the supply side. The assessment will result in the production of a report and presentation.

In this assessment, we define the user journey approach as a method for evaluating the accessibility and quality of services by mapping and analysing the steps a user takes to receive a specific type of service. These steps include becoming aware of the service's availability and how to access it, accessing the service either physically or online, interacting with the provider, and receiving the expected outcome.

Individual Interviews with veterans will focus on the detailed analysis of their user journeys in accessing administrative, healthcare, MHPSS, and employment services, including programmes designed specifically for veterans. The user journey approach provides an opportunity to understand service provision from the recipient's perspective. Within this assessment, this approach will help capture veterans' experiences at each stage of accessing the services they need during the reintegration process. During Individual Interviews, veterans will be able to share their user journeys within certain sectors of service provision. This approach will allow to understand the reasons for choosing preferred service providers, barriers to various services—including a deeper understanding of the most pronounced bureaucratic and informational barriers—and perceptions of the quality of services, as well as the outstanding needs of veterans.

Key Informant Interviews will be conducted with service providers in healthcare, MHPSS, administrative/legal and employment sectors, who provide services to the veterans. This will allow to provide information on the range of available services, barriers to access, role of family support in veterans' reintegration and cooperation between service providers.

Workshops with veterans in the Zaporizka and Kharkivska oblasts may be conducted after the assessment as part of the communication efforts. These workshops will also provide an opportunity to collect feedback and additional information on veterans' reintegration experiences.

Key Definitions:

Reintegration: Military service and veteran (MSMV) reintegration is “A process and outcome of resuming roles in family, community, and workplace which may be influenced at different levels of an ecological system.”¹¹ In this assessment, we do not focus on reintegration itself but rather on the services designed to assist veterans in this process.

Veteran: according to Ukrainian legislation, war veterans are individuals who took part in the defence of the homeland or in military actions on the territory of other states, including participants in military operations, individuals with disabilities because of war, and war participants.¹² This assessment primarily targets veterans who have served since February 24, 2022, and have been demobilised, however veterans of ATO/JFO who served from 2014 to 2022 may also be included. Considering the prolonged bureaucratic procedures for registering the status of a participant in military operations, veterans without an official certificate may also be interviewed.

Oblast: the highest administrative unit in Ukraine below the national level.

Rayon: second level of administrative unit in Ukraine, a part of an oblast.

Hromada: basic administrative unit in Ukraine, a part of a rayon.

3.2 Population of interest

Geographical area assessed:

The assessment will focus on Zaporizka and Kharkivska oblasts. Zaporizka is partially occupied, while Kharkivska is located close to the frontline, with some rayons being occupied as of September 2024. Therefore, the assessment will be focused on non-occupied areas of these two oblasts. In addition to the challenging security situation, consultations indicated that hromadas closer to the frontline may receive fewer grant opportunities for veterans' programmes. Kharkivska oblast also has the second highest number of IDPs, while Zaporizka has the largest rates of displacement within the oblast,¹³ allowing for the inclusion of veterans with IDP status. The Veteran's Assistant programme was piloted in Kharkivska oblast in 2023-2024,¹⁴ which allows to assess this initiative.

Population assessed:

Population of interest are veterans residing in both rural and urban areas of Kharkivska and Zaporizka oblast, including the oblast centres and smaller urban settlements.

Unit of measurement

Interviews with veterans will be conducted at the individual level, while Key Informant Interviews will be conducted at the community level to assess the accessibility of services for veterans residing in a particular area.

¹¹ Christine A. Elnitsky, Michael P. Fisher, and Cara L. Blevins, “Military Service Member and Veteran Reintegration: A Conceptual Analysis, Unified Definition, and Key Domains,” *Frontiers in Psychology* 8 (March 14, 2017): 369, <https://doi.org/10.3389/fpsyg.2017.00369>.

¹² Ukrainian Veterans Foundation, *How to write about veterans*, 2023.

¹³ IOM, *Ukraine Internal Displacement Report - General Population Survey Round 16, 2024*, <https://dtm.iom.int/reports/ukraine-internal-displacement-report-general-population-survey-round-16-april-2024>.

¹⁴ ArmyInform, *Kharkiv region joins pilot project 'Veteran's Assistant'*, 2023, <https://armyinform.com.ua/2023/11/02/harkivshhyna-pryyednalasya-do-realizacziyi-pilotnogo-proyektu-pomichnyk-veterana/>.

3.3 Secondary data review

Secondary source	Purpose of source
Returning Home: Understanding the Perspectives of Veterans in Ukraine after the 24th of February 2022 – UNDP (2024)	<ul style="list-style-type: none"> - Provide information on access to services and veterans' perception of their efficiency. - Understand veterans' wellbeing and economic security.
The Social Reintegration of Veterans in Ukraine – IOM (2023)	<ul style="list-style-type: none"> - Provide information on the demography of veterans and their families and their household income. - Provide information on access to services, social integration, trust in institutions, and civic engagement, as well as personal relationships and life satisfaction of veterans, families of veterans, and families of fallen soldiers. - Understand veterans' needs and barriers to accessing MHPSS services. - Understand what services veterans' organizations provide, how they engage with veterans, and what challenges they encounter.
Veterans' Reintegration Area-Based Assessment on Veterans' Access to Services in Dnipro Municipality – REACH (2024)	<ul style="list-style-type: none"> - Provide information on range of available services for veterans in oblast centre, accessibility and quality of healthcare, MHPSS, administrative and employment services. - Triangulate findings.
Current needs and vision of career and professional development opportunities for veterans – Ukrainian Veteran Foundation (2024)	<ul style="list-style-type: none"> - Inform on veterans' needs and perceived quality of public services
From injury to return: Ethnographic research of the path of veterans and their relatives – Pryncyp (2023)	<ul style="list-style-type: none"> - Understand experiences of injured veterans' and challenges they face during treatment, rehabilitation and while accessing administrative services.
Veterans' needs and barriers to employment – Ukrainian Veteran Foundation (2023)	<ul style="list-style-type: none"> - Inform on veterans' needs regarding employment, access to employment services, and employers' experiences in hiring veterans, as well as the adaptation programs they offer in the workplace.

Behind the scenes of care: veterans' relatives and care work – Pryncyp (2024)	<ul style="list-style-type: none"> - Understand issues and experiences of families of veterans with disability. - Provide information on access to public services and benefits for veterans with disability and their families.
Social services for veterans in communities: challenges and needs – Pryncyp, Cedoss (2024)	<ul style="list-style-type: none"> - Inform on availability, accessibility and quality of social services.
Experience of veterans: monitoring of institutions – Pryncyp (2023)	<ul style="list-style-type: none"> - Inform on veterans' interaction with public service providers (in administrative and social protection sectors) and barriers to these services.
The Journey of the Warrior's Beloved One Study of unique experience of women-partners of military servants and veterans – Veteran Hub (2023)	<ul style="list-style-type: none"> - Understand personal experience of partners and families of veterans.

3.4 Primary Data Collection

Primary data collection will include three components: Individual Interviews with veterans, and Key Informant Interviews with representatives of service providers.

Data Collection Component	Respondents	Target Number of Interviews	Main areas of focus
Individual Interviews	Veterans	Total:40-50, disaggregated by oblast and location type (oblast centre/urban/rural).	<ul style="list-style-type: none"> • Veterans' experience (including steps and processes) in accessing various services (including healthcare, MHPSS, employment/livelihoods, administrative/legal) • Veterans' preferences for service providers and veteran-oriented programmes, and their perceived effectiveness • Barriers to accessing services • Unmet needs of veterans.

			<ul style="list-style-type: none"> Awareness of available service and programmes
Key Informant Interviews	<p>Representatives of public/NGO service providers belonging to the sectors of:</p> <ul style="list-style-type: none"> Healthcare MHPSS Administrative, legal and social services Employment <p>Representatives of companies that provide adaptation services and programmes for veterans in the workplace.</p>	<p>Total: 40-56, disaggregated by type of service, oblast, location type (oblast centre/urban/rural). disaggregation for the public services) and by type of the actor (government and public services/NGO + private for employment)</p>	<ul style="list-style-type: none"> Availability, accessibility and demand for services and programmes for veterans; Cooperation between service providers.

Individual Interviews with veterans will be conducted by the IMPACT Field Team in November-December 2024. Data collection will include a pilot phase, after which the results will be discussed, and the Assessment Team will review the debrief forms to make improvements to the tool if needed. Some of the interviews may also be conducted by the AO to ensure tool quality. Interviews will be conducted either face-to-face or by phone, depending on logistical capacity and the security situation.

To engage participants in individual/household interviews, the Field Team and Assessment Team will reach out to local NGOs in Zaporizhzhia and Kharkiv, as well as other service providers working with veterans. In order to receive contacts

of potential respondents, a form will be sent to veterans where they can fill in their contact information, including their first name, phone number and oblast. Purposive sampling will allow to gather experiences and understand the user journeys of veterans from different demographic groups. In each oblast at least two IIs will be conducted with the following categories of veterans:

- Female Veterans
- Male Veterans
- Disabled / Chronically Ill Veterans
- Displaced Veterans
- Veterans aged 18-25 y.o.
- Veterans aged 25-60 y.o.
- Veterans age 60+ y.o.
- Veterans without family support
- Unemployed veterans
- Veterans without certificate of participant in military operations
- Veterans who participated in the Veteran Assistant programme (only for Kharkivska oblast where this programme was piloted in 2023)

Additional categories may be added during ongoing consultations and data collection. Snowball sampling will help reach the targeted number of respondents. Disaggregation by location will enable us to explore possible differences in access to services between urban and rural populations and by oblast. Out of a total of 40-50 IIs, 20-25 will be conducted in each oblast. The 20-25 IIs per oblast include 10 interviews in the oblast centre (Kharkiv city/Zaporizhzhia city), where there is greater availability and accessibility of services due to consultations, and 10-15 interviews outside the oblast centre (5 in urban areas and 5-10 in rural areas). Conducting 20-25 IIs per oblast will allow to include at least two veterans from each category listed above and add new categories if needed.

Key Informant Interviews will be conducted by the Field Team simultaneously with Individual Interviews. Interviews may be conducted face-to-face or by phone. Representatives from healthcare (including rehabilitation), MHPSS, administrative/social and legal services, employment and social services, and private employers will be engaged as key informants. For this assessment, institutions, organisations, or departments that provide services to veterans or work specifically with veterans will be targeted (e.g., representatives of the Veteran Assistant programme, veterans' spaces, etc.).

Service providers will be disaggregated by type of actor (NGO/public services/private) to gather information on the accessibility of different service providers and the level of cooperation between organisations and institutions. Disaggregation will also be made by location (oblast centre, urban areas, rural areas) to enable comparisons between different types of locations. Out of a total of 40-56 KIIs, 20-28 interviews will be conducted in each oblast. The 20-28 KIIs per oblast will include 5-8 interviews per service sector: 2-4 KIIs in the oblast centre with NGOs and public service providers,

and 3-4 outside the oblast centre in rural and urban areas with NGOs and public service providers. In the employment sector, up to two interviews per oblast will be conducted with employers who provide adaptation programmes for veterans.

3.5 Data Processing & Analysis

The secondary data will be collected and reviewed by the Assessment Team (Assessment Officer and Senior Assessment Officer). Any new relevant reports, factsheets, briefings and other information, will be added to the stock of secondary data and will be used to triangulate the results of the data collection.

Enumerators will receive a training on qualitative data collection, as well as the specific tools used in this assessment. A pilot data collection of the qualitative components will follow the training. The data collection tools may be adjusted based on the insights from the pilot.

Qualitative data collection will be audio-recorded (dependent on respondents' consent), and the interviewers (Field Team enumerators) will take notes during data collection. Enumerators will transcribe these notes, using recordings to consolidate them, as soon as possible after the discussions. Collected data will be anonymised. The transcripts will be translated automatically, with translation verified and edited by the Field Team.

The coding system will be exported as a data saturation grid built via MAXQDA to highlight the key themes, areas of consensus, and areas of disagreement. The findings will be disaggregated by oblast. Qualitative data analysis will be performed according to the Data Analysis Plan (see section 6). All data cleaning and analysis will be reviewed by the IMPACT HQ Research Department.

3.6 Limitations

- A qualitative approach will enable to explore a range of veterans' user journeys in accessing various services but will not provide representative data on service accessibility. Data will be indicative of the situation at the time of data collection.
- Because recruiting respondents for Individual Interviews will be conducted with the help of local NGOs, the sample will at least partially include veterans who have already contacted or are aware of certain NGOs. It will be more difficult to reach veterans who do not attempt to access NGO services, therefore this group may be underrepresented in the sample. This could affect the assessment's findings, indicating a higher level of service accessibility than exists in reality. Additionally, veterans with certain types of injuries, such as those with vision or hearing loss or complex amputations, may be more difficult to reach.
- The security situation in certain areas of Kharkivska and Zaporizka oblasts is changing and may not allow to reach the population of interest in some areas or could prohibit face-to-face interviews there.
- The sensitive nature of the topic may lead veterans to be unwilling to disclose certain issues or needs, particularly those related to physical or mental health, which may limit the coverage of their experiences with reintegration.

- Key Informant Interviews will allow to evaluate services provided to veterans and cooperation between actors from the perspective of providers. However, this may also introduce bias, as respondents might be inclined to present their organisations and institutions in a favourable light.
- As the Ukrainian government makes changes to the current veteran reintegration policy, the legal context may evolve over time. This could affect the relevance of some findings regarding bureaucratic procedures and the accessibility of state benefits.
- Stakeholder mapping was not conducted specifically in Zaporizka and Kharkivska oblasts.

4. Key ethical considerations and related risks

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

<i>The proposed research design...</i>	<i>Yes/ No</i>	<i>Details if no (including mitigation)</i>
... Has been coordinated with relevant stakeholders to avoid unnecessary duplication of data collection efforts?	Yes	
... Respects respondents, their rights and dignity (<i>specifically by: seeking informed consent, designing length of survey/ discussion while being considerate of participants' time, ensuring accurate reporting of information provided</i>)?	Yes	
... Does not expose data collectors to any risks as a direct result of participation in data collection?	Yes	
... Does not expose respondents / their communities to any risks as a direct result of participation in data collection?	Yes	
... Does not involve collecting information on specific topics which may be stressful and/ or re-traumatising for research participants (both respondents and data collectors)?	No	Data collection does not include asking about veterans' experiences prior to demobilisation, particularly avoiding directly retraumatizing topics. However, the assessment aims to uncover veterans' outstanding needs, so topics related to physical healthcare and MHPSS may be raised, including sensitive aspects of veterans' physical and mental health conditions. Respondents will be able to withdraw from participation at any point and can refuse to answer any specific questions. The guide published by Veteran Hub on "Ethics of Interaction and Communication with Veterans and Their Families" also recommends informing veterans if the next question or section will include sensitive topics, allowing them to decide whether they

		want to answer. This practice may be incorporated into the tool for individual interviews. Additionally, training for enumerators will be provided either by psychologists or by veteran NGOs to inform interviewers on interacting with veterans and providing first psychological aid.
... Does not involve data collection with minors i.e. anyone less than 18 years old?	Yes	
... Does not involve data collection with other vulnerable groups e.g. persons with disabilities, victims/ survivors of protection incidents, etc.?	No	Veterans with disabilities will be interviewed during data collection. Since the assessment covers topics related to the accessibility of services, challenges in accessing services due to their injuries may be discussed. However, veterans will not be asked about their physical health conditions or how their injuries or disabilities prevent them from accessing certain services. The practices described above will also apply to data collection involving vulnerable groups.
... Follows IMPACT SOPs for management of personally identifiable information ?	Yes	

5. Roles and responsibilities

Task Description	Responsible	Accountable	Consulted	Informed
Research design	Assessment Officer, Senior Assessment Officer	Research Manager	HQ Research Department	Donor
Supervising data collection	Assessment Officer, Senior Field Officer	Field Coordinator	Research Manager, HQ Research Department	NA
Data processing (checking, cleaning)	Assessment Officer	Senior Assessment Officer	Research Manager, HQ Research Department	NA
Data analysis	Assessment Officer, Senior Assessment Officer	Research Manager	HQ Research Department	NA

Output production	Assessment Officer, Senior Assessment Officer	Research Manager	HQ Research Department	Donor
Dissemination	Assessment Officer, Senior Assessment Officer	Research Manager	HQ Communication Department	Donor
Monitoring & Evaluation	Senior Assessment Officer	Research Manager	HQ Communication Department	Donor
Lessons learned	Assessment Officer	Senior Assessment Officer	Research Manager, Field Team, HQ Research Department	NA

Responsible: the person(s) who executes the task

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

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

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

6. Data Analysis Plan

The Data Analysis Plan can be found here:

https://repository.impact-initiatives.org/document/impact/46fde34b/REACH_UKR_DAP_Veterans-Assessment-in-Frontline-Oblasts_November-2024.xlsx