

Research Terms of Reference

Capacity and Vulnerability Assessment

ARM2101

Armenia

31 May 2021

V2



1. Executive Summary

Country of intervention	Armenia			
Type of Emergency	<input type="checkbox"/>	Natural disaster	<input checked="" type="checkbox"/> Conflict	<input type="checkbox"/> Other (<i>specify</i>)
Type of Crisis	<input type="checkbox"/>	Sudden onset	<input checked="" type="checkbox"/> Slow onset	<input type="checkbox"/> Protracted
Mandating Body/ Agency	UNDP			
IMPACT Project Code	66APQ 2Y0			
Overall Research Timeframe (from research design to final outputs / M&E)	23/02/2021 to 23/08/2021			
Research Timeframe	1. Pilot/ training: 25/04/2021 – 28/04/2021		6. Preliminary presentation: 21/06/2021	
	2. Start collect data: 27/04/2021		7. Outputs sent for validation: 25/06/2021	
	3. Data collected: 28/05/2021		8. Outputs published: 14/07/2021	
	4. Data analysed: 07/06/2021		9. Final presentation: 28/07/2021	
	5. Data sent for validation: 11/06/2021			
Number of assessments	<input checked="" type="checkbox"/>	Single assessment (one cycle)		
	<input type="checkbox"/>	Multi assessment (more than one cycle)		
Humanitarian milestones	Milestone		Deadline	
	<input checked="" type="checkbox"/>	Donor plan/strategy	August 2021	

Specify what will the assessment inform and when e.g. The shelter cluster will use this data to draft its Revised Flash Appeal;	<input type="checkbox"/>	Inter-cluster plan/strategy	--/ /----
	X	Cluster plan/strategy	August 2021
	<input type="checkbox"/>	NGO platform plan/strategy	--/ /----
	<input type="checkbox"/>	Other (Specify):	--/ /----
Audience Type & Dissemination Specify who will the assessment inform and how you will disseminate to inform the audience	Audience type		Dissemination
	<input checked="" type="checkbox"/> Strategic <input type="checkbox"/> Programmatic <input type="checkbox"/> Operational <input type="checkbox"/> [Other, Specify]		<input type="checkbox"/> General Product Mailing (e.g. mail to NGO consortium; HCT participants; Donors) <input checked="" type="checkbox"/> Cluster Mailing (Early Recovery Working Group) and presentation of findings at next cluster meeting <input checked="" type="checkbox"/> Presentation of findings (to UNDP, to stakeholders at central government and provincial/community level) <input type="checkbox"/> Website Dissemination (Relief Web & REACH Resource Centre) <input type="checkbox"/> [Other, Specify]
Detailed dissemination plan required	<input type="checkbox"/>	Yes <input type="checkbox"/>	X No <input type="checkbox"/>
General Objective	<i>The objective is to understand the best paths forward for early recovery projects across sectors and to inform local recovery and development plans in Armenia. The assessment will inform cross-sectoral programming led by UNDP, facilitate recovery along the humanitarian-development nexus in line with recovery needs, and synthesize longer-term relationships with decision-makers in Armenia's service provision infrastructure.</i>		
Specific Objective(s)	<ol style="list-style-type: none"> 1) <i>To identify capacity gaps in the provision of public services in the following eleven sectors: i) housing ii) energy and utilities iii) education iv) healthcare v) employment vi) administrative services vii) social services viii) security and justice services ix) emergency services x) environment and xi) social cohesion and peacebuilding.</i> 2) <i>To understand service provider challenges in delivering services in the assessed geographic areas.</i> 3) <i>To understand service provider satisfaction in delivering services in the assessed geographic areas.</i> 4) <i>To understand the coping strategies service providers undertook to deliver services in the assessed geographic areas following the shocks of 2020.</i> 5) <i>To identify host-community and refugee-like household vulnerabilities in accessing public services following the double shock of the Covid-19 epidemic and war.</i> 6) <i>To understand household satisfaction with, access to, and availability of public services in the assessed geographic areas and among host communities and refugee-like populations.</i> 7) <i>To understand the extent to which household satisfaction to services in the eleven sectors has changes since the shocks of 2020.</i> 		

Research Questions	<ol style="list-style-type: none"> 1) What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors? 2) To what extent are service providers satisfied with the resources available to them to deliver quality services? 3) To what extent has institutional capacity for service provision changed since the shocks of 2020? 4) What strategies are service providers using to cope with changing demand? 5) What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors? 6) To what extent are host communities and refugee-like households satisfied with the quality of services they receive? 7) To what extent has access to services changed across sectors since the shocks of 2020? 			
Geographic Coverage	The study will take place in Kotayk and Syunik marzes, as well as the administrative region of the capital city of Yerevan. Both urban and rural environments will be explored, as well as the significantly denser Yerevan landscape.			
Secondary data sources	<ol style="list-style-type: none"> 1) Cross-sectoral indicators from the Statistical Service of Armenia (ARMStat) to describe the pre-war socio-economic situation. 2) Socio-Economic Impact Assessment of the COVID-19 Outbreak in Armenian Communities 3) REACH's Dec 2020 Multi-Sector Needs Assessment (MSNA) 			
Population(s)	<input type="checkbox"/>	IDPs in camp	<input type="checkbox"/>	IDPs in informal sites
Select all that apply	<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 checked="" type="checkbox"/>	Refugee-like populations in host communities	<input type="checkbox"/>	Refugees [Other, Specify]
	<input checked="" type="checkbox"/>	Host communities	<input type="checkbox"/>	[Other, Specify]
Stratification	<input checked="" type="checkbox"/>	Geographical #: 3 (2 provinces [marzes] and the capital) Population size per strata is known? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/>	Group #: 3 ¹ (Urban/Rural/Displaced) Population size per strata is known? <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Select type(s) and enter number of strata			<input type="checkbox"/>	[Other Specify] #: __ Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No
Data collection tool(s)	<input checked="" type="checkbox"/>	Structured (Quantitative)	<input type="checkbox"/>	Semi-structured (Qualitative)
	Sampling method		Data collection method	

¹ Urban and rural populations are known, but the number of people in a refugee-like situation is continuously in flux.

Structured data collection tool # 1 <i>Select sampling and data collection method and specify target # interviews</i>	<input type="checkbox"/> Purposive <input type="checkbox"/> Probability / Simple random <input checked="" type="checkbox"/> Probability / Stratified simple random <input type="checkbox"/> Probability / Cluster sampling <input type="checkbox"/> Probability / Stratified cluster sampling <input type="checkbox"/> [Other, Specify]		<input type="checkbox"/> Key informant interview (Target #):_ _ _ _ _ <input type="checkbox"/> Group discussion (Target #):_ _ _ _ _ <input checked="" type="checkbox"/> Household interview (Target #): 1,764² <input type="checkbox"/> Individual interview (Target #):_ _ _ _ _ <input type="checkbox"/> Direct observations (Target #):_ _ _ _ _ <input type="checkbox"/> [Other, Specify] (Target #):_ _ _ _ _		
Structured data collection tool # 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"/> Probability / Simple random <input type="checkbox"/> Probability / Stratified simple random <input type="checkbox"/> Probability / Cluster sampling <input type="checkbox"/> Probability / Stratified cluster sampling <input type="checkbox"/> [Other, Specify]		<input checked="" type="checkbox"/> Key informant interview (Target #): 300³ <input type="checkbox"/> Group discussion (Target #):_ _ _ _ _ <input type="checkbox"/> Household interview (Target #):_ _ _ _ _ <input type="checkbox"/> Individual interview (Target #):_ _ _ _ _ <input type="checkbox"/> Direct observations (Target #):_ _ _ _ _ <input type="checkbox"/> [Other, Specify] (Target #):_ _ _ _ _		
Target level of precision if probability sampling	95% level of confidence 95% level of confidence		7+/- % margin of error (Kotayk & Syunik) 5 +/- % margin of error (Yerevan)		
Data management platform(s)	<input checked="" type="checkbox"/>	IMPACT	<input checked="" type="checkbox"/>	UNDP	
Expected output type(s)	<input checked="" type="checkbox"/>	Situation overview #: 1	<input checked="" type="checkbox"/>	Report #: 1	<input type="checkbox"/> Profile #: _ _
	<input checked="" type="checkbox"/>	Presentation (Preliminary findings) #: 1	<input checked="" type="checkbox"/>	Presentation (Final) #: 1	<input type="checkbox"/> Factsheet #: _ _

² The figure 1764 factors in three strata: urban/rural/displaced population in Kotayk and Syunik marzes, of which each strata has a sample size of 196 based on a 95% level of confidence and 7% margin of error. While Yerevan's displaced population also maintains a sample size of 196 based on a 95% level of confidence and 7% margin of error, host communities are measured with a 95% level of confidence and 5% margin of error to account for the large population size in comparison to the Kotayk and Syunik marzes, and will make up a sample size of 392.

³ 300 KI interviews will be divided into 100 interviews per region, and approximately 10 interviews per sector.

	<input type="checkbox"/>	Interactive dashboard #:_	<input type="checkbox"/>	Webmap #: __	<input type="checkbox"/>	Map #: __
	<input type="checkbox"/>	[Other, Specify] #: __				
Access	X	Public (available on IMPACT website and other humanitarian platforms)				
	<input type="checkbox"/>	Restricted (bilateral dissemination only upon agreed dissemination list, no publication on IMPACT or other platforms)				
Visibility Specify which logos should be on outputs	IMPACT					
	Donor: UNDP					
	Coordination Framework: Early Recovery Working Group; Coordination Steering Group					
	Partners:					

2. Rationale

2.1 Background

In the wake of the recent hostilities in and around Nagorno-Karabakh (NK) (27 Sept – 9 Nov 2020), a displacement crisis has been underway with an estimated 90,000 people fleeing the conflict zone to Armenia, with a part expected to stay through the winter and longer, given the situation on the ground in NK. According to the UNHCR, there currently remain an estimated 66,051 people remaining in a refugee-like situation (as of 24 March 2021).⁵ This means the displaced populations residing in Armenia are likely to have major shelter, food, protection, health, education, and livelihood needs of humanitarian nature. The host communities in turn experience significant stress in terms of their capacity to provide basic services, cover energy and other needs of the displaced, including the provision of security and the maintenance of social cohesion. Priority needs reported by host families are cash, shelter/housing (including NFIs), food and clothes (REACH Armenia: MSNA update to Coordination Steering Group, 04 December 2020). Compounded by the COVID-19 epidemic in Armenia and the difficult winter season, the displacement crisis is adding additional stress on government, host communities and institutions and their capacities to address essential needs of host communities and people in a refugee-like situation. The main priorities in terms of assistance at this stage of the crisis are: i) supporting housing and economic security for people in a refugee-like situation and their hosts and ensuring adequate access to healthcare (including mental health), education, administrative and social services for people in a refugee-like situation in host communities (REACH Armenia: MSNA Presentation on the findings, 22 January 2021).

2.2 Intended impact

To provide evidence to better target the recovery efforts led by UNDP in Armenia, IMPACT is implementing a capacity and vulnerability assessment. This assessment is intended to inform UNDP's programming and that of the UNDP-chaired Early Recovery Working Group. As the initial shock of the displacement crisis reaches equilibrium, the assessment intends to inform the integration of the humanitarian-development nexus in addressing the aftermath of the 2020 shocks. The information on services access from the household level coupled with insights on the major needs of service providers themselves will enable smarter programming in the regions which experienced the heaviest influx of people in refugee-like situations. This institutional focus of the assessment is geared toward projects with a broader arc than, for example, emergency distributions, rather informing interventions aimed at longer term structural change to ensure service provision for all people residing in Armenia.

⁵ <https://data2.unhcr.org/en/country/arm?secret=unhcrrestricted>

3. Methodology

3.1. Methodology overview

The first step of the assessment will be a thorough secondary data review (SDR) to paint a picture of the pre-crisis, pre-epidemic socio-economic picture of Armenia. In addition to baseline data pre-shock, this report will also give an idea of the kind of indicators already tracked by the government, both in terms of indicators Impact can realistically track and data gaps per sector. Informed by the SDR and consultations with UNDP, two quantitative survey tools have been developed: one for household level surveys on access to services, and one for service provider Key Informant survey on service provision. For household surveys, a total of 1764 will be pursued through a stratified random sample. The research will be stratified by both geographic and demographic stratum, including urban and rural communities, as well as displaced populations. The household surveys conducted in Kotayk and Syunik marzes will generate findings generalizable with a 95% level of confidence, and a 7% margin of error. Household surveys conducted in Yerevan, however, will generate findings generalizable with a 95% level of confidence, and a 5% margin of error in order to account for the capital's larger population; displaced communities in Yerevan will maintain the 95% level of confidence, and a 7% margin of error. For the key informant interviews, a total of 300 interviews will be collected through a purposive sampling framework. Service providers in the eleven identified sectors have been pre-determined through a stakeholder-mapping exercise. The eleven sectors will cover the following: i) housing; ii) energy and utilities; iii) education; iv) healthcare; v) employment; vi) administrative services; vii) social services; viii) security and justice services; ix) emergency services; x) environment; and xi) social cohesion and peacebuilding. Data collection will be done through KOBO-enabled phone surveys then processed by IMPACT technical staff in the Yerevan office, from which key findings will be derived and information products produced.

3.2. Population of interest

The population to be assessed are users and providers of essential services. This will be done through a household survey paired with a smaller key informant survey of service providers, by sector. The three geographic strata (Kotayk, Syunik, and Yerevan) were selected based on their large populations of people in refugee-like situations in the early days after the war. A key consideration is that while people fleeing conflict initially stayed in border cities, as the conflict wore on and its resulting territorial re-organization became clear, people in refugee-like situations moved to the capital where there are more prospects for work, thus making longer term stays in Armenia feasible. To that end, the administrative region of the capital city of Yerevan is one of the three regions to be surveyed. The two remaining regions are the marzes of Kotayk, which abuts Yerevan, and Syunik, which makes up most of the border with NK, through which all people fleeing to Armenia passed. Because of the large differential in service access between rural and urban communities, the assessment will divide Kotayk and Syunik marzes by urban and rural areas. Yerevan, on the other hand, does not have a rural population and will therefore only consider its urban population. Further, because the expected service infrastructure stress is driven at least in part by an influx of people, a third stratum will be displaced people to compare their access to that of the general population. A total of 300 service providers from the sectors previously stated will be surveyed to better understand the challenges they face in delivering quality services.

3.3. Secondary data review

As the first step of the assessment, a Secondary Data Review (SDR) will be conducted to outline the national context prior to the shocks of 2020. Two key documents will be used to inform the analysis of the SDR: the REACH Multi-sector Needs Assessment (MSNA) of December 2020 and the Socio-Economic Impact Assessment (SEIA) which was conducted during the COVID-19 outbreak. These two documents serve as the key sources which frame the picture of pre-war Armenia by foreshadowing some of the major service stressors and socio-economic shocks that the population underwent in 2020. The MSNA is the first of a multi-assessment cycle, so by the end of the assessment period, there will be two MSNAs creating a differential analysis against which findings on needs from this assessment might be triangulated. Further, the UNDP SEIA and MSNA both paint a picture of household level deficits that might benefit from a broader services-level view of the situation in Armenia. In terms of a baseline socio-economic and infrastructural profile of the geographic areas of interest and Armenia as a whole, the Armenian statistical service (ArmStat) provides enough information to paint a rich portrait of the pre-war

Armenian context. While most of the available indicators side-step the actual questions, we hope to answer in the assessment, they do point to sectors in which the assessment brings the biggest added value in terms of low information environments. In general, the emphasis of this review will be infrastructural and institutional indicators, rather than behavioural indicators, as the goal of the assessment is to find gaps in services access, something that requires institutional intervention and longer-term relationships with decision-making parties on the ground.

3.4 Primary Data Collection

Tools: The assessment will be made up of two quantitative assessment surveys which will be conducted in parallel with each other.

Household Survey: The first will be a HH-level service access tool, that will cover household level experiences for both host communities and refugee-like populations. The sample of host communities and refugee-like populations will be stratified to provide a representative sample of the two groups. It will examine services the eleven across sectors, differentiating between the demand in each HH for various services and how/whether that demand is met.

Key Informant Survey: The second tool will be a structured key informant survey for all service providers. This tool will be a generalized set of questions on capacity and demand from the perspective of the service provider, as well as sector-specific questions to account for the peculiarities for each sector. It will be based on a stakeholder mapping exercise which has been conducted across the eleven sectors, of which service providers and organizations have been pre-selected for interviews in Yerevan, Kotayk, and Syunik.

3.5 Sampling

Household Survey: The household data collection tool will be sampled through three strata: rural, urban, and refugee-like populations. For local populations as well as refugee-like populations, stratified random sampling will be undertaken in order to facilitate the data collection across the three geographic strata, of which random groupings of urban and rural communities were selected. The known population size per location is used to determine how many surveys should be conducted per location. . In total, the entire assessment will cover 1,764 data points, of which a 3% buffer will be added to account for bad data points that are purged in the data cleaning process.

For Kotayk and Syunik mazes, the sample size based on the population size is as follows:

Strata	Kotayk ⁶	Sample Size per Strata	Syunik ⁷	Sample Size per Strata
Urban	137,900	196	93,200	196
Rural	116,000	196	44,100	196
Refugee-like populations	11,571	196	6,222	196

Below are the pre-defined minimum number of surveys, including the 3% buffer:

⁶ <https://www.armstat.am/file/doc/99500338.pdf>

⁷ https://www.armstat.am/file/Map/MARZ_09.pdf

Syunik Region			Kotayk Region		
Settlements	Refugee-like populations	Host communities	Settlements	Refugee-like populations	Host communities
Urban Settlements	Sample Size	Sample Size	Urban Settlements	Sample Size	Sample Size
Goris	89	48	Hrazdan	35	57
Sisian	11	33	Abovyan	35	71
Kapan	27	97	Tsakhkadzor	22	2
Kajaran	1	15	Charentsavan	22	29
Agarak	1	9	Nor Hachn	5	13
			Yeghvard	34	17
			Byureghavan	10	13
Subtotal	129	202	Subtotal	163	202
Rural Settlements	Sample Size	Sample Size	Rural Settlements	Sample Size	Sample Size
Artsvanik	2	6	Meghradzor	3	11
Norashenik	2	1	Jrvezh	7	26
Syunik	3	7	Nor Geghi	3	27
Akner	4	11	Balahovit	3	15
Xndzoresk	5	21	Arzni	7	17
Verishen	6	22	Garni	5	33
Shinuhayr	7	27	Proshyan	3	23
Khot	2	10	Akunk	4	9
Tatev	2	9	Arinj	2	25
Tegh	5	23	Kanakeravan	2	16
Khnatsakh	7	9			
Kornidzor	10	11			
Angeghakot	8	16			
Noravan	4	4			
Shaki	4	13			
Gorayk	1	4			
Subtotal	72	194	Subtotal	39	202
Total	201	396	Total	202	404

The administrative district that makes up the capital city of Yerevan contains no areas classified as rural, or non-city. Because of this and the fact that it is an order of magnitude bigger than any other stratum, Yerevan will be sampled by its twelve administrative districts: Malatia-Sebastia, Ajapnyak, Davtashen, Kanaker-Zeytun, Nork Marash, Nor Nork Kentron, Shengavit, Erebuni, Nubarashen Avan, Arabkir.

YEREVAN DISTRICTS	Host Population	Refugee-like Population
Population	1,084,000 ⁸	26,567 ⁹
Sample size (HHs)	392	196

Administrative Districts of Yerevan	Refugee-like populations	Host Communities
Ajapnyak	46	40
Avan	12	19
Arabkir	40	41
Davtashen	25	15
Erebuni	5	47
Kentron	22	48
Malatia-Sebastia	9	54
Nor Nork	1	48
Nork-Marash	5	4
Nubarashen	2	4
Shengavit	16	51
Kanaker-Zeytun	19	27
Total Sample Size:	202	398

Key Informant Survey: The predetermined categories of interview participants include a list of service providers from secondary schools, colleges, universities, polyclinics, hospitals, integrated social assistance service, emergency service, law enforcement units (e.g. road police, community police, police departments), investigative and prosecution entities, community based waste management organizations, cadaster, gas, water, electricity suppliers, other public service providers and public organizations. Purposive sampling will be utilized to achieve the objective of 300 interviews, of which each geographic region will have 100 interviews conducted. The UNDP is tasked with supporting the facilitation of interviews with respective national, municipal, and local authorities.

3.6 Operationalization

HH Survey: There will be a total of 18 enumerators conducting the data collection process: 15 enumerators will be assigned to the household interviews (5 per region). There will also be 3 team leaders (1 per marz) overseeing and ensuring the quality of the data collection. The enumerators will cover the assessment area on a stratum-by-stratum basis over a 25-day period beginning on 29 April and continuing until the representative sample completion is achieved by 28 May.

KII Survey: A total of 3 enumerators will be assigned to the key informant interviews (1 enumerator per marz). The enumerators will operationalize the mapping exercise which has been conducted of relevant service providers who will be targeted in each sector, and as mentioned, 1 enumerator per marz will be assigned to gathering the interviews (a total of 100 interviews per marz). The key informant enumerators will report directly to the field coordinator who is responsible for supporting their facilitation with the relevant stakeholders.

⁸ https://armstat.am/file/article/nasel_01.01.2020.pdf

⁹ <https://data2.unhcr.org/en/country/arm?secret=unhcrrestricted>

3.7 Monitoring

Data collection will be overseen by a roving field coordinator and monitored from the Yerevan field office through the KOBO server. In terms of survey content, it will be subject to daily data cleaning and logic checks on the part of the assessment officer and field coordinator. Enumerators will also be briefed and debriefed by team leads alongside the field coordinator in which they will provide feedback to the enumerators should any issues within the data collection process be registered. Additionally, weekly field visits will be scheduled by the assessment officer and the field coordinator to ensure the quality of data collection.

3.8 Data Processing

The primary data will be collected through Kobo Toolbox within IMPACT Global Kobo account. During primary data collection, the Impact National Assessment Officer will download and clean the data daily in order to ensure collection methodology is being followed by enumerators and investigate any problematic data in order to ensure the sampling methodology is being carried out in accordance with the sampling plan. Additionally, the collected data will be analysed for “Other” inputs (translated and recoded if needed) and cross-checked for linked questions and to review enumerators’ comments. The National Assessment Officer will keep a log of any changes, including cleaning of data. The data cleaning process will adhere to the IMPACT’s [Minimum Standards Checklist for Data Cleaning and Processing for Structured \(Quantitative\) Data](#).

3.9 Data Analysis

Data analysis will be conducted by producing frequency tables in Excel based on strata chosen at the sampling stage. The report will focus of analysing household level data and comparing between strata; the analysis will be nuanced by complimentary answers from the key informant interviews. The household surveys will be generalizable data and in line with the stratification plan; no significance tests will be conducted. Key informant interviews will be aggregated based on the cross-sectoral questions which will be asked to all research participants across sectors, as well as the sector-specific questions. Cross-sectoral questions will be generalizable and numerically quantifiable in order to provide descriptions of the trends, behaviours, experiences/ opinions of the respective service providers, whereas the sector-specific data will be indicative and summarize the findings per sector in order provide more context. Final data package will include raw and cleaned datasets, value change logs, dataset with weight calculations and frequency tables formatted as XLSX-report. All personally identifiable information will be removed during data cleaning stage and will not occur in final data package. Once data collection and data cleaning will be finalized, produced frequency tables will be shared with partners. In addition, a presentation with main findings and report will be created.

4. Key ethical considerations and related risks

For detailed guidance on how to complete this section, see also Step 5 of the IMPACT Research Design Guidelines

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 (specifically by: seeking informed consent, designing length of survey/ discussion while being considerate of participants’ time, ensuring accurate reporting of information provided)?	Yes	

... Does not expose data collectors to any risks as a direct result of participation in data collection?	No	While interviews will be conducted in person, the IMPACT SOP on COVID-19 will be followed. Further, at the time of this writing, the Armenian outbreak is at a downswing. Further mitigation measures will be considered in the event of a new wave.
... Does not expose respondents / their communities to any risks as a direct result of participation in data collection?	No	While interviews will be conducted in person, the IMPACT SOP on COVID-19 will be followed
... Does not involve collecting information on specific topics which may be stressful and/ or re-traumatising for research participants (both respondents and data collectors)?	Yes	
... 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.?	Yes	
... Follows IMPACT SOPs for management of personally identifiable information ?	Yes	

5. Roles and responsibilities

Table 2: Description of roles and responsibilities

Task Description	Responsible	Accountable	Consulted	Informed
<i>Research design</i>	Senior Assessment Officer	Senior Assessment Officer	UNDP; Research Design and Data Unite RDDU	UNDP
<i>Supervising data collection</i>	Field Coordinator	Senior Assessment Officer	Senior Assessment Officer	RDDU
<i>Data processing (checking, cleaning)</i>	Field Coordinator	National Assessment Officer	Senior Assessment Officer	RDDU
<i>Data analysis</i>	GIS/DB Officer	Senior Assessment Officer	RDDU	HQ

<i>Output production</i>	National Officer	Assessment	Senior Assessment Officer	Research Reporting (RRU)	HQ Unit
<i>Dissemination</i>	Senior Officer	Assessment	Senior Assessment Officer	UNDP; ERWG	HQ
<i>Monitoring & Evaluation</i>	Senior Officer	Assessment	Senior Assessment Officer	UNDP; ERWG	HQ
<i>Lessons learned</i>	Senior Officer	Assessment	Senior Assessment Officer	UNDP, ERWG	HQ

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

NB: Only one person can be Accountable; the only scenario when the same person is listed twice for a task is when the same person is both Responsible and Accountable.

6. Data Analysis Plan

Research questions	Data collection method	Indicator / Variable	Questionnaire Question	Questionnaire Responses	Data collection level
		Consent	Informed Consent: We are conducting a survey on behalf of the IMPACT Initiatives in partnership with the UNDP. This study is aimed at identifying difficulties in basic service provision in your community. This survey will take about 30 minutes. I would like to draw your attention to the fact that, based on the information collected, we develop statistics without displaying your personal data. Do you agree to take part in the survey?	Yes; No	HH
			Questionnaire		
			Core Questions		
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	% of respondents per marz	Location of the respondent	Yerevan; Kotayk; Syunik	HH
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	% of the respondents per urbanized or rural areas	Assessment site	Urban; Rural	HH

What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	% of the respondents per Yerevan's administrative district	District of Yerevan	Achapnyak; Avan; Arabkir; Davtashen; Erebuni; Kentron; Malatia-Sebastia; Nor Nork; Nork-Marash; Nubarashen; Shengavit; Kanaker-Zeytun	HH
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	% of the HH types	Type of the household	Host household; Refugee-like situation household	HH
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	% of the respondents per Kotayk's community	Name of community - Kotayk	Hrazdan; Abovyan; Tsaghkadzor; Charencavan; Meghradzor; Eghvard; Byureghavan; Jrvezh; Nor Geghi; Balahovit; Arzni; Garni; Proshyan; Akunk; Nor Hachn; Arinj; Kanakeravan	HH
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	% of the respondents per Kotayk's settlement	Name of settlement -Kotayk	Bjni; Bujakan; Zovuni; Zar; Charencavan; Egvard; Dzoraghbyur; Zovk; Aghavnadzor; Artavaz; Hanqavan; Marmarik; Gorgoch; Pyunik	HH
What challenges do host communities and refugee-like households face in accessing	HH survey	% of the respondents per Syunik's community	Name of community - Syunik	Goris; Tatev; Tegh; Sisian; Gorayk; Kapan; Kajaran; Meghri	HH

public services across the eleven sectors?					
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	% of the respondents per Syunik's settlement	Name of settlement -Syunik	Goris; Tatev; Tegh; Sisian; Gorayk; Kapan; Kajaran; Kornidzor; Noravan; Artsvanik; Norashenik; Syunik; Akner; Khndzoresk; Verishen; Shinuhayr; Khot; Khnatsakh; Angeghakot; Shaki; Agarak city	HH
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	% of the respondents based on Host Community [hosting displaced populations for Nagorno-Karabakh (Sept-Nov 2020)], Host Community (not hosting displaced populations) and Household displaced from Nagorno-Karabakh (Sept-Nov 2020)	Type of household	Host Community [hosting displaced populations for Nagorno-Karabakh (Sept-Nov 2020)]; Host Community (not hosting displaced populations); Household displaced from Nagorno-Karabakh (Sept-Nov 2020)	HH
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	% of the respondents being head of HH	Is the respondent the head of HH?	Yes; No	HH

What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	% of HH Heads by gender	What is the gender of the head of the household?	Male; Female	HH
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	% of HH heads by age groups	What is the age of the head of the household? (completed)		HH
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	% of respondents by gender	What is the gender of the respondent?	Male; Female	HH
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	Average number of HH members	How many members are currently residing in your household?		HH
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	% of HH members as being vulnerable groups	Does your family have any of the following vulnerable groups?	Pregnant or lactating women; People with physical disabilities; People with mental disabilities or mental health problems; Chronically ill; Unaccompanied and	HH

				separated minors; Elderly (60+); No	
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	The highest completed level of education of the HH heads	What is the highest level of education completed by the head of household?	None; Primary (1-4); Middle(5-9); High(10-12); Technical tertiary; Higher (University); None	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of the HH heads currently employed	Is the head of household currently employed?	Yes; No	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of the HH heads who had lost their jobs during the shocks of 2020	In 2020, did the head of your household lose his/her job either during Covid-19 pandemic or the Nagorno-Karabakh conflict?	Lost their job during the Covid-19 pandemic; Lost their job during the hostilities in and around Nagorno-Karabakh; None of the above	HH
			Housing		

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Current housing conditions of the HHs	Which of the following best describes your household's current living situation?	Not displaced, we own our apartment/house; Not displaced, we rent our apartment/house; Displaced, currently residing with hosting households; Displaced, currently residing in a collective center (and or hostel/hotel, etc); Displaced, staying in rented/paid accommodation; Displaced, staying in own house; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Housing conditions of the HHs prior to the COVID-19	What was your household's housing situation prior to the Covid-19 pandemic? (Feb 2020)	We owned our apartment/house; We rented our apartment/house; We were staying with family and/or friends; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs whose housing conditions were affected due to COVID-19	Did the COVID-19 circumstances affect your housing conditions? (March-June 2020)	Strongly affected; Moderately affected; Not affected	HH

What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	Factors affecting housing conditions of the HHs because of COVID-19 circumstances	If yes, then how were your housing conditions affected by COVID-19 circumstances?	It became more difficult to pay rent; We couldn't pay the rent so we borrowed money; We wanted to buy a new house/apartment but we could not because of COVID-19 circumstances; We had to sell our house/apartment in order to cover the unexpected expenses; We couldn't pay rent so we began staying with relatives/ friends; We became homeless; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs whose housing conditions were affected due to the hostilities in and around Nagorno-Karabakh	Did the hostilities in and around Nagorno-Karabakh affect your housing conditions? (September – December 2020)	Strongly affected; Moderately affected; Not affected	HH

What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	Factors affecting housing conditions of the HHs because of the hostilities in and around Nagorno-Karabakh	If yes, then how were your housing conditions affected by the hostilities in and around Nagorno-Karabakh? (Sept – December 2020)	It became more difficult to pay rent; We couldn't pay the rent so we borrowed money; We wanted to buy a new house/apartment, but we could not because of hostilities in and around Nagorno-Karabakh circumstances; We had to sell my house/apartment in order to cover the unexpected expenses; We became homeless; We began hosting displaced populations and living space became limited; Other (specify)	HH
			Energy & Utilities		
			Energy		
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being satisfied or unsatisfied with the electricity services prior to COVID-19 period	Prior to the Covid-19 pandemic, were you satisfied with electricity services? (Feb 2020)	Yes; No; Partly; N/A (no electricity)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Reasons for being unsatisfied with electricity services prior to COVID-19 period	Why were you unsatisfied with electricity services?	Daily interruptions; Monthly interruptions; Sudden interruptions to household appliances; Expensiveness of	HH

				electricity price; Other (specify)	
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being affected with their access to electricity because of COVID-19	Did the COVID-19 pandemic affect your access to electricity? (March-June 2020)	Yes; No; N/A (no electricity)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Factors affecting the access to electricity because of COVID-19 circumstances	How was your access to electricity affected by the COVID-19 pandemic? (March-June 2020)	We couldn't afford to pay monthly bills for one month during COVID-19 period; We couldn't afford to pay monthly bills for several months during COVID-19 period; We couldn't afford to pay monthly bills during the whole COVID-19 period; We borrowed money to cover electricity bill; Interruptions took place more frequently; We started using a wood oven; We didn't have access to electricity during that period; Other (specify)	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being affected with their access to electricity because of the hostilities in and around Nagorno-Karabakh	Did the hostilities in and around Nagorno-Karabakh affect your access to electricity?	Yes; No; N/A (no electricity)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Factors affecting the access to electricity because of the hostilities in and around Nagorno-Karabakh	How was your access to electricity affected by hostilities in and around Nagorno-Karabakh? (September - December)	We couldn't afford to pay the electricity bills; We couldn't afford to pay monthly bills for one month; We couldn't afford to pay monthly bills for several months; Interruptions took place more frequently; We started using a wood oven; We didn't have access to electricity during that period; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of displaced HHs having problems with electricity since their arrival to Armenia	Since arriving in Armenia, did you have problems accessing electricity? (September - December 2020)	No problems encountered; We couldn't afford to pay the electricity bills; We couldn't afford to pay monthly bills for one month; We couldn't afford to pay bills for several months; Interruptions took place more frequently; We didn't have access to electricity during that period; We started using a wood oven; Other (specify)	HH

What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors? To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs currently having access to electricity	In the past 30 days, have you had accessibility issues to electricity?	Yes; No; N/A (no electricity currently)	HH
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	Reasons for not having access to electricity currently	If no, then why didn't you have access to electricity?	Non-availability of electricity in my building; Non-availability of electricity in my neighborhood; Non-availability of electricity in my community; Non-affordability; Other (specify)	HH
To what extent are host communities and refugee-like households satisfied with the quality of services they receive?	HH survey	The extent of satisfaction of HH to the electricity services currently	Can you describe the level of satisfaction of electricity services for the last 30 days?	Strongly satisfied; Partly satisfied; Neither satisfied, nor unsatisfied; Partly unsatisfied; Strongly unsatisfied	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Reasons for being currently unsatisfied with electricity services	Why were you unsatisfied with electricity services?	Daily interruptions; Monthly interruptions; Sudden interruptions to household appliances; Expensiveness of electricity price; Other (specify)	HH
			Gas		

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being satisfied or unsatisfied with gas services prior to COVID-19 period	Prior to the Covid-19 pandemic, were you satisfied with gas services? (Feb 2020)	Yes; No; Partly; N/A (no gas)	
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Reasons for being unsatisfied with gas services prior to COVID-19 period	Why were you unsatisfied with gas services?	Daily interruptions; Monthly interruptions; Expensiveness of gas price; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being affected with their access to gas because of COVID-19 circumstances	Did COVID-19 circumstances affect your access to gas? (March-June 2020)	Yes; No; N/A (no gas)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Factors affecting the access to gas because of COVID-19 circumstances	How has your access to gas been affected by COVID-19 circumstances? (March-June 2020)	We couldn't afford to pay the gas bills; We couldn't afford to pay monthly bills for one month; We couldn't afford to pay monthly bills for several months; Interruptions took place more frequently; We started using a wood oven; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being affected with their access to gas because of the hostilities in and around Nagorno-Karabakh	Did the hostilities in and around Nagorno-Karabakh affect your access to gas? (September/December 2020)	Yes; No; N/A (no gas)	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Factors affecting the access to gas because of the hostilities in and around Nagorno-Karabakh	How was your access to gas affected by the hostilities in and around Nagorno-Karabakh?	We couldn't afford to pay the gas bills; We couldn't afford to pay monthly bills for one month; We couldn't afford to pay monthly bills for some months; Interruptions took place more frequently; We started using a wooden oven; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of displaced HHs having problems with gas since their arrival to Armenia	Since arriving in Armenia, have you faced challenges in accessing gas? (September - December 2020)	No challenges; We couldn't afford to pay monthly bills for one month; We couldn't afford to pay monthly bills for one month; We couldn't afford to pay monthly bills for some months; Interruptions took place more frequently; We started using a wooden oven; Other (specify)	HH
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	% of HHs currently having access to gas	In the past 30 days, have you had access to gas?	Yes; No; N/A (no gas)	HH

What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	Reasons for not having access to gas currently	Why didn't you have access to gas?	Non-availability of gas in my building; Non-availability of gas in my neighborhood; Non-availability of gas in my community; Non-affordability; Other (specify)	HH
To what extent are host communities and refugee-like households satisfied with the quality of services they receive?	HH survey	The extent of satisfaction of HH to the gas services currently	Can you describe the level of satisfaction of gas services for the last 30 days?	Strongly satisfied; Partly satisfied; Neither satisfied, nor unsatisfied; Partly unsatisfied; Strongly unsatisfied	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Reasons for being currently unsatisfied with gas services	Why were you unsatisfied gas services?	Daily interruptions; Monthly interruptions; Expensiveness of gas price; Other (specify)	HH
			Water		
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being satisfied or unsatisfied with the potable water services prior to COVID-19 period	Prior to the Covid 19 pandemic, were you satisfied with potable water services?	Yes; No; Partly; N/A (no water)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Reasons for being unsatisfied with potable water services prior to COVID-19 period	Why were you unsatisfied with potable water services?	Daily interruptions; Monthly interruptions; Expensiveness of water price; Other (specify)	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being affected with their access to potable water because of COVID-19	Did COVID-19 circumstances affect your access to water? (March-June 2020)	Yes; No; N/A (no water)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Factors affecting the access to potable water because of COVID-19 circumstances	How was your access to water affected by COVID-19 circumstances? (March-June 2020)	We couldn't afford to pay monthly bills for one month during COVID-19 period; We couldn't afford to pay monthly bills for some months during COVID-19 period; We couldn't afford to pay monthly bills during the whole COVID-19 period; We borrowed money to pay my water bills; Interruptions took place more frequently; We started to use alternative water sources (e.g. canisters, bottles, etc.); We didn't have access to water during that period in any case; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being affected with their access to potable water because of the hostilities in and around Nagorno-Karabakh	Did the hostilities in and around Nagorno-Karabakh affect your access to water? (September 2020 – December 2020)	Yes; No; N/A (no water)	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Factors affecting the access to potable water because of the hostilities in and around Nagorno-Karabakh	How was your access to water affected by the hostilities in and around Nagorno-Karabakh?	We couldn't afford to pay monthly bills; We couldn't afford to pay monthly bills for one month; We couldn't afford to pay monthly bills for several months; Interruptions took place more frequently; We started to use alternative water sources (e.g. canisters, bottles, etc.); Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of displaced HHs having problems with water since their arrival to Armenia	Since arriving in Armenia, have you experienced challenges in accessing water?	No challenges; We couldn't afford to pay monthly bills for several months; We couldn't afford to pay monthly bills for several months; We couldn't afford to pay monthly bills for several months; Interruptions took place more frequently; We started to use alternative water sources (e.g. canisters, bottles, etc.); Other (specify)	HH
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	% of HHs currently having access to potable water	In the past 30 days, did you have access to potable water?	Yes; No; N/A (no water)	HH

What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	Reasons for not having access to potable water currently	In the past 30 days, why didn't you have access to potable water?	Non-availability of water in my building; Non-availability of water in my neighborhood; Non-availability of water in my community; Non-affordability; Other (specify)	HH
To what extent are host communities and refugee-like households satisfied with the quality of services they receive?	HH survey	The extent of satisfaction of HH to the potable water services currently	Can you describe the level of satisfaction of potable water services for the last 30 days?	Strongly satisfied; Partly satisfied; Neither satisfied, nor unsatisfied; Partly unsatisfied; Strongly unsatisfied	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Reasons for being currently unsatisfied with potable water services currently	Why were you unsatisfied with potable water services?	Daily interruptions; Monthly interruptions; Expensiveness of water price; Difficulty to access clean water supply; Other (specify)	HH
			Sewerage		
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being satisfied or unsatisfied with the sewerage services prior to COVID-19 period	Prior to the Covid-19 pandemic, were you satisfied with sewerage services? (Feb 2020)	Yes; No; Partly; Non applicable (no sewerage)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Reasons for being unsatisfied with sewerage services prior to COVID-19 period	Why were you unsatisfied with sewerage services?	Expensiveness of maintenance; Labor intensive; Clogging in the pipes; Other (specify)	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being affected with their access to sewerage system because of COVID-19 circumstances	Did COVID-19 circumstances affect your access to sewerage system? (March-June 2020)	Yes; No; Non applicable	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Factors affecting the access to sewerage system because of COVID-19 circumstances	How was your access to sewerage system affected by COVID-19 circumstances? (March-June 2020)	We couldn't afford to pay to pay during this period; We couldn't afford to pay monthly bills for one month; We couldn't afford to pay monthly bills for some months; Interruptions took place more frequently; We started to use alternative sources (e.g. pit latrines); Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being affected with their access to sewerage system because of the hostilities in and around Nagorno-Karabakh	Did the hostilities in and around Nagorno-Karabakh affect your access to sewerage system? (September – December 2020)	Yes; No; Non applicable	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Factors affecting the access to sewerage system because of the hostilities in and around Nagorno-Karabakh	How was your access to sewerage system affected by hostilities in and around Nagorno-Karabakh?	We couldn't afford to pay to pay during this period; We couldn't afford to pay monthly bills for one month; We couldn't afford to pay monthly bills for some months; Interruptions took place more frequently; We started to use alternative sources (e.g. pit latrines); Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of displaced HHs having problems with sewerage system since their arrival to Armenia	Since arriving in Armenia, have you experienced challenges regarding access to a sewerage system?	We couldn't afford to pay to pay during this period; We couldn't afford to pay monthly bills for one month; We couldn't afford to pay monthly bills for some months; Interruptions took place more frequently; We started to use alternative sources (e.g. pit latrines); Other (specify)	HH
To what extent are host communities and refugee-like households satisfied with the quality of services they receive?	HH survey	The extent of satisfaction of HH to the sewerage services currently	Can you describe the level of satisfaction of sewerage services for the last 30 days?	Strongly satisfied; Partly satisfied; Neither satisfied, nor unsatisfied; Partly unsatisfied; Strongly unsatisfied; Not applicable	HH
To what extent has access to services changed across	HH survey	Reasons for being currently unsatisfied with	Why were you unsatisfied with sewerage services?	Expensiveness of maintenance; Labor intensive;	HH

sectors since the shocks of 2020?		sewerage services currently		Clogging in the pipes; Other (specify)	
			Education		
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Education level which HH members were obtaining prior to COVID-19 period	What was the education level your household members obtaining prior to the Covid-19 pandemic? (Feb 2020)	Primary (1-4); Middle(5-9); High(10-12); Technical tertiary; Higher (University); None	HH
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	Key difficulties in accessing education prior to COVID-19 period	Which of the following difficulties were experienced in accessing education? (Feb 2020)	We couldn't afford to pay the tuition fees; Corruption (nepotism, cronyism, bribes, etc.); Administrative obstacles (closing admission date before the admission deadline, the Decisions of the Ministry of Education, etc.); Lack of admission due to low grades; Lack of resources for students with special needs; Physical security concerns; Lack of internet; Lack of access to computers; Lack of ability to use distance learning; There were no difficulties/challenges; Other (specify)	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being satisfied or unsatisfied of the educational services in Armenia prior to COVID-19 period	Were you satisfied with the quality of educational services?	Yes; No	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Reasons for being unsatisfied of the educational services	If no, why were you unsatisfied with educational services?	Expensive tuition fees; Corruption (nepotism, cronyism, bribes, etc.); Administrative obstacles (enrollment challenges, etc.); Lack of qualified staff; Poor quality of academic curriculum; Student to teacher ratio; Poor facilities/ infrastructure (i.e. poor classroom conditions, lack of amenities, lack of supplies); Lack of resources for students with special needs; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being affected with their access to education because of COVID-19	Did COVID-19 circumstances affect your household's access to education? (March-June 2020)	Yes; No; Non applicable (not gaining education)	HH

<p>To what extent has access to services changed across sectors since the shocks of 2020?</p>	<p>HH survey</p>	<p>Factors affecting the access to education because of COVID-19 circumstances</p>	<p>How has your household's access to education been affected by COVID-19 circumstances? (March-June 2020)</p>	<p>We couldn't afford to pay the tuition fees; We couldn't afford to pay the tuition fees, so me or my family member dropped out from the educational institution; We didn't have equipment for distance learning; We couldn't use the distance learning tools because of lack of skills; We couldn't use the distance learning tools because of lack of access to internet or devices; Studies were paused/terminated in order to take care of family members affected by Covid 19; Switch to online education decreased the effectiveness of the learning process; Workload of parents increased with children's switch to online education as they started assisting with studies; Lack of support for parents to administer homeschooling activities; Other (specify)</p>	<p>HH</p>
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To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of school dropouts per gender because of COVID-19	If any children were taken out of school, please state the gender	Male; Female	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being affected with their access to education because of the hostilities in and around Nagorno-Karabakh	Did the hostilities in and around Nagorno-Karabakh affect your the access to education? (Sept – Dec 2020)	Yes; No; Non applicable (not gaining education)	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Factors affecting the access to education because of the hostilities in and around Nagorno-Karabakh	How was your access to education affected by the hostilities in and around Nagorno-Karabakh?	We couldn't afford to pay tuition fees; We couldn't afford to pay tuition fees so family member(s) dropped out of the educational institution; We didn't have equipment for distance learning; We couldn't use the distance learning tools because of lack of skills; We couldn't use the distance learning tools because of lack of access to internet or devices; Family member(s) stopped schooling because they were recruited into the army; Family member(s) stopped schooling because they began taking care of the injured and/or volunteering; We couldn't enroll in education following displacement; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of school dropouts per gender because of hostilities in and around Nagorno Karabagh	Select the gender of the family member(s) which dropped out of the educational institution because of hostilities in and around Nagorno Karabagh	Male; Female	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of family member gender recruited into the army	Select the gender of the family member(s) which were recruited into the army	Male; Female	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of family member gender stopped schooling to take care of injured/ volunteer	Select the gender of the family member(s) which stopped schooling to take care of injured/ volunteer	Male; Female	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Education level which HH members are obtaining currently	What was the education level your household member(s) were obtaining in the past 30 days?	Primary (1-4); Middle(5-9); High(10-12); Technical tertiary; Higher (University); None	HH

<p>What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?</p>	<p>HH survey</p>	<p>Key difficulties in accessing education currently</p>	<p>Which of the following difficulties were experienced in accessing to education?</p>	<p>Financial difficulties for tuition fees; Corruption (nepotism, cronyism, bribes, etc.); Administrative obstacles (closing admission date before the admission deadline, the Decisions of the Ministry of Education, etc.); Lack of admission due to low grades; Recruitment to the army (in the case of male students); Lack of distance learning techniques at home (computers, internet, etc.); Lack of resources for students with special needs; Interruption of educational processes because of COVID-19 circumstances; Physical security concerns; Interruption of educational processes because of Karabakh conflict circumstances; There were no difficulties/challenges; Other (specify)</p>	<p>HH</p>
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To what extent are host communities and refugee-like households satisfied with the quality of services they receive?	HH survey	The extent of satisfaction of HH to the educational services currently	Can you describe the level of satisfaction to educational services for the last 30 days?	Strongly satisfied; Partly satisfied; Neither satisfied, nor unsatisfied; Partly unsatisfied; Strongly unsatisfied	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Reasons for being unsatisfied of the educational services	If no, why were you unsatisfied with educational services?	Expensive tuition fees; Corruption (nepotism, cronyism, bribes, etc.); Administrative obstacles (enrollment challenges, etc.); Lack of qualified staff; Poor quality of academic curriculum; Student to teacher ratio; Poor facilities/infrastructure (i.e. poor classroom conditions, lack of amenities, lack of supplies); Lack of resources for students with special needs; Lack of support for parents to administer homeschooling/remote learning; Other (specify)	HH
			Healthcare		

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Healthcare services which HH members were using prior to COVID-19 period	Which type of medical services did your household member use prior to COVID-19 period? (February 2020)	Primary care system; Emergency and first aid; Ambulance; Primary injury care; Trauma & surgical care, and elective surgery; Intensive care unit; Surgery; Post-surgery rehabilitation of people with wounds or trauma; Basic laboratory services; Blood bank service; Pharmacy of essential drugs; Referral capacity; Dental care; Maternity ward and/or reproductive healthcare; Psychiatry/Mental health support; Pediatrics; Family doctor; None; Other (specify)	HH
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What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	Key difficulties in accessing healthcare prior to COVID-19 period	Which of the following difficulties were experienced in accessing healthcare services prior to COVID-19 period? (February 2020)	Non-affordability of the healthcare service; Not aware of how/where to access services; Physical accessibility to the healthcare facility; Lack of medical staff (quantity of personnel); Lack of medical equipment; Lack of access to medication; Lack of ambulance; Lack of hospital beds; Corruption (nepotism, cronyism, bribes, etc.); There were no difficulties/challenges; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being satisfied or unsatisfied of the healthcare services in Armenia prior to COVID-19 period	Were you satisfied with the quality of healthcare services prior to COVID-19 period? (February 2020)	Yes; No	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Reasons for being unsatisfied of the healthcare services	If no, why were you unsatisfied with healthcare services prior to COVID-19 period? (February 2020)	Poor qualified medical staff; Corruption (nepotism, cronyism, bribes, etc.); Administrative obstacles (enrollment challenges, etc.); Patient to doctor ratio; Poor facilities/ infrastructure (i.e. poor room conditions, lack of supplies); Other (specify)	HH

<p>To what extent has access to services changed across sectors since the shocks of 2020?</p>	<p>HH survey</p>	<p>Factors affecting the access to healthcare because of COVID-19 circumstances</p>	<p>How was your or your family member's access to healthcare services affected by COVID-19 circumstances? (March-June 2020)</p>	<p>We couldn't afford to pay for the hospital expenses; We couldn't afford to pay for the hospital expenses, so my household did not access medical support; My household could not get medical support in the hospital because the hospital beds were not enough; My household could not get medical support because we could not access an ambulance; My household could not get medical support because of lack of available medical personnel; My household could not get medical support because of corruption (nepotism, cronyism, bribes, etc.); My household could not access health care due to fear of contracting Covid-19 in the medical institution; My household could not access Covid-19 testing and treatment; My household's circumstances were not affected; Non applicable (if they did not use any</p>	<p>HH</p>
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				healthcare service); Other (specify)	

<p>To what extent has access to services changed across sectors since the shocks of 2020?</p>	<p>HH survey</p>	<p>Factors affecting the access to healthcare because of the hostilities in and around Nagorno-Karabakh</p>	<p>How was your or your family member's access to healthcare services affected by the hostilities in and around Nagorno-Karabakh? (September-December 2020)</p>	<p>We couldn't afford to pay for the hospital expenses; We couldn't afford to pay for the hospital expenses, so my household did not access medical support; My household could not get medical support in the hospital because the hospital beds were not enough; My household could not get medical support because we could not access an ambulance; My household could not get medical support because of lack of available medical personnel; My household could not get medical support because of corruption (nepotism, cronyism, bribes, etc.); My household could not access health care due to fear of contracting Covid-19 in the medical institution; My household could not access Covid-19 testing and treatment; My household's circumstances were not affected; Non applicable (if they did not use any</p>	<p>HH</p>
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				healthcare service); Other (specify)	
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To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Healthcare services which HH members are using currently	In the past 30 days, which type of medical services did your household member(s) use?	Primary care system; Emergency and first aid; Ambulance; Primary injury care; Trauma & surgical care, and elective surgery; Intensive care unit; Surgery; Post-surgery rehabilitation of people with wounds or trauma; Basic laboratory services; Blood bank service; Pharmacy of essential drugs; Referral capacity; Dental care; Maternity ward and/or reproductive healthcare; Psychiatry/Mental health support; Pediatrics; Family doctor; Covid-19 testing and treatment; None; Other (specify)	HH
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What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	Key difficulties in accessing healthcare currently	Which of the following difficulties were experienced in accessing healthcare services in the past 30 days?	Non-affordability of the healthcare service; Physical accessibility to healthcare facility; Lack of medical staff (quantity of personnel); Lack of medical equipment; Lack of access to medication; Lack of ambulance; Lack of hospital beds; Corruption (nepotism, cronyism, bribes, etc.); Lack of access to Covid-19 testing and treatment; There were no difficulties/challenges; Other (specify)	HH
To what extent are host communities and refugee-like households satisfied with the quality of services they receive?	HH survey	The extent of satisfaction of HH to the healthcare services currently	Can you describe the level of satisfaction to healthcare services for the last 30 days?	Strongly satisfied; Partly satisfied; Neither satisfied, nor unsatisfied; Partly unsatisfied; Strongly unsatisfied	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Reasons for being unsatisfied of the healthcare services	Why were you unsatisfied with healthcare services?	Poor qualified medical staff; Corruption (nepotism, cronyism, bribes, etc.); Administrative obstacles (enrollment challenges, etc.); Patient to doctor ratio; Poor facilities/ infrastructure (i.e. poor room conditions, lack of supplies); Lack of protective measures/ good hygiene (fear of contracting Covid-19); Lack of specialized treatment schemes; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs facing difficulties in accessing healthcare services due to their gender	Has any member of your household encounter difficulties in accessing healthcare services due to their gender?	Yes, both men and women have encountered difficulties; Yes, women have encountered difficulties; Yes, men have encountered difficulties; No, no one has encountered difficulties	HH
			Employment		
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs per employment status currently	What is your current employment status?	Unemployed, looking for a job; Unemployed, not looking for a job; Employed (i.e. wage employment, self-employment, etc)	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being employed per sector	What sector do you work in?	Agriculture; Self-employed; Finance; IT; Trade; Hospitality (customer service, tourism, hotels, restaurant industry); Construction; Public administration (marzpetaran, municipality, local self-government body, ministry, state agency); Education; Healthcare; Logistics; Textile Industry; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Average monthly income of the HHs per scale	Approximately, what is your household's average monthly income?	Up to 68,000 AMD; 68,100-185,000 AMD; 185,100-300,000 AMD; 300,100-400,000 AMD; 400,100-500,000 AMD; More than 500,000 AMD; Refuse to answer	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Types of received agricultural support/training	Have you received any of the following agricultural support/ training?	Agricultural advisory and support services; Access to innovative and new technologies; Veterinary services; Financial services; Insurance; Provision of pesticides; Provision of seeds; Irrigation; Agricultural machinery, mechanization; Government subsidies; Infrastructure (roads, markets, etc); Support for access to markets; Marketing support and branding; No services received; Other	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	The extent of satisfaction of HH with the received agricultural support/training	Can you please rate your level of satisfaction with the services received?	Strongly satisfied; Partly satisfied; Neither satisfied, nor unsatisfied; Partly unsatisfied; Strongly unsatisfied	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs needing additional agricultural support	Do you need additional agricultural support?	Yes; No	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Types of needed agricultural support/training	What type of additional agricultural support do you need?	Agricultural advisory and support services; Access to innovative and new technologies; Veterinary services; Financial services; Insurance; Provision of pesticides; Provision of seeds; Irrigation; Agricultural machinery, mechanization; Government subsidies; Infrastructure (roads, markets, etc); Support for access to markets; Marketing support and branding; Other	HH
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	Potential employment sectors of the respondent	If the respondent is unemployed, which of the following sectors would you like to work in?	Agriculture; Finance; IT; Trade; Hospitality (customer service, tourism, hotels, restaurant industry); Construction; Public administration (marzpetaran, municipality, local self-government body, ministry, state agency); Education; Healthcare; Logistics; Self-employed; Textile Industry; Other (specify)	HH

What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	Key obstacles to the employment by the HHs	What is stopping you from working in the sector(s) mentioned in the previous question?	Lack of formal education (diploma); Lack of technical/vocational skills; No work experience; Lack of jobs / low in demand in my profession; Low salaries; Gender discrimination; Discriminatory reasons (people with disability, religion, nationality, etc.); Corruption, including bribes for getting a job or start a business; Lack of awareness regarding the job demand; Lack of foreign language skills; Lack of communication skills, including dialect; Lack of knowledge (in the case of running business); Lack of financial resources (in the case of running business); Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs per employment status prior to the COVID-19 period	What was your employment status prior to COVID-19 period? (Feb 2020)	Unemployed, looking for a job; Unemployed, not looking for a job; Wage employment; Entrepreneur; Self-employed; Internship or volunteer; Supporting family business;	HH

				Agriculture sector; Other (specify)	
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being satisfied or unsatisfied with the employment conditions prior to the COVID-19 period	Were you satisfied with your employment conditions prior to COVID-19 period? (Feb 2020)	Yes; No; Partly	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Reasons for being unsatisfied of with the employment conditions prior to COVID-19 period	If no, why weren't you satisfied with your employment conditions prior to COVID-19 period? (Feb 2020)	The job was not related to my area of expertise; The working conditions were not safe; The job place was far from my residency; The job did not have career perspective; The salary or income was not enough to cover my HH monthly expenses; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being affected with their employment status because of COVID-19	Did COVID-19 circumstances affect your employment status? (March-June 2020)	Yes; No	HH

<p>To what extent has access to services changed across sectors since the shocks of 2020?</p>	<p>HH survey</p>	<p>Factors affecting the employment status because of COVID-19 circumstances</p>	<p>How was your access to employment status affected by COVID-19 circumstances? (March-June 2020)</p>	<p>I was employed and my salary was decreased; I was employed and I was let go; I was employed and my hours were decreased; I was running a business and had to fire staff; I was running a business and had to decrease wages; I was running a business and had to borrow money for business operations; I was running a business and had to take a loan for business operations (financial institutions); I was running a business and had to close it; I was employed and eager to change my job, but I could not because of lack of job opportunities due to Covid-19; I was unemployed, and it was difficult to find a job because of lack of job opportunities due to Covid-19; I was unable to find a job which would permit me to combine work and household duties (i.e. childcare); I was unable to continue working due to homeschooling my children; Other (specify)</p>	<p>HH</p>
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To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being affected with their employment status because of hostilities in and around Nagorno-Karabakh	Did hostilities in and around Nagorno-Karabakh affect your employment status?	Yes; No	HH
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<p>To what extent has access to services changed across sectors since the shocks of 2020?</p>	<p>HH survey</p>	<p>Factors affecting the employment status because of Karabakh conflict</p>	<p>How was your employment status affected by the hostilities in and around Nagorno-Karabakh?</p>	<p>I was employed and my salary was decreased; I was employed and I was let go; I was employed and my hours were decreased; I was running a business and had to fire staff; I was running a business and had to decrease wages; I was running a business and had to borrow money for business operations; I was running a business and had to take a loan for business operations (financial institutions); I was running a business and had to close it; I was employed and eager to change my job, but I could not because of lack of job opportunities due to the hostilities in and around Nagorno-Karabakh; I was unemployed, and it was difficult to find a job because of lack of job opportunities due to hostilities in and around Nagorno-Karabakh; I lost agricultural land and/or livestock; I was employed in Nagorno-Karabakh but lost my</p>	<p>HH</p>
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				job due to displacement; Other (specify)	

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs currently looking for a job	Are any of your household members currently looking for a job?	Yes; No	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Kind of support to be useful for finding a job	If yes, what kind of support would be most useful to them?	Get training for new skills; Platforms in learning about new opening positions; Unemployment benefit; Deferment of loan repayment; Deferment of tax payment; Rent support from Government; Obtain a long-term concessional loan; Other (specify)	HH
			Administrative services		
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	List of administrative services needed by the HHs to use prior to COVID-19 period	Which of the following administrative services have you needed prior to COVID-19 period? (Feb 2020)	Passport services; Registration/deregistration of place of residence; Notary services; Business registration; Cadastral services; Birth certificates; Local tax payments; Applications for social benefits; Municipality administrative services; Utility payments; Citizen complaint office; None; Other (specify)	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs having difficulties in accessing administrative services prior to COVID-19 period	Did you have any difficulties in accessing these administrative services prior to COVID-19 period? (Feb 2020)	Yes; No	HH
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	List of obstacles which made it difficult to access administrative services prior to COVID-19 period	Which of the following were the obstacles that made it difficult to gain access to the service?	Absence of specialists aware of the issue; Absence of service in my locality; No internet access to apply online; Lack of knowledge on how to apply for/access services online; Expensiveness of the service provider; Lack of awareness about service needed; Mobility issues due to a physical disability; Lack of distance communication tools (lack of phone numbers, online platforms, etc); Website/hotline was not user-friendly (hard to find/access information, information was not relevant, complicated application process, etc); Bureaucracy; Other (specify)	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being satisfied or unsatisfied by the administrative services quality prior to COVID-19 period	Were you satisfied with the quality of administrative services prior to COVID-19 period? (Feb 2020)	Yes; No	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Reasons for being unsatisfied of the administrative services prior to COVID-19 period	If no, why were you unsatisfied with the quality of administrative services?	Lack of qualified specialists; Technical errors in making online payments; Long duration/wait time; Corruption; Lack of information on how to access appropriate services; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being affected with their access to administrative services because of COVID-19	Did COVID-19 circumstances affect your access to the administrative services? (March-June 2020)	Yes; No	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Factors affecting the access to administrative services because of COVID-19 circumstances	How was your access to administrative services affected by COVID-19 circumstances? (March-June 2020)	Absence of specialists aware of the issue; Absence of service in my locality; No internet access to apply online; Lack of knowledge on how to apply for/access services online; Lack of knowledge on how to apply for/access services online; Expensiveness of service provider; Lack of awareness about service needed; Mobility issues due to a physical disability; Lack of distance communication tools (lack of phone numbers, online platforms, etc); Website/hotline was not user-friendly (hard to find/access information, information was not relevant, complicated application process, etc); Bureaucracy; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being affected with their access to administrative services because of hostilities in and around Nagorno-Karabakh	Did hostilities in and around Nagorno-Karabakh affect your access to administrative services? (Sept-Dec 2020)	Yes; No	HH

<p>To what extent has access to services changed across sectors since the shocks of 2020?</p>	<p>HH survey</p>	<p>Factors affecting the access to administrative services because of the hostilities in and around Nagorno-Karabakh</p>	<p>How was your access to administrative services affected by the hostilities in and around Nagorno-Karabakh?</p>	<p>Absence of specialists aware of the issue; Absence of service in my locality; No internet access to apply online; Lack of knowledge on how to apply for/access services online; Lack of knowledge on how to apply for/access services online; Expensiveness of service provider; Lack of awareness about service needed; Mobility issues due to a physical disability; Lack of distance communication tools (lack of phone numbers, online platforms, etc); Website/hotline was not user-friendly (hard to find/access information, information was not relevant, complicated application process, etc); Bureaucracy; Other (specify)</p>	<p>HH</p>
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To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	List of administrative services needed by the HHs to use currently	In the past 30 days, which administrative services have you needed?	Passport services; Registration/deregistration of place of residence; Notary services; Business registration; Cadastral services; Birth certificates; Local tax payments; Applications for social benefits; Municipality administrative services; Utility payments; Citizen complaint office; None; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs having difficulties in accessing administrative services currently	In the past 30 days, did you have any difficulties in accessing these administrative services?	Yes; No	HH

What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	List of obstacles which made it difficult to access administrative services currently	Which of the following were the obstacles that made it difficult to gain access to the service?	Absence of specialists aware of the issue; Absence of service in my locality; No internet access to apply online; Lack of knowledge on how to apply for/access services online; Expensiveness of the service provider; Lack of awareness about service needed; Mobility issues due to a physical disability; Lack of distance communication tools (lack of phone numbers, online platforms, etc); Website/hotline was not user-friendly (hard to find/access information, information was not relevant, complicated application process, etc); Bureaucracy; No challenges experienced; Other (specify)	HH
To what extent are host communities and refugee-like households satisfied with the quality of services they receive?	HH survey	The extent of satisfaction of HH with the administrative services currently	Can you describe the level of satisfaction to administrative services for the last 30 days?	Strongly satisfied; Partly satisfied; Neither satisfied, nor unsatisfied; Partly unsatisfied; Strongly unsatisfied	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Reasons for being unsatisfied of the administrative services currently	If no, why were you unsatisfied with the quality of administrative services?	Lack of qualified specialists; Technical errors in making online payments; Long duration/wait time; Corruption; Lack of information on how to access appropriate services; Other (specify)	HH
			Social services		

<p>To what extent has access to services changed across sectors since the shocks of 2020?</p>	<p>HH survey</p>	<p>List of social services needed by the HHs to use prior to COVID-19 period</p>	<p>Which of the following social services did you need prior to COVID-19 period? (Feb 2020)</p>	<p>State benefits (Family allowance, Social benefit, Emergency care, Maternity benefit, etc.); Social workers; Psychosocial support; Vocational training and retraining; Job placement assistance; Crisis and emergency intervention; Mediation; Legal aid; Providing targeted in-kind and cash assistance (by NGOs); Medical assistance; Specialized support for people with disabilities (rehabilitation); Intervention for domestic violence (referral for shelter, information, etc); Assistive technology and devices (hearing device, sticks, wheelchair, prosthesis, orthosis, etc); None; Other (specify)</p>	<p>HH</p>
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To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	List of social services which were difficult to access prior to COVID-19 period	Which social services did you have challenges accessing prior to COVID-19 period? (Feb 2020)	State benefits (Family allowance, Social benefit, Emergency care, Maternity benefit, etc.); Social workers; Psychosocial support; Vocational training and retraining; Career guidance; Job placement assistance; Crisis and emergency intervention; Legal aid; Providing targeted in-kind and cash assistance (by NGOs); Medical assistance; Specialized support for people with disabilities (rehabilitation); Intervention for domestic violence (referral for shelter, information, etc); Intervention for gender-based violence (gbv); Specialized support for people and children with disabilities (habilitation, rehabilitation); Assistive technology and devices (hearing device, sticks, wheelchair, prosthesis, orthosis, etc); None; Other (specify)	HH
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What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	List of obstacles which made it difficult to access social services prior to COVID-19 period	Which of the following are the obstacles that made it difficult to gain access to the social services prior to COVID-19 period? (Feb 2020)	Absence of specialists aware of the issue; Absence of service in my locality; No internet access to apply online; Corruption; Affordability of services; Accessibility of services; Bureaucracy (too much referrals and paper work); Lack of awareness about service needed; Website/hotline was not user-friendly (hard to find/access information, information was not relevant, complicated application process, etc); Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being satisfied or unsatisfied by the social services quality prior to COVID-19 period	Were you satisfied with the quality of social services prior to COVID-19 period? (Feb 2020)	Yes; No	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Reasons for being unsatisfied of the social services prior to COVID-19 period	If no, why were you unsatisfied with the quality of social services?	Poor quality and outdated service; Lack of qualified specialists; Long duration/ wait time; Corruption; Lack of information on how to access appropriate services; Lack of understanding toward how to access services; Affordability of services; Accessibility of services; Bureaucracy; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being affected with their access to social services because of COVID-19	Did COVID-19 circumstances affect your access to the social services? (March-June 2020)	Yes; No	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Factors affecting the access to social services because of COVID-19 circumstances	How was your access to social services affected by COVID-19 circumstances? (March-June 2020)	Lack of working specialists/ personnel; Lack of access to communication tools (i.e. phone, internet); Non functionality of the social services; Lack of awareness of existing services/ opportunities; Affordability of services; Accessibility of services; Bureaucracy; Website/hotline was not user-friendly (hard to find/access information, information was not relevant, complicated application process, etc); Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being affected with their access to social services because of hostilities in and around Nagorno-Karabakh	Did hostilities in and around Nagorno-Karabakh affect your access to social services? (Sept - Dec 2020)	Yes; No	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Factors affecting the access to social services because of hostilities in and around Nagorno-Karabakh	How was your access to social services affected by the hostilities in and around Nagorno-Karabakh? (Sept - Dec 2020)	Lack of working specialists/personnel; Lack of access to communication tools (i.e. phone, internet); Affordability of services; Accessibility of services; Bureaucracy; Lack of awareness of existing services/ opportunities; Website/hotline was not user-friendly (hard to find/access information, information was not relevant, complicated application process, etc); Other (specify)	HH
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To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	List of social services needed by the HHs to use currently	In the past 30 days which of the following social services did you need?	State benefits (Family allowance, Social benefit, Emergency care, Maternity benefit, etc.); Social workers; Psychosocial support; Vocational training and retraining; Career guidance; Job placement assistance; Crisis and emergency intervention; Legal aid; Providing targeted in-kind and cash assistance (by NGOs); Medical assistance; Specialized support for people with disabilities (rehabilitation); Intervention for domestic violence (referral for shelter, information, etc); Intervention for gender-based violence (gbv); Specialized support for people and children with disabilities (habilitation, rehabilitation); Assistive technology and devices (hearing device, sticks, wheelchair, prosthesis, orthosis, etc); None; Other (specify)	HH
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What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	List of obstacles which made it difficult to access social services currently	In the past 30 days which of the following obstacles made it difficult to gain access to social services?	Absence of specialists aware of the issue; Absence of service in my locality; No internet to apply online; Corruption; Affordability of services; Accessibility of services; Bureaucracy; Lack of awareness about service needed; Website/hotline was not user-friendly (hard to find/access information, information was not relevant, complicated application process, etc); No challenges; Other (specify)	HH
To what extent are host communities and refugee-like households satisfied with the quality of services they receive?	HH survey	The extent of satisfaction of HH with the social services currently	Can you describe the level of satisfaction to social services for the last 30 days?	Strongly satisfied; Partly satisfied; Neither satisfied, nor unsatisfied; Partly unsatisfied; Strongly unsatisfied	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Reasons for being unsatisfied of the social services currently	Why were you unsatisfied with the quality of social services?	Lack of qualified specialists; Long duration/ wait time; Corruption; Affordability of services; Accessibility of services; Bureaucracy; Lack of information on how to access appropriate services; Lack of understanding toward how to access services; Other (specify)	HH
			Emergency services		
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	List of emergency services needed by the HHs to use prior to COVID-19 period	Which of the following emergency services did you need prior to COVID-19 period? (Feb 2020)	911 emergency call service; Police; Ambulance; Medical attention; Reparation services for gas leaks and similar; Early warning system; None; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs having difficulties in accessing emergency services prior to COVID-19 period	Did you have any difficulty in accessing emergency services prior to COVID-19 period? (Feb 2020)	Yes; No	HH

What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	List of obstacles which made it difficult to access emergency services prior to COVID-19 period	Which of the following are the obstacles that made it difficult to gain access to emergency services prior to COVID-19 period? (Feb 2020)	Absence of services in my locality; Non availability of ambulance; Non availability of firefighters; Lack of early warning systems; Non-awareness toward how to receive service; Non-awareness toward access to service; Lack of easy access to relevant information; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being satisfied or unsatisfied by the emergency services quality prior to COVID-19 period	Were you satisfied with the quality of emergency services prior to COVID-19 period? (Feb 2020)	Yes; No	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Reasons for being unsatisfied of the emergency services prior to COVID-19 period	If no, why were you unsatisfied with the quality of emergency services?	Lack of qualified specialists; Long duration/ wait time; Corruption; Poor equipment; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being affected with their access to emergency services because of COVID-19	Did COVID-19 circumstances affect your access to the emergency services? (March-June 2020)	Yes; No	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Factors affecting the access to emergency services because of COVID-19 circumstances	How was your access to emergency services affected by COVID-19 circumstances?	Lack of medical attention; Lack of hospital beds; Lack of ambulances; Lack of police forces in service; Lack of equipment; Lack of working specialists; Lack of personnel (i.e. downsizing); Challenges in accessing relevant personnel remotely; Lack of easy access to relevant information; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being affected with their access to emergency services because of hostilities in and around Nagorno-Karabakh	Did hostilities in and around Nagorno-Karabakh affect your access to emergency services? (Sept - Dec 2020)	Yes; No	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Factors affecting the access to emergency services because of hostilities in and around Nagorno-Karabakh	How was your access to emergency services affected by hostilities in and around Nagorno-Karabakh?	Lack of medical attention; Lack of hospital beds; Lack of ambulances; Lack of police forces; Lack of equipment; Lack of working specialists; Lack of personnel (i.e. downsizing); Challenges in accessing relevant personnel remotely; Lack of easy access to relevant information; Other (specify)	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	List of emergency services needed by the HHs to use currently	In the past 30 days, which of the following emergency services have you needed?	911 emergency call service; Police; Ambulance; Medical attention; Gas leaks; Early warning system; None; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs having difficulties in accessing emergency services currently	In the past 30 days, did you have any difficulty in accessing emergency services?	Yes; No	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	List of emergency services which were difficult to access currently	If yes, which emergency services did you have challenges accessing in the past 30 days?	Evacuation; Firefighters; Earthquakes; Police; Ambulance; Medical attention; Gas leaks; Other (specify)	HH
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	List of obstacles which made it difficult to access emergency services currently	Which of the following are the obstacles that made it difficult to gain access to emergency services in the past 30 days?	Emergency line unavailable; Non availability of ambulance; Non availability of firefighters; Lack of early warning systems; Non-awareness of how to reach service; Absence of communication network (i.e. 911 emergency call service); Lack of easy access to relevant information; Other (specify)	HH

To what extent are host communities and refugee-like households satisfied with the quality of services they receive?	HH survey	The extent of satisfaction of HH with the emergency services currently	Can you describe the level of satisfaction to emergency services for the last 30 days?	Strongly satisfied; Partly satisfied; Neither satisfied, nor unsatisfied; Partly unsatisfied; Strongly unsatisfied	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Reasons for being unsatisfied of the emergency services currently	Why were you unsatisfied with the quality of emergency services in the past 30 days?	Lack of qualified specialists; Long duration/ wait time; Corruption; Poor equipment; Lack of easy access to relevant information; Other (specify)	HH
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	Disasters as being risks for the family and livelihood	Which of the following disasters do you consider as a risk for your family and livelihood?	Natural disasters (earthquakes, landslides); Climate change exposed weather extremes (strong winds, hailstorms, drought, frostbite, downpour, early spring floods, forest wildfires); Human-induced risks (environmental pollution, emissions, burning of grassy areas, etc); Pandemic risks; Conflict escalation; Don't know	HH
What challenges do host communities and refugee-like households face in accessing	HH survey	% of used practical measures and plans to act during the disasters	Do you use any practical measures and plans to act during the above-mentioned disasters?	Yes; No	HH

public services across the eleven sectors?					
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	Rating of the awareness and preparedness of family members to operate during and after disasters	How would you rate the awareness and preparedness of your family members to operate during and after disasters?	I am not aware of what actions should be taken; I am aware of the required actions, but do not have resources; I am aware of the required actions and have resources	HH
			Security & Justice services		
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	List of Security & Justice services needed by the HHs to use prior to COVID-19 period	Which of the following security & justice services did you need prior to COVID-19 period? (Feb 2020)	Patrol police; Traffic police; Crime investigation; Prosecutor; Legal aid (i.e. clarification of legal rights, laws, advice); Representation in court; Rescue services (firefighters, etc.); Interpreting service; Dispute resolution; Mediation; Domestic violence referral services; Gender-based violence referral services; None; Other (specify)	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs having difficulties in accessing Security & Justice services prior to COVID-19 period	Did you have any difficulty in accessing the above listed security & justice services prior to COVID-19 period? (Feb 2020)	Yes; No	HH
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	List of obstacles which made it difficult to access Security & Justice services prior to COVID-19 period	Which of the following are the obstacles that made it difficult to access services?	Absence of service in my locality; Lack of communication tools; Lack of easy access to relevant information; Lack of trust towards the implementing body; Lack of access to legal aid; Unqualified staff; Lack of awareness on how to access service; Not-functioning of the relevant body; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being satisfied or unsatisfied by the Security & Justice services quality prior to COVID-19 period	Were you satisfied with the quality of security & justice services prior to COVID-19 period? (Feb 2020)	Yes; No	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Reasons for being unsatisfied of the Security & Justice services prior to COVID-19 period	Why were you unsatisfied with the quality of security & justice services?	Lack of qualified specialists; Longer duration/ wait time; Lack of communication tools (technical capacity); Lack of easy access to relevant information; Corruption; Lack of police forces in service; Lack of legal precedent; Affordability of services; Accessibility of services; Bureaucracy; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being affected with their access to Security & Justice services because of COVID-19	Did COVID-19 circumstances affect your access to the security and justice services?	Yes; No	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Factors affecting the access to Security & Justice services because of COVID-19 circumstances	How was your access to security and justice services affected by COVID-19? (March-June 2020)	Lack of police; Lack of court proceedings; Lack of personnel (i.e. downsizing); Lack of communication tools (technical capacity); Lack of easy access to relevant information; Challenges in accessing relevant personnel remotely; Other (specify)	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being affected with their access to Security & Justice services because of hostilities in and around Nagorno-Karabakh conflict	Did hostilities in and around Nagorno-Karabakh conflict affect your access to security and justice services? (Sept - Dec 2020)	Yes; No	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Factors affecting the access to Security & Justice services because of the hostilities in and around Nagorno-Karabakh	How was your access to security and justice services affected by the hostilities in and around Nagorno-Karabakh?	Lack of police forces in service; Lack of court proceedings; Lack of personnel (i.e. downsizing); Lack of communication tools (technical capacity); Challenges in accessing relevant personnel remotely; Lack of easy access to relevant information; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	List of Security & Justice services needed by the HHs to use currently	Which of the following security & justice services did you need in the past 30 days?	Check all that apply	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs having difficulties in accessing Security & Justice services currently	In the past 30 days, did you have any difficulty in accessing the above listed security & justice services?	Yes; No	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	List of Security & Justice services which were difficult to access currently	In the past 30 days, which services did you have challenges accessing to security & justice services?	Patrol police; Traffic police; Crime investigation; Prosecutor; Legal aid (i.e. clarification of legal rights, laws, advice); Representation in court; Rescue services (firefighters, etc.); Interpreting service; Dispute resolution; Mediation; Intervention for domestic violence (referral for shelter, information, etc); Gender-based violence referral services; None; Other (specify)	HH
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	List of obstacles which made it difficult to access Security & Justice services currently	Which of the following are the obstacles that made it difficult to access services in the past 30 days?	Absence of service in my locality; Lack of communication tools; Lack of trust towards the implementing body; Lack of easy access to relevant information; Lack of access to legal aid; Lack of qualified staff; Lack of awareness on how to access service; Not-functioning of the relevant body; Other (specify)	HH

To what extent are host communities and refugee-like households satisfied with the quality of services they receive?	HH survey	The extent of satisfaction of HH with the Security & Justice services currently	Can you describe the level of satisfaction to security & justice services for the last 30 days?	Strongly satisfied; Partly satisfied; Neither satisfied, nor unsatisfied; Partly unsatisfied; Strongly unsatisfied	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Reasons for being unsatisfied of the Security & Justice services currently	Why were you unsatisfied with the quality of security & justice services?	Lack of qualified specialists; Longer duration/ wait time; Corruption; Lack of police forces; Lack of legal precedent; Other (specify)	HH
			Environment		
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs per used type of trash removal prior to COVID-19 period	What type of municipal waste removal did your household use prior to COVID-19 period? (Feb 2020)	Waste removal bins; Waste removal pipes (in case of skyscraper); Garbage truck; Waste disposal in informal landfill; Burning waste; Burying waste; Other (specify)	HH
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	Reasons for not using formal ways of trash removal prior to COVID-19 period	Which of the following best describes not using a waste removal system prior to COVID-19 period? (Feb 2020)	Non-affordability of service; Long distance between my home and waste disposal site; Absence of waste removal system in the locality; Absence of waste removal system in the neighborhood; Other (specify)	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being satisfied or unsatisfied with the trash removal service prior to COVID-19 period	Were you satisfied with the waste removal service prior to COVID-19 period? (Feb 2020)	Yes; No	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Reasons for being unsatisfied with the trash removal service prior to COVID-19 period	Why were you unsatisfied with the waste removal service prior to COVID-19 period? (Feb 2020)	The service was expensive; The trash bins were far from my home; The service did not function on a regular basis; The service did not function at all; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being aware of the availability of recycling bins in their locality prior to COVID-19 period	Were there waste sorting bins available in your locality prior to COVID-19 period? (Feb 2020)	Yes; No; Unaware	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs using recycling bins prior to COVID-19 period	Were you using waste sorting bins prior to COVID-19 period?	Yes; No	HH

What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	Reasons for not using recycling prior to COVID-19 period	If no, then why haven't you used waste sorting bins?	I was not aware of the idea of sorting my waste; I was not aware where there were waste sorting bins in my locality; I wanted to use them, but they are not practical for my daily life; I wanted to use them, but there were none available in my neighborhood; I wanted to use them, but there were none available in my locality; I didn't want to use the waste sorting bins; I am not in the habit of sorting my waste; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being affected with their access to trash removal service because of COVID-19	Did COVID-19 affect your access to waste removal services? (March-June 2020)	Yes; No	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Factors affecting the access to trash removal service because of COVID-19 circumstances	How was your access to waste removal services affected by COVID-19 circumstances? (March-June 2020)	I couldn't afford to pay for the service; I borrowed money to pay for the service; Waste removal was occurring less regularly; Waste removal was occurring less regularly; Waste was not being picked up during this period; Other (specify)	HH

To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being affected with their access to trash removal service because of the hostilities in and around Nagorno-Karabakh	Did the hostilities in and around Nagorno-Karabakh affect your access to waste removal services? (Sept - Dec 2020)	Yes; No	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Factors affecting the access to trash removal service because of the hostilities in and around Nagorno-Karabakh	How was your access to trash removal services affected by the hostilities in and around Nagorno-Karabakh?	I couldn't afford to pay for the service; I borrowed money to pay for the service; I borrowed money to pay for the service; Waste removal was occurring less regularly; I resorted to other methods of waste removal (burying, burning, informal disposal); Waste was not being picked up during this period; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs per used type of trash removal currently	In the past 30 days, what type of waste removal did your household use?	Waste removal bins; Waste removal pipes (in case of skyscraper); Garbage truck; Waste disposal in informal landfill; Burning waste; Burying waste; Other (specify)	HH

What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	Reasons for not using formal ways of trash removal currently	Which of the following best describes not using a formal waste removal system for the past 30 days?	Non-affordability of the service; Long distance between my home and the waste disposal site; Absence of trash removal system in the locality; Absence of trash removal system in my neighborhood; Other (specify)	HH
To what extent are host communities and refugee-like households satisfied with the quality of services they receive?	HH survey	The extent of satisfaction of HH to the trash removal service currently	Can you describe the level of satisfaction to waste removal for the last 30 days?	Strongly satisfied; Partly satisfied; Neither satisfied, nor unsatisfied; Partly unsatisfied; Strongly unsatisfied	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Reasons for being unsatisfied with the trash removal service currently	Why were you unsatisfied with the waste removal service in the past 30 days?	The service was expensive; Waste bins were far from my home; Service did not function on a regular basis; Service did not function at all; Other (specify)	HH
			Social Cohesion & Peacebuilding		
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being engaged in the decision-making process of their community activities in 2021	This year (2021) have you been engaged in the decision-making process of your community?	I am not engaged at all; I am slightly engaged; I am actively engaged; Difficult to answer	HH

What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	Reasons for not being engaged in the decision-making process of community activities in 2021	Why weren't you engaged in decision-making processes?	I was not interested; The major or municipality representative does not welcome my participation; Politically different views between myself and local authorities; Daily commitments do not allow my participation; My participation or opinion would not matter in the decision-making; Women's participation is not encouraged or valued; I am new to my community; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	Methods of engagement in decision-making processes % of HHs by their methods of engagement in decision-making processes	Generally, how do you engage in decision-making processes in your community?	I do not engage; One-on-one discussion with the Mayor or municipal representative; Online platform; Public meeting/ forum; Phone call; Voting/ participating in electoral processes; Other (specify)	HH
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	% of gender based participation during decision-making processes	In your community, do men and women participate equally during decision-making processes?	Men participate more than women; Women participate more than men; Both men and women participate equally; Don't know	HH

What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	Share of women's ability to participate in decision-making processes on a household level	On a household level, do women have the same ability to participate in decision-making processes?	Women are able to engage equally in decision-making processes; Women are unable to make decisions on a household level; Women are discouraged from voicing their opinions; Women do not have the same ability as their male counterparts to voice opinions; Don't know	HH
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	% of HHs currently having conflicts with the relevant parties % of relevant parties having conflicts with the surveyed HHs	In the past 30 days, have you experienced a conflict with any of the following	Domestic violence/ domestic disputes; Gender-based violence (gbv); Conflicts between people living within my community/ neighborhood; Conflict between people living in the surrounding communities; Dispute between host household & newly settled displaced populations from Nagorno Karabakh; Disputes between civilians and local self-government body worker(s); Disputes between civilians and school administration/teacher(s); Police-civilian dispute; None; Other (specify)	HH

What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	List of matter of conflicts	If yes, what was the conflict related to?	Internal household power dynamics; Gender-based violence; Domestic violence; Miscommunication/ misunderstandings; Integration challenges between host households and displaced populations from Nagorno-Karabakh; Political views; Education services; Health services; Social services; Municipal/administrative services; Housing; Other (specify)	HH
What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	% of HHs aware of challenges pertaining to the integration of host community and refugee-like populations following the Karabakh conflict	Are there challenges pertaining to the integration of host community and displaced populations following the hostilities in and around Nagorno-Karabakh?	Yes; No; Unaware	HH

What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?	HH survey	List of challenges pertaining to the integration of host community and refugee-like populations following the Karabakh conflict	If yes, what are the key challenges pertaining to integration?	Linguistic barriers (i.e. dialect, communication style); Competition over service provisions (i.e. social services, healthcare, education); Competition of socioeconomic opportunities (i.e. employment, vocational training); Housing scarcity; Political disputes; Social and/or cultural practices or norms; Other (specify)	HH
To what extent has access to services changed across sectors since the shocks of 2020?	HH survey	% of HHs being affected with their social cohesion because of the hostilities in and around Nagorno-Karabakh	Did the hostilities in and around Nagorno-Karabakh affect your community's ability to live and work together?	Yes; No	HH

<p>What challenges do host communities and refugee-like households face in accessing public services across the eleven sectors?</p>	<p>HH survey</p>	<p>Factors affecting social cohesion of communities because of the hostilities in and around Nagorno-Karabakh</p>	<p>Have any of the following circumstances developed following the hostilities in and around Nagorno-Karabakh?</p>	<p>Conflicts within our community occurred more frequently; Conflicts with surrounding communities occurred more frequently; Conflicts between community members and local officials occurred more frequently; The ability to participate in decision-making processes became less frequent; Conflicts between host households and refugee-like populations became more frequent; Other (specify)</p>	<p>HH</p>
<p>To what extent are host communities and refugee-like households satisfied with the quality of services they receive?</p>	<p>HH survey</p>	<p>Level of satisfaction with the degree of support the respondents have received to address the existing challenges</p>	<p>How would you rate your level of satisfaction with the degree of support you have received to address these challenges? (i.e. local/municipal/central government, CBO, NGO)</p>	<p>Strongly satisfied; Partly satisfied; Neither satisfied, nor unsatisfied; Partly unsatisfied; Strongly unsatisfied</p>	<p>HH</p>

To what extent are host communities and refugee-like households satisfied with the quality of services they receive?	HH survey	Reasons for dissatisfaction of the received support	Please elaborate on reasons for dissatisfaction of the received support	Lack of response; Delay of response; Needs partially met; Needs not met; More targeted support needed for refugee-like populations; More targeted support for hosting households; More inclusive/equal support needed for both host households and refugee-like populations; Other (specify)	HH
To what extent are host communities and refugee-like households satisfied with the quality of services they receive?	HH survey	Level of concern with the household security conditions for the next three months	Overall, are you concerned with your household security conditions for the next three months?	Very concerned; Relatively concerned; Neither concerned nor unconcerned; Not concerned; Not sure	HH

Research questions	Data collection method	Indicator / Variable	Questionnaire Question	Questionnaire Responses	Data collection level
		Consent	Informed Consent: We are conducting a survey on behalf of the IMPACT Initiatives in partnership with the UNDP. This study is aimed at identifying difficulties in basic service provision. This survey will take up to 45 minutes. I would like to draw your attention to the fact that, based on the information collected, we develop statistics without displaying your personal data. Do you agree to take part in the survey?	Yes; No	KII
			Questionnaire		
			Core Questions		
	KI Interview		The marz of the respondent	Yerevan; Kotayk; Syunik	KI
	KI Interview		District of Yerevan	Achapnyak; Avan; Arabkir; Davtashen; Erebuni; Kentron; Malatia-Sebastia; Nor Nork; Nork-Marash; Nubarashen; Shengavit; Kanaker-Zeytun	KI

			Name of community - Kotayk	Hrazdan; Abovyan; Thsaghkdzor; Charencavan; Meghradzor; Eghvard; Byureghavan; Jrvezh; Nor Geghi; Balahovit; Arzni; Garni; Kasakh; Proshyan; Akunk; Verin Ptghni; Argel; Ptghni; Kaghsi; Voghjaberd; Nor Hachn	KI
			Name of community - Syunik	Goris; Tatev; Tegh; Sisian; Gorayk; Kapan; Kajaran; Meghri	KI
	KI Interview		The name, surname		KI
	KI Interview		Phone number		KI
	KI Interview		Email		KI
	KI Interview		Position		KI
	KI Interview	% of respondents by gender	Gender of the respondent	Male; Female	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction by the service provider to deliver the service in 2020	To what extent are you satisfied with the resources available to deliver quality services to your constituents in 2020?	Very unsatisfied; Unsatisfied; Neither satisfied, nor unsatisfied; Satisfied; Very satisfied	KI

To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Level of ability changed for service provision since COVID-19	To what extent has your ability to provide services changed since COVID-19?	Highly insignificantly; Insignificantly; Neither insignificantly, nor significantly; Significantly; Highly significantly	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Coping mechanisms for dealing with COVID-19 challenges	Select the coping mechanisms you have pursued to deal with COVID-19 challenges	We hired more staff; We downsized staff; We initiated/scaled-up service delivery online and/or via phone; We trained our staff on how to use/optimize digital tools for service delivery; We refurbished our facility to meet new needs and risks; We pursued more state funding; We pursued private funding; We pursued donor funding; We mobilized and engaged informal volunteer groups; We pursued partnerships with NGOs, INGOs, CBOs; We developed new institutional frameworks/guidelines; We changed our HR strategy (e.g. introduced flexible working hours, working from home modalities/rotational schemes, etc); We received government assistance (other than state funding); We did nothing; Other (specify)	KI

To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	N of institutions resulted in remote working because of COVID-19	Did the Covid-19 lockdown result in working remotely?	Yes; No	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Faced challenges while working remotely	What types of challenges did you and your colleagues experience in working remotely?	Lack of childcare; Inability to support children's remote learning due to professional obligations; Lack of internet, and/or computer; Lack of training/ guidance on how to fulfill professional obligations remotely; Other	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Level of ability changed for service provision since the Karabakh conflict	To what extent have service provisions changed since the hostilities in and around Nagorno-Karabakh?	Highly insignificantly; Insignificantly; Neither insignificantly, nor significantly; Significantly; Highly significantly	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Coping mechanisms for dealing with the Karabakh conflict challenges	Select the coping mechanisms you have pursued to deal with the challenges related to the hostilities in and around Nagorno-Karabakh?	We hired more staff; We downsized staff; We initiated/scaled-up service delivery online and/or via phone; We trained our staff on how to use/optimize digital tools for service delivery; We refurbished our facility to meet new needs and risks; We pursued more state funding; We pursued private funding; We pursued donor funding; We mobilized and	KI

				engaged informal volunteer groups; We pursued partnerships with NGOs, INGOs, CBOs; We developed new institutional frameworks/guidelines; We changed our HR strategy (e.g. introduced flexible working hours, working from home modalities/rotational schemes, etc); We received government assistance (other than state funding); We did nothing; Other (specify)	
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Type of facility of the respondent	Type of facility of the respondent	Marzpetaran; Community administrative center (CAC); Yerevan, Center of administrative district; Community Non-Commercial Organization (CNCO); State Non-Commercial Organization (SNCO); Educational facility (school, college, university); Healthcare facility (ambulatory, polyclinic, hospital); Territorial Center of the State Employment Service Agency; Regional Center for Complex Social Assistance; Regional Social Assistance Agency; Territorial Department of Social Assistance; Medical and	KI

				social examination commission; Territorial department of the State Social Security Service; Rescue Department; Traffic Police agency; Patrol Police agency; Passport Department of the RA Police Passport and Visa Department; Investigation office; Prosecution office; Cadastre; NGO; Public Defender Office; Agency for State Register of Legal Entities (MoJ); Agricultural Support Center (ASC); Veolia; Private waste disposal firm; Other	
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Types of services which the facility of the respondent provides	Which services does your facility provide?	Housing; Electricity; Gas; Water; Sewerage; Education; Healthcare; Employment & Livelihood; Agricultural Services; Administrative Services; Social Services; Security & Justice Services; Emergency Services; Environmental Services; Social Cohesion & Peacebuilding	KI
			Housing		
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of	KI Interview	Housing service per accessing challenges	Which type of services do you provide?	Provision of temporary shelter; Provision of permanent shelter; Financial provisions for renting a home; Renovation; Other (specify)	KI

populations in the identified eleven sectors?					
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Challenges in the provision of housing services	What kind of challenges do you have in providing these kinds of services?	Lack of financial resources; Lack of communication with HHs; Lack of communication with other service providers; Lack of qualified staff; Lack of proper mechanisms for dealing effectively with the problem; No challenges faced; Unaware of challenges; Other (specify)	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Whether or not there are demanded housing services that are yet unavailable	Does your facility have needs for service provisions that it cannot provide?	Yes; No	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Demanded housing services that are yet unavailable	Which services are demanded in accessing housing that are unavailable?	Access to temporary shelter; Access to permanent shelter; Access to rent subsidy; Other (specify)	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of	KI Interview	Reasons for not having demanded housing services	What are the reasons that your facility does not have these services?	Lack of financial resources; Lack of know-how; Lack of qualified staff; Lack of institutional framework/policy; Lack of reliable	KI

populations in the identified eleven sectors?				data; Other (specify); Difficult to answer	
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having financial resources to deliver the service	To what extent do you agree that your agency has financial resources to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having qualified staff to deliver the service	To what extent do you agree that your agency has qualified staff to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having available staff to deliver the service	To what extent do you agree that your agency has available staff to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having reliable data to deliver the service	To what extent do you agree that your agency has reliable data to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having technological equipment to deliver the service	To what extent do you agree that your agency has technological equipment to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having necessary software to deliver the service	To what extent do you agree that your agency has necessary software to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having capacity to use the software to deliver the service	To what extent do you agree that your agency has capacity to use the software to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having effective communication between the service provider and beneficiary to deliver the service	To what extent do you agree that your agency has effective communication between the service provider and beneficiary to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having state cooperation to deliver the service	To what extent do you agree that your agency has state cooperation to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having other resources to deliver the service	To what extent do you agree that your agency has other resources to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Whether or not housing services provision were affected by COVID-19	Did COVID-19 pandemic affect access to housing in your community?	Yes; No	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Impact of COVID-19 on housing service delivery	If yes, how did the COVID-19 pandemic affect access to housing in your community?	Created a higher demand for temporary shelter/housing; Created a higher demand for permanent shelter/housing; Challenged the ability provide financial support for renting a home; Inability to pay rent; Community members had to move; Community members had to borrow money to pay rent; Community members had to sell their homes; Other (specify)	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Whether or not housing services provision were affected by the hostilities in and around Nagorno-Karabakh	Did the hostilities in and around Nagorno-Karabakh affect access to housing in your community?	Yes; No	KI

<p>To what extent has institutional capacity for service provision changed since the shocks of 2020?</p>	<p>KI Interview</p>	<p>Impact of the hostilities in and around Nagorno-Karabakh on housing service delivery</p>	<p>If yes, how did the hostilities in and around Nagorno-Karabakh affect access to housing in your community?</p>	<p>Influx of displaced populations created higher demand for temporary housing; Influx of displaced populations created higher demand for permanent housing; Hosting HHs experienced lack of space in hosting displaced populations; Inability to pay rent by displaced populations; Community members moved due to the security concerns; Community members moved for the reasons other than security; Community members borrowed money to pay rent; Community members sold their homes; Other (specify)</p>	<p>KI</p>
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What strategies are service providers using to cope with changing demand?	KI Interview	Strategies used to cope with changing demand in housing services provisions	What steps did you use to address these emerging challenges?	Launched new programs with state institutions; Launched new programs through PPP; Launched new programs through the private sector; Launched new programs with donor institutions; Applied for new grants; Decreased target beneficiary groups for housing assistance; Opened new temporary shelters; Decreased the provided financial resources; Increased the provided financial resources; Unable to address the challenges; There was no need to address the challenges; Other (specify)	KI
What strategies are service providers using to cope with changing demand?	KI Interview	Gender of led or appointed person for leading new program	Who led or was appointed to lead this step (by gender)?	Male; Female; Do not know	KI
What strategies are service providers using to cope with changing demand?	KI Interview	Reasons for appointing the person in charge of leading new programs	Why was this person chosen to lead?	The person had relevant work experience; The person was already leading/working on similar activities; The person came up with the initiative/nominated him/herself; The person enjoys high levels of trust of senior management/colleagues; The person enjoys high levels of trust in the community; The person	KI

				works well with others; To achieve gender balance; I do not know; None of the above	
			Energy & Utilities		
			Energy		
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Top three challenges in the energy supply service	In the electricity supply sector, which are the most relevant challenges?	Regular payments by the HHs; Regular payments by the business entities; Energy supply to the HHs; Energy supply to the business entities; Energy interruptions; Energy export; Unaware of challenges; No challenges faced; Other (specify)	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Reasons for the existence of challenges in the energy supply service	In your opinion, why do these challenges exist today?	Lack of financial resources by the clients to pay the bills; Lack of energy supply related infrastructure; Lack of qualified staff; Lack of financial resources to solve the issues; Old/outdated infrastructure, such as cables, distributing stations, etc.; Old/outdated equipment; Unaware; Other (specify)	KI

What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	N of services providers needing new service provisions	Does your facility have needs for service provisions that it cannot provide?	Yes; No	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Demanded services in the field of energy that are unavailable	If yes, which services are demanded in the field of energy that are unavailable?	Access to more renewable energy sources; State subsidy to the HHs; State subsidy to the business entities; Other (specify)	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Reasons for not having the missing services	What are the reasons that your facility does not have these services?	Lack of financial resources; Lack of know-how; Lack of qualified staff; Lack of existing technology/infrastructure; Lack of reliable/non-validated data; Lack of institutional guidelines/frameworks to deal with service provision; Other (specify); Difficult to answer	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having financial resources to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Financial resources)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having qualified staff to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Qualified staff)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having available staff to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Available staff)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having reliable data to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Reliable data)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having technological equipment to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Technological equipment)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having necessary software to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Necessary software)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having capacity to use the software to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Capacity to use the software)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having effective communication between the service provider and the client to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Effective communication between the service provider and the client)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having state cooperation to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (State cooperation)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having other resources to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Other)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	N of services providers being affected by COVID-19 pandemic	Did COVID-19 pandemic affect electricity supply related services?	Yes; No	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Impact of COVID-19 on electricity supply related services	How did the COVID-19 pandemic affect electricity supply related services?	Regular payments by the HHs decreased; Regular payments by the business entities decreased; Regular payments by the HHs increased; Regular payments by the business entities increased; Energy supply to the HHs decreased; Energy supply to the business entities decreased; Energy supply to the HHs increased; Energy supply to the business entities increased; Other (specify)	KI

To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	N of services providers being affected by the hostilities in and around Nagorno-Karabakh	Did the hostilities in and around Nagorno-Karabakh affect electricity supply related services?	Yes; No	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Impact of the hostilities in and around Nagorno-Karabakh on electricity supply related services	How did the hostilities in and around Nagorno-Karabakh affect the electricity supply related services?	Regular payments by the HHs decreased; Regular payments by the business entities decreased; Regular payments by the HHs increased; Regular payments by the business entities increased; Energy supply to the HHs decreased; Energy supply to the business entities decreased; Energy supply to the HHs increased; Energy supply to the business entities increased; Other (specify)	KI

What strategies are service providers using to cope with changing demand?	KI Interview	Strategies used to cope with changing demand in electricity related service	What steps did you use to address the emerging challenges?	Launched new programs with state institutions; Launched new programs through PPP; Launched new programs through the private sector; Launched new programs with donor institutions; Applied for new grants; Decreased target beneficiary groups for housing assistance; Opened new temporary shelters; Decreased the provided financial resources; Increased the provided financial resources; Did not address the challenges; There was no need to address the challenges; Other (specify)	KI
What strategies are service providers using to cope with changing demand?	KI Interview	Gender of led or appointed person for leading new program	Who led or was appointed to lead this step (by gender)?	Male; Female; Do not know	KI

<p>What strategies are service providers using to cope with changing demand?</p>	<p>KI Interview</p>	<p>Reasons for appointing the person in charge of leading new programs</p>	<p>Why was this person chosen to lead?</p>	<p>The person had relevant work experience; The person was already leading/working on similar activities; The person came up with the initiative/nominated him/herself; The person enjoys high levels of trust of senior management/colleagues; The person enjoys high levels of trust in the community; The person works well with others; To achieve gender balance; I do not know; None of the above</p>	<p>KI</p>
			<p>Gas</p>		

<p>What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?</p>	<p>KI Interview</p>	<p>Top three challenges in the gas supply service</p>	<p>In the gas supply sector, which are the most relevant challenges?</p>	<p>Regular payments by the HHs; Regular payments by the business entities; Gas supply to the HHs; Gas supply to the business entities; Gas interruptions; Unaware of challenges; No challenges faced; Other (specify)</p>	<p>KI</p>
<p>What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?</p>	<p>KI Interview</p>	<p>Reasons for the existence of challenges in the gas supply service</p>	<p>In your opinion, why do these challenges exist today?</p>	<p>Lack of financial resources by the clients to pay the bills; Lack of gas supply related infrastructure; Lack of qualified staff; Lack of financial resources to solve the issues; Old/outdated infrastructure, such as pipes; Old/outdated equipment; Lack of tougher government regulations to decrease forest forest cuttings; Other (specify)</p>	<p>KI</p>

What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	N of services providers needing new service provisions	Does your agency have needs for service provisions that it cannot provide?	Yes; No; Do not know	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Demanded services in the field of gas that are unavailable	Which services are demanded in the field of gas that are unavailable?	State subsidy to the HHs; State subsidy to the business entities; Improved infrastructure (i.e. piping, network); Other (specify)	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Reasons for not having the missing services	What are the reasons that your facility does not have these services?	Lack of financial resources; Lack of know-how; Lack of qualified staff; Lack of existing technology/infrastructure; Lack of reliable/non-validated data; Lack of institutional guidelines/frameworks to deal with service provision; Other (specify); Difficult to answer	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having financial resources to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Financial resources)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having qualified staff to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Qualified staff)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having available staff to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Available staff)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having reliable data to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Reliable data)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having technological equipment to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Technological equipment)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having necessary software to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Necessary software)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having capacity to use the software to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Capacity to use the software)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having effective communication between the service provider and the client to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Effective communication between the service provider and the client)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having state cooperation to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (State cooperation)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having other resources to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Other)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	N of services providers being affected by COVID-19	Did COVID-19 pandemic somehow affect gas supply related services?	Yes; No	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Impact of COVID-19 on gas supply related services	How did the COVID-19 pandemic affect the gas supply related services?	Regular payments by the HHs decreased; Regular payments by the business entities decreased; Regular payments by the HHs increased; Regular payments by the business entities increased; Gas supply to the HHs decreased; Gas supply to the business entities decreased; Gas supply to the HHs increased; Gas supply to the business entities increased; Other (specify)	KI

To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	N of services providers being affected by the hostilities in and around Nagorno-Karabakh	Did the hostilities in and around Nagorno-Karabakh somehow affect provision of gas supply related services?	Yes; No	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Impact of the hostilities in and around Nagorno-Karabakh on gas supply related services	How did the hostilities in and around Nagorno-Karabakh affect the gas supply related services?	Regular payments by the HHs decreased; Regular payments by the business entities decreased; Regular payments by the HHs increased; Regular payments by the business entities increased; Gas supply to the HHs decreased; Gas supply to the business entities decreased; Gas supply to the HHs increased; Gas supply to the business entities increased; Other (specify)	KI

What strategies are service providers using to cope with changing demand?	KI Interview	Strategies used to cope with changing demand in gas related service	What steps did you use to address the emerging challenges?	Launched new programs with state institutions; Launched new programs through PPP; Launched new programs through the private sector; Launched new programs with donor institutions; Applied for new grants; A change of target for service provisions; Continued to provide service at the cost of profit; Decreased staff; Unable to address the challenges; There was no need to address the challenges; Other (specify)	KI
What strategies are service providers using to cope with changing demand?	KI Interview	Gender of led or appointed person for leading new program	Who led or was appointed to lead this step (by gender)?	Male; Female; Do not know	KI

What strategies are service providers using to cope with changing demand?	KI Interview	Reasons for appointing the person in charge of leading new programs	Why was this person chosen to lead?	The person had relevant work experience; The person was already leading/working on similar activities; The person came up with the initiative/nominated him/herself; The person enjoys high levels of trust of senior management/colleagues; The person enjoys high levels of trust in the community; The person works well with others; To achieve gender balance; I do not know; None of the above	KI
			Water		

<p>What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?</p>	<p>KI Interview</p>	<p>Top three challenges in the water supply service</p>	<p>In the water supply sector, which are the most relevant challenges?</p>	<p>Regular payments by the HHs; Regular payments by the business entities; Water supply to the HHs; Water supply to the business entities; Water interruptions; Unaware of challenges; No challenges faced; Other (specify)</p>	<p>KI</p>
<p>What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?</p>	<p>KI Interview</p>	<p>Reasons for the existence of challenges in the water supply service</p>	<p>In your opinion, why do these challenges exist today?</p>	<p>Lack of financial resources by the clients to pay the bills; Lack of water supply related infrastructure; Lack of qualified staff; Lack of financial resources to solve the issues; Old/outdated infrastructure, such as pipes, filters; Old/outdated equipment; Unaware; Other (specify)</p>	<p>KI</p>

What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	N of services providers needing new service provisions	Does your facility have needs for service provisions that it cannot provide?	Yes; No	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Demanded services in the field of water that are unavailable	Which services are demanded in the field of water that are unavailable?	State subsidy to the HHs; State subsidy to the business entities; Improved infrastructure (i.e. piping, network); Other (specify)	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Reasons for not having the missing services	What are the reasons that your facility does not have these services?	Lack of financial resources; Lack of know-how; Lack of qualified staff; Lack of existing technology/infrastructure; Lack of reliable/non-validated data; Lack of institutional guidelines/frameworks to deal with service provision; Other (specify); Difficult to answer	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having financial resources to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Financial resources)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having qualified staff to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Qualified staff)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having available staff to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Available staff)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having reliable data to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Reliable data)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having technological equipment to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Technological equipment)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having necessary software to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Necessary software)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having capacity to use the software to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Capacity to use the software)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having effective communication between the service provider and the client to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Effective communication between the service provider and the client)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having state cooperation to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (State cooperation)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having other resources to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Other)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	N of services providers being affected by COVID-19	Did the outbreak of COVID-19 affect water supply related services?	Yes; No	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Impact of COVID-19 on water supply related services	How did the COVID-19 pandemic affect the water supply related services?	Regular payments by the HHs decreased; Regular payments by the business entities decreased; Regular payments by the HHs increased; Regular payments by the business entities increased; Water supply to the HHs decreased; Water supply to the business entities decreased; Water supply to the HHs increased; Water supply to the business entities increased; Other (specify)	KI

To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	N of services providers being affected by the hostilities in and around Nagorno-Karabakh	Did the hostilities in and around Nagorno-Karabakh affect provision water supply related services?	Yes; No	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Impact of the hostilities in and around Nagorno-Karabakh on water supply related services	How did the hostilities in and around Nagorno-Karabakh affect the water supply related services?	Regular payments by the HHs decreased; Regular payments by the business entities decreased; Regular payments by the HHs increased; Regular payments by the business entities increased; Water supply to the HHs decreased; Water supply to the business entities decreased; Water supply to the HHs increased; Water supply to the business entities increased; Other (specify)	KI

What strategies are service providers using to cope with changing demand?	KI Interview	Strategies used to cope with changing demand in water related service	What steps did you use to address the emerging challenges?	We made water sanitation improvements; Launched new programs with state institutions; Launched new programs through PPP; Launched new programs through the private sector; Launched new programs with donor institutions; Applied for new grants; A change of target for service provisions; Continued to provide service at the cost of profit; Decreased staff; Unable to address the challenges; There was no need to address the challenges; Other (specify)	KI
What strategies are service providers using to cope with changing demand?	KI Interview	Gender of led or appointed person for leading new program	Who led or was appointed to lead this step (by gender)?	Male; Female; Do not know	KI

What strategies are service providers using to cope with changing demand?	KI Interview	Reasons for appointing the person in charge of leading new programs	Why was this person chosen to lead?	The person had relevant work experience; The person was already leading/working on similar activities; The person came up with the initiative/nominated him/herself; The person enjoys high levels of trust of senior management/colleagues; The person enjoys high levels of trust in the community; The person works well with others; To achieve gender balance; I do not know; None of the above	KI
			Sewerage		

<p>What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?</p>	<p>KI Interview</p>	<p>Top three challenges in the sewerage supply service</p>	<p>In the sewerage sector, which are the most relevant challenges?</p>	<p>Regular payments by the HHs; Regular payments by the business entities; Service supply to the HHs; Service supply to the business entities; Clogging in the pipes; Need for street network substitution; Unaware of challenges; No challenges faced; Other (specify)</p>	<p>KI</p>
<p>What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?</p>	<p>KI Interview</p>	<p>Reasons for the existence of challenges in the sewerage supply service</p>	<p>In your opinion, why do these challenges exist today?</p>	<p>Lack of financial resources by the end users to pay the bills; Lack of sewerage supply related infrastructure; Lack of qualified staff; Lack of financial resources to solve the issues; Old/outdated infrastructure (e.g. pipes, filters); Old/outdated equipment; Unaware; Other (specify)</p>	<p>KI</p>

What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	N of services providers needing new service provisions	Does your facility have needs for service provisions that it cannot provide?	Yes; No	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Demanded services in the field of sewerage that are unavailable	Which services are demanded in the field of sewerage, that are unavailable?	State subsidy to the HHs; State subsidy to the business entities; Improved infrastructure (i.e. piping, network); Other (specify)	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Reasons for not having the missing services	What are the reasons that your facility does not have these services?	Lack of financial resources; Lack of know-how; Lack of qualified staff; Lack of existing technology/infrastructure; Lack of reliable/non-validated data; Lack of institutional guidelines/frameworks to deal with service provision; Other (specify); Difficult to answer	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having financial resources to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Financial resources)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having qualified staff to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Qualified staff)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having available staff to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Available staff)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having reliable data to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Reliable data)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having technological equipment to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Technological equipment)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having necessary software to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Necessary software)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having capacity to use the software to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Capacity to use the software)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having effective communication between the service provider and the client to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Effective communication between the service provider and the client)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having state cooperation to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (State cooperation)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having other resources to deliver the service	To what extent do you agree that your agency has enough resources to deliver the ongoing services? (Other)	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	N of services providers being affected by COVID-19 pandemic	Did COVID-19 pandemic affect sewerage supply related services?	Yes; No	KI

To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Impact of COVID-19 on sewerage supply related services	How did the COVID-19 pandemic affect the sewerage supply related services?	Regular payments by the HHs decreased; Regular payments by the business entities decreased; Regular payments by the HHs increased; Regular payments by the business entities increased; Sewerage supply to the HHs decreased; Sewerage supply to the business entities decreased; Sewerage supply to the HHs increased; Sewerage supply to the business entities increased; Other (specify)	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	N of services providers being affected by the hostilities in and around Nagorno-Karabakh	Did the hostilities in and around Nagorno-Karabakh affect provision sewerage supply related services?	Yes; No	KI

<p>To what extent has institutional capacity for service provision changed since the shocks of 2020?</p>	<p>KI Interview</p>	<p>Impact of the hostilities in and around Nagorno-Karabakh on sewerage supply related services</p>	<p>How did the hostilities in and around Nagorno-Karabakh affect the sewerage supply related services?</p>	<p>Regular payments by the HHs decreased; Regular payments by the business entities decreased; Regular payments by the HHs increased; Regular payments by the business entities increased; Sewerage supply to the HHs decreased; Sewerage supply to the business entities decreased; Sewerage supply to the HHs increased; Sewerage supply to the business entities increased; Other (specify)</p>	<p>KI</p>
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What strategies are service providers using to cope with changing demand?	KI Interview	Strategies used to cope with changing demand in sewerage related service	What steps did you use to address the emerging challenges?	Launched new programs with state institutions; Launched new programs through PPP; Launched new programs through the private sector; Launched new programs with donor institutions; Applied for new grants; A change of target for service provisions; Continued to provide service at the cost of profit; Decreased staff; We delivered services in outdoor settings; Unable to address the challenges; There was no need to address the challenges; Other (specify)	KI
What strategies are service providers using to cope with changing demand?	KI Interview	Gender of led or appointed person for leading new program	Who led or was appointed to lead this step (by gender)?	Male; Female; Do not know	KI

What strategies are service providers using to cope with changing demand?	KI Interview	Reasons for appointing the person in charge of leading new programs	Why was this person chosen to lead?	The person had relevant work experience; The person was already leading/working on similar activities; The person came up with the initiative/nominated him/herself; The person enjoys high levels of trust of senior management/colleagues; The person enjoys high levels of trust in the community; The person works well with others; To achieve gender balance; I do not know; None of the above	KI
			Education		
	KI Interview	Types of educational services per educational facility	What type of educational services does your facility provide?	Primary (1-4); Middle(5-9); High(10-12); Technical tertiary; Education for children with disabilities; Higher education (University)	KI

<p>What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?</p>	<p>KI Interview</p>	<p>Lacking resources in the educational facilities</p>	<p>What are the resources lacking in the educational facility(ies)?</p>	<p>Internet for pedagogical purposes; Computers for pedagogical purposes; Library (including electronic); Supplies (i.e. text books, school supplies); Lack of amenities for students with disabilities; Lack of pedagogical resources for staff; Lack of career training; Lack of COVID-19 protection items (PPG, alcohol, etc.); Nothing; Other (specify)</p>	<p>KI</p>
<p>To what extent are service providers satisfied with the resources available to them to deliver quality services?</p>	<p>KI Interview</p>	<p>Level of satisfaction with having financial resources to deliver the service</p>	<p>To what extent do you agree the educational facility(ies) has enough financial resources to provide educational services?</p>	<p>Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree</p>	<p>KI</p>
<p>To what extent are service providers satisfied with the resources available to them to deliver quality services?</p>	<p>KI Interview</p>	<p>Level of satisfaction with having qualified academic staff to deliver the service</p>	<p>To what extent do you agree the educational facility(ies) has qualified academic staff to provide educational services?</p>	<p>Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree</p>	<p>KI</p>

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having available academic staff to deliver the service	To what extent do you agree the educational facility(ies) has available academic staff to provide educational services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having internet for pedagogical purposes to deliver the service	To what extent do you agree the educational facility(ies) has internet for pedagogical purposes to provide educational services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having computer for pedagogical purposes to deliver the service	To what extent do you agree the educational facility(ies) has computer for pedagogical purposes to provide educational services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having library to deliver the service	To what extent do you agree the educational facility(ies) has library to provide educational services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having supplies (i.e. text books, school supplies) to deliver the service	To what extent do you agree the educational facility(ies) has supplies (i.e. text books, school supplies) to provide educational services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having amenities for students with disabilities to deliver the service	To what extent do you agree the educational facility(ies) has amenities for students with disabilities to provide educational services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having pedagogical resources (i.e. curriculum) for staff to deliver the service	To what extent do you agree the educational facility(ies) has pedagogical resources (i.e. curriculum) for staff to provide educational services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having COVID-19 protection items (PPG, alcogel, etc.) to deliver the service	To what extent do you agree the educational facility(ies) has COVID-19 protection items (PPG, alcogel, etc.) to provide educational services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having state cooperation to deliver the service	To what extent do you agree the educational facility(ies) has state cooperation to provide educational services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having other resources to deliver the service	To what extent do you agree the educational facility(ies) has other resources to provide educational services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Top three challenges in the field of education service provision	What are the main challenges in the field of education?	Lack of qualified staff; Limited quantity of pupils/students; Student/teacher ration; Limited availability of technological equipment; Unaware of challenges; No challenges faced; Other (specify)	KI
	KI Interview	Estimated number of students	Can you provide the total number of pupils/students in your education facility for this academic year?		KI

	KI Interview	Estimated number of students by gender breakdown based on the perception of the respondent	Can you provide a gender breakdown for your students?	Less than 20% females; 21%-50% females; 51%-80% females; 81%-100% females	KI
	KI Interview	Estimated number of academic staff	Can you provide the total number of academic staff in your education facility for this academic year?		KI
	KI Interview	Estimated number of academic staff by gender breakdown based on the perception of the respondent	Can you provide a gender breakdown for your academic staff?	Less than 20% females; 21%-50% females; 51%-80% females; 81%-100% females	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	N of educational services providers being affected by COVID-19	Did COVID-19 pandemic affect service delivery in the educational facility(ies)?	Yes; No	KI

To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Impact of COVID-19 on educational service delivery	If yes, what type of pressure has your educational facility experienced?	Lack of distance learning capacity (i.e. access to reliable internet, computer, etc.); Lack of attendance by students; Lack of attendance by teachers; Lack of pedagogical resources (i.e. curriculum) for teachers to conduct distance learning; Disruptions to school feeding programs (i.e. applicable to primary schools); Other (specify)	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	N of educational facilities hosting refugee-like populations	Does your educational facility host displaced populations?	Yes; No	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Impact of arrivals of refugee-like populations on educational service delivery	If yes, has your educational facility experienced pressure in service delivery following the influx of displaced populations?	Yes; No	KI

<p>To what extent has institutional capacity for service provision changed since the shocks of 2020?</p>	<p>KI Interview</p>	<p>Types of pressure experienced by the educational facility(ies) because of hosting refugee-like populations</p>	<p>If yes, what type of pressure has your educational facility experienced?</p>	<p>Lack of classroom space; Student to teacher ratio; Lack of supplies (i.e. text books, school supplies); Lack of access to distance learning; Lack of motivation by students due to class sizes; Lack of motivation by teachers due to class sizes/ lack of resources; Lack of cohesion between students; Security concerns; Financial concerns; Other (specify)</p>	<p>KI</p>
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What strategies are service providers using to cope with changing demand?	KI Interview	Strategies used to cope with changing demand in educational services provision	What steps did you use to address the emerging challenges?	Launched new programs with state institutions; Launched new programs through PPP; Launched new programs through the private sector; Launched new programs with donor institutions; Applied for new grants; A change of target for service provisions; Continued to provide service at the cost of profit; Decreased staf; We delivered services in outdoor settings; Unable to address the challenges; There was no need to address the challenges; Other (specify)	KI
What strategies are service providers using to cope with changing demand?	KI Interview	Gender of led or appointed person for leading new program	Who led or was appointed to lead this step (by gender)?	Male; Female; Do not know	KI

What strategies are service providers using to cope with changing demand?	KI Interview	Reasons for appointing the person in charge of leading new programs	Why was this person chosen to lead?	The person had relevant work experience; The person was already leading/working on similar activities; The person came up with the initiative/nominated him/herself; The person enjoys high levels of trust of senior management/colleagues; The person enjoys high levels of trust in the community; The person works well with others; To achieve gender balance; I do not know; None of the above	KI
			Healthcare		
	KI Interview	Types of health institutions	Select the type of institution of the respondent	Hospital; Polyclinic; Ambulatory; Local-self governing body; Other	KI

What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Lacking resources in the healthcare facility	What are the resources lacking in the healthcare facility(ies)?	Ratio of doctors per patient; Ratio of medical personnel per patient; Ratio of hospital beds per patient; Lack of qualified staff; Medical supplies; Lack of Personal Protective Gear (PPG); Medicine; Ambulances; Nothing; Other (specify)	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	N of hospitals needing service provisions that are yet unavailable	Do healthcare facility(ies) have needs for service provisions that they cannot provide?	Yes; No	KI

<p>What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?</p>	<p>KI Interview</p>	<p>Types of demanded services that are unavailable</p>	<p>If yes, which services are demanded in the field of healthcare that are unavailable?</p>	<p>Primary care; Emergency and first aid; Ambulance; Primary injury care; Trauma & surgical care, and elective surgery; Intensive care unit; Post-surgery rehabilitation of people with wounds or trauma; Basic laboratory services; Blood bank service; Pharmacy of essential drugs; Referral capacity; COVID-19 treatment; Dental care; Maternity ward/reproductive health; Psychiatry/Mental health support; Pediatrics; Family doctor; Other (specify)</p>	<p>KI</p>
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What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Reasons for not having the demanded services in the healthcare facilities	What are the reasons the healthcare facility(ies) does not have these services?	Lack of medical specialists; Lack of equipment; Lack of medicine; Lack of hospital beds; Limited infrastructure; Lack of financial resources; Other (specify); Difficult to answer	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	N of healthcare services providers being affected by COVID-19	Did COVID-19 pandemic affect service delivery in the healthcare facility(ies)?	Yes; No	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Impact of COVID-19 on healthcare service delivery	If yes, what type of pressure has your healthcare facility experienced?	Ratio of doctors per patient increased; Ratio of medical personnel per patient increased; Ratio of hospital beds per patient decreased; Lack of qualified staff; Lack of staff; Lack of ambulances; Lack of knowledge on COVID-19 treatment; Lack of specialized equipment for COVID-19 treatment; Lack of PPG; Other (specify)	KI

To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	N of healthcare services providers being affected by the hostilities in and around Nagorno-Karabakh	Did the hostilities in and around Nagorno-Karabakh affect service delivery in the healthcare facility(ies)?	Yes; No	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Impact of the hostilities in and around Nagorno-Karabakh on healthcare service delivery	If yes, what type of pressure has your healthcare facility experienced?	Ratio of doctors per patient increased; Ratio of medical personnel per patient increased; Ratio of hospital beds per patient decreased; Lack of qualified staff; Lack of staff; Lack of ambulances; Lack of medical equipment; Lack of PPG; Other (specify)	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having financial resources to deliver the service	To what extent do you agree that the healthcare facility(ies) has enough financial resources to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having qualified doctors to deliver the service	To what extent do you agree that the healthcare facility(ies) has qualified doctors to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having qualified medical personnel to deliver the service	To what extent do you agree that the healthcare facility(ies) has qualified medical personnel to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having doctor per patient to deliver the service	To what extent do you agree that the healthcare facility(ies) has doctor per patient to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having medical personnel per patient to deliver the service	To what extent do you agree that the healthcare facility(ies) has medical personnel per patient to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having medical equipment per patient to deliver the service	To what extent do you agree that the healthcare facility(ies) has medical equipment to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having state cooperation to deliver the service	To what extent do you agree that the healthcare facility(ies) has state cooperation to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having other resources to deliver the service	To what extent do you agree that the healthcare facility(ies) has other resources to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Top three challenges in the field of healthcare service provision	What are the main challenges in the field of healthcare?	Ratio of doctors per patient; Ratio of medical personnel per patient; Ratio of hospital beds per patient; Lack of qualified doctors; Lack of qualified medical personnel; Limited availability of medical equipment; Lack of medicine; Corruption; Unaware of challenges; No challenges faced; Other (specify)	KI

What strategies are service providers using to cope with changing demand?	KI Interview	Strategies used to cope with changing demand in healthcare services provision	What steps did you use to address the emerging challenges?	Launched new programs with state institutions; Launched new programs through PPP; Launched new programs through the private sector; Launched new programs with donor institutions; Applied for new grants; A change of target for service provisions; Continued to provide service at the cost of profit; Decreased staff; We delivered services in outdoor settings; Unable to address the challenges; There was no need to address the challenges; Other (specify)	KI
What strategies are service providers using to cope with changing demand?	KI Interview	Gender of led or appointed person for leading new program	Who led or was appointed to lead this step (by gender)?	Male; Female; Do not know	KI

<p>What strategies are service providers using to cope with changing demand?</p>	<p>KI Interview</p>	<p>Reasons for appointing the person in charge of leading new programs</p>	<p>Why was this person chosen to lead?</p>	<p>The person had relevant work experience; The person was already leading/working on similar activities; The person came up with the initiative/nominated him/herself; The person enjoys high levels of trust of senior management/colleagues; The person enjoys high levels of trust in the community; The person works well with others; To achieve gender balance; I do not know; None of the above</p>	<p>KI</p>
			<p>Employment</p>		

	KI Interview	Types of provided employment services per agency	What type of services does your facility provide?	Finding a relevant job for the unemployed; Providing unemployment benefits; VET training; Professional development/ career guidance; Other (specify)	KI
	KI Interview	N of employment agencies keeping gender balance during recruitment	Does your facility prioritize a gender balance during recruitment?	Prioritized males; Prioritized females; Does not matter; Depends on the job specifics	KI
	KI Interview	N of beneficiaries that employment agencies support	How many beneficiaries does your facility support?		KI
	KI Interview	Gender breakdown of beneficiaries of employment facilities	What is the proportion of beneficiaries your facility is supporting by gender?	Less than 20% females; 21%-50% females; 51%-80% females; 81%-100% females	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Whether or not there are demanded employment services that are yet unavailable	Does your facility have needs for service provisions that it cannot provide?	Yes; No	KI

<p>What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?</p>	<p>KI Interview</p>	<p>Demanded employment services that are yet unavailable</p>	<p>If yes, which services are demanded in the field of employment that are unavailable?</p>	<p>Finding new partner employers; Capacity/ability to maintain a reliable database for partner employers; Capacity/ability to maintain a reliable database for unemployed; Lack of data on gender and age disaggregation; More vocational training opportunities; Professional development; Provision of financial assistance to the unemployed; Other (specify)</p>	<p>KI</p>
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What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Reasons for not having demanded employment services	What are the reasons that your facility does not have these services?	Lack of qualified staff; Lack of equipment; Lack of reliable data management for the unemployed; Lack of reliable data management for the partner employers; Lack of financial resources; Lack of online platforms; Other (specify); Difficult to answer	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Whether or not employment services provision were affected by COVID-19	Did COVID-19 pandemic affect employment related services?	Yes; No	KI

<p>To what extent has institutional capacity for service provision changed since the shocks of 2020?</p>	<p>KI Interview</p>	<p>Impact of COVID-19 on employment service delivery</p>	<p>How did COVID-19 pandemic affect employment related services?</p>	<p>The partner employers downsized/ or went out of business; The demand for the employees decreased; The work force increased; The offered salaries by the partner employers decreased; Increased demand for remote working ability; Decrease in employment opportunities; Decreased financial resources; Other (specify)</p>	<p>KI</p>
<p>To what extent has institutional capacity for service provision changed since the shocks of 2020?</p>	<p>KI Interview</p>	<p>Impact of COVID-19 on employment service delivery in case of men</p>	<p>How did COVID-19 pandemic affect employment related services in the case of men?</p>	<p>The demand for males comparatively increased; The demand for males comparatively decreased; The demand changed for the position, regardless of the gender; The demand did not change; Do not know</p>	<p>KI</p>

To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Impact of COVID-19 on employment service delivery in case of women	How did COVID-19 pandemic affect employment related services in the case of women?	The demand for females comparatively increased; The demand for females comparatively decreased; The demand changed for the position, regardless of the gender; The demand did not change; Do not know	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Whether or not employment services provision were affected by the hostilities in and around Nagorno-Karabakh	Did the hostilities in and around Nagorno-Karabakh affect employment related services?	Yes; No	KI

<p>To what extent has institutional capacity for service provision changed since the shocks of 2020?</p>	<p>KI Interview</p>	<p>Impact of the hostilities in and around Nagorno-Karabakh on employment service delivery</p>	<p>How did the hostilities in and around Nagorno-Karabakh affect employment related services?</p>	<p>The partner employers downsized/ or went out of business; The demand for the employees decreased; The work force increased; The offered salaries by the partner employers decreased; Increased demand for remote working ability; Decrease in employment opportunities; Decreased financial resources; Other (specify)</p>	<p>KI</p>
<p>To what extent has institutional capacity for service provision changed since the shocks of 2020?</p>	<p>KI Interview</p>	<p>Impact of the hostilities in and around Nagorno-Karabakh on employment service delivery in case of men</p>	<p>How did the hostilities in and around Nagorno-Karabakh affect employment related services in the case of men?</p>	<p>The demand for males comparatively increased; The demand for males comparatively decreased; The demand changed for the position, regardless of the gender; Do not know</p>	<p>KI</p>

To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Impact of the hostilities in and around Nagorno-Karabakh on employment service delivery in case of women	How did the hostilities in and around Nagorno-Karabakh affect employment related services in the case of women?	The demand for females comparatively increased; The demand for females comparatively decreased; The demand changed for the position, regardless of the gender; Do not know	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having state funding to deliver the service	To what extent do you agree that your agency has state funding to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having qualified staff to deliver the service	To what extent do you agree that your agency has qualified staff to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having available staff to deliver the service	To what extent do you agree that your agency has available staff to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having technological equipment to deliver the service	To what extent do you agree that your agency has technological equipment to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having necessary software to deliver the service	To what extent do you agree that your agency has necessary software to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having capacity to use the software to deliver the service	To what extent do you agree that your agency has capacity to use the software to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having access to online platforms to deliver the service	To what extent do you agree that your agency has access to online platforms to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having cooperation between the agency and network of employers to deliver the service	To what extent do you agree that your agency has cooperation between the agency and network of employers to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having other resources to deliver the service	To what extent do you agree that your agency has other resources to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Top three challenges in the field of employment service provision	What are the three main challenges in the field of employment?	Lack of skills/work experience for the unemployed; Low salaries; Higher expectation of salaries; Lack of employment opportunities; Corruption; Unaware of challenges; No challenges faced; Other (specify)	KI

What strategies are service providers using to cope with changing demand?	KI Interview	Strategies used to cope with changing demand in employment services provision	What steps did you use to address the emerging challenges?	Launched new programs with state institutions; Launched new programs through PPP; Launched new programs through the private sector; Launched new programs with donor institutions; Applied for new grants; A change of target for service provisions; Asked for more state funding; Continued to provide service at the cost of profit; Decreased staff; We delivered services in outdoor settings; Unable to address the challenges; There was no need to address the challenges; Other (specify)	KI
What strategies are service providers using to cope with changing demand?	KI Interview	Gender of led or appointed person for leading new program	Who led or was appointed to lead this step (by gender)?	Male; Female; Do not know	KI

What strategies are service providers using to cope with changing demand?	KI Interview	Reasons for appointing the person in charge of leading new programs	Why was this person chosen to lead?	The person had relevant work experience; The person was already leading/working on similar activities; The person came up with the initiative/nominated him/herself; The person enjoys high levels of trust of senior management/colleagues; The person enjoys high levels of trust in the community; The person works well with others; To achieve gender balance; I do not know; None of the above	KI
			Agricultural Services		

	KI Interview	Types of provided agricultural services	What type of agricultural services do you provide?	Agricultural advisory and support services; Access to innovative and new technologies; Veterinary services; Financial services; Insurance; Provision of pesticides; Provision of seeds; Irrigation; Agricultural machinery, mechanization; Government subsidies; Agricultural infrastructure improvement (roads, markets etc.); Support for access to markets; Marketing support and branding; Other (specify)	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	N of agricultural service providers needing service provisions that are yet unavailable	Do you have the need for service provisions that you cannot provide?	Yes; No	KI

What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Types of demanded agricultural services that are unavailable	If yes, which agricultural services are needed that are unavailable?	Service 1; Service 2; Service 3	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Reasons for not having the demanded agricultural services	What are the reasons that you do not have these agricultural services?	Lack of financial resources; Lack of know-how; Lack of qualified staff; Lack of existing technology/infrastructure; Old/outdated equipment; Lack of internet; Other (specify)	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	N of agriculture services providers being affected by COVID-19	Has COVID-19 affected your ability to provide the agricultural services?	Yes; No	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Impact of COVID-19 on agricultural service delivery	If yes, how has COVID-19 affected your ability to provide agricultural services?	Limited mobility of beneficiaries to access services; Downsizing of staff/human resources; Spoilage of goods due to low turnover of trade; Decreased financial resources; Other (specify)	KI

To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	N of agriculture services providers being affected by the hostilities in and around Nagorno-Karabakh	Has the hostilities in and around Nagorno-Karabakh affected your ability to provide agricultural services?	Yes; No	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Impact of the hostilities in and around Nagorno-Karabakh on agricultural service delivery	If yes, how has the hostilities in and around Nagorno-Karabakh affected your ability to provide agricultural services?	Limited mobility of beneficiaries to access services; Downsizing of staff/human resources; Spoilage of goods due to low turnover of trade; Decreased financial resources; Other (specify)	KI
			Administrative Services		
	KI Interview	Types of administrative services per facility	What types of services does your facility provide?	Passport related services; Services of registration/deregistration of place of residence; Utility payments; Business registration; Cadastral services; Birth certificates; Local tax payments; Applications for social benefits; Citizen complaint office; Other (specify)	KI

What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Whether or not there are demanded administrative services that are yet unavailable	Does your facility have needs for service provisions that it cannot provide?	Yes; No	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Demanded administrative services that are yet unavailable	If yes, which administrative services are demanded that are unavailable?	Service 1; Service 2; Service 3	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Reasons for not having demanded administrative services	What are the reasons that your facility does not have these services?	Lack of financial resources; Lack of know-how; Lack of qualified staff; Lack of existing technology/infrastructure; Old/outdated equipment; Lack of internet; Lack of courier services; Corruption; Other (specify); Difficult to answer	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having financial resources to deliver the service	To what extent do you agree that your agency has financial resources to deliver ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having qualified staff to deliver the service	To what extent do you agree that your agency has qualified staff to deliver ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having available staff to deliver the service	To what extent do you agree that your agency has available staff to deliver ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having reliable data to deliver the service	To what extent do you agree that your agency has reliable data to deliver ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having reliable data on gender and age disaggregation to deliver the service	To what extent do you agree that your agency has reliable data on gender and age disaggregation to deliver ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having technological equipment to deliver the service	To what extent do you agree that your agency has technological equipment to deliver ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having necessary software to deliver the service	To what extent do you agree that your agency has necessary software to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having capacity to use the software to deliver the service	To what extent do you agree that your agency has capacity to use the software to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having effective communication between the service provider and client to deliver the service	To what extent do you agree that your agency has effective communication between the service provider and client to deliver ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having state cooperation to deliver the service	To what extent do you agree that your agency has state cooperation to deliver ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having other resources to deliver the service	To what extent do you agree that your agency has other resources to deliver ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Whether or not administrative services provision were affected by COVID-19	Has COVID-19 affected your ability to provide these services?	Yes; No	KI

To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Impact of COVID-19 on administrative service delivery	If yes, how has COVID-19 affected your ability to provide administrative services?	Limited mobility of beneficiaries to access services; Lack of institutional guidelines/frameworks to deal with service provision remotely; Downsizing of staff/human resources; Lack of distance communication tools (lack of phone numbers, online platforms, etc.); Decreased financial resources; Other (specify)	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Whether or not administrative services provision were affected by the hostilities in and around Nagorno-Karabakh	Has the hostilities in and around Nagorno-Karabakh affected your ability to provide administrative services?	Yes; No	KI

<p>To what extent has institutional capacity for service provision changed since the shocks of 2020?</p>	<p>KI Interview</p>	<p>Impact of the hostilities in and around Nagorno-Karabakh on administrative service delivery</p>	<p>If yes, how has the hostilities in and around Nagorno-Karabakh affected your ability to provide administrative services?</p>	<p>Limited mobility of beneficiaries to access services due to security concerns; Lack of institutional guidelines/frameworks to deal with service provision remotely; Downsizing of staff/human resources; Lack of distance communication tools (lack of phone numbers, online platforms, etc.); Decreased financial resources; Inability to meet the higher demand of services due to the influx of displaced populations; Other (specify)</p>	<p>KI</p>
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What strategies are service providers using to cope with changing demand?	KI Interview	Strategies used to cope with changing demand in administration services provision	What steps did you use to address the emerging challenges?	Launched new programs with state institutions; Launched new programs through PPP; Launched new programs through the private sector; Launched new programs with donor institutions; Applied for new grants; A change of target for service provisions; Continued to provide service at the cost of profit; Decreased staff; We delivered services in outdoor settings; We delivered services in outdoor settings; There was no need to address the challenges; Other (specify)	KI
What strategies are service providers using to cope with changing demand?	KI Interview	Gender of led or appointed person for leading new program	Who led or was appointed to lead this step (by gender)?	Male; Female; Do not know	KI

What strategies are service providers using to cope with changing demand?	KI Interview	Reasons for appointing the person in charge of leading new programs	Why was this person chosen to lead?	The person had relevant work experience; The person was already leading/working on similar activities; The person came up with the initiative/nominated him/herself; The person enjoys high levels of trust of senior management/colleagues; The person enjoys high levels of trust in the community; The person works well with others; To achieve gender balance; I do not know; None of the above	KI
			Social Services		

	KI Interview	Types of social services per facility	What type of social services do you provide?	State benefits (family allowance, social benefit, emergency care, maternity benefit, etc.); Pensions; Social workers; Psychosocial support; Vocational training and retraining; Career guidance; Job placement assistance; Crisis and emergency intervention; Mediation; Legal aid; Providing targeted in-kind and cash assistance (by NGOs); Specialized support for people with disabilities (rehabilitation); Other (specify)	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Whether or not there are demanded social services that are yet unavailable	Does your agency have needs for service provisions that it cannot provide?	Yes; No	KI

What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Demanded social services that are yet unavailable	If yes, which social services are demanded that are unavailable?	Service 1; Service 2; Service 3	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Reasons for not having demanded social services	What are the reasons that your facility does not have these services?	Lack of financial resources; Lack of know-how; Lack of qualified staff; Lack of existing technology/infrastructure; Old/outdated equipment; Lack of internet; Lack of courier services; Corruption; Other (specify); Difficult to answer	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having financial resources to deliver the service	To what extent do you agree that your agency has financial resources to deliver ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having qualified staff to deliver the service	To what extent do you agree that your agency has qualified staff to deliver ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having available staff to deliver the service	To what extent do you agree that your agency has available staff to deliver ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having reliable data to deliver the service	To what extent do you agree that your agency has reliable data to deliver ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having technological equipment to deliver the service	To what extent do you agree that your agency has technological equipment to deliver ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having necessary software to deliver the service	To what extent do you agree that your agency has necessary software to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having capacity to use the software to deliver the service	To what extent do you agree that your agency has capacity to use the software to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having effective communication between the service provider and client to deliver the service	To what extent do you agree that your agency has effective communication between the service provider and beneficiary to deliver ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having state cooperation to deliver the service	To what extent do you agree that your agency has state cooperation to deliver ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having other resources to deliver the service	To what extent do you agree that your agency has other resources to deliver ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Whether or not social services provision were affected by COVID-19	Did COVID-19 pandemic affect your ability to provide social services?	Yes; No	KI

To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Impact of COVID-19 on social service delivery	If yes, how has COVID-19 pandemic affected your ability to provide social services?	Limited mobility to reach beneficiaries; Limited mobility of beneficiaries to access services; Lack of institutional guidelines/frameworks to deal with service provision remotely; Downsizing of staff/human resources; Lack of distance communication tools (lack of phone numbers, online platforms, etc.); Decreased financial resources; Other (specify)	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Whether or not social services provision were affected by the hostilities in and around Nagorno-Karabakh	Did the hostilities in and around Nagorno-Karabakh affect your ability to provide social services?	Yes; No	KI

<p>To what extent has institutional capacity for service provision changed since the shocks of 2020?</p>	<p>KI Interview</p>	<p>Impact of the hostilities in and around Nagorno-Karabakh on social service delivery</p>	<p>If yes, how did the hostilities in and around Nagorno-Karabakh affect your ability to provide social services?</p>	<p>Limited mobility to reach beneficiaries; Limited mobility of beneficiaries to access services; Lack of institutional guidelines/frameworks to deal with service provision remotely; Downsizing of staff/human resources; Lack of distance communication tools (lack of phone numbers, online platforms, etc.); Decreased financial resources; Security concerns; Other (specify)</p>	<p>KI</p>
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What strategies are service providers using to cope with changing demand?	KI Interview	Strategies used to cope with changing demand in social services provision	What steps did you use to address the emerging challenges?	Launched new programs with state institutions; Launched new programs through PPP; Launched new programs through the private sector; Launched new programs with donor institutions; Applied for new grants; A change of target for service provisions; Continued to provide service at the cost of profit; Decreased staff; We delivered services in outdoor settings; We delivered services in outdoor settings; There was no need to address the challenges; Other (specify)	KI
What strategies are service providers using to cope with changing demand?	KI Interview	Gender of led or appointed person for leading new program	Who led or was appointed to lead this step (by gender)?	Male; Female; Do not know	KI

What strategies are service providers using to cope with changing demand?	KI Interview	Reasons for appointing the person in charge of leading new programs	Why was this person chosen to lead?	The person had relevant work experience; The person was already leading/working on similar activities; The person came up with the initiative/nominated him/herself; The person enjoys high levels of trust of senior management/colleagues; The person enjoys high levels of trust in the community; The person works well with others; To achieve gender balance; I do not know; None of the above	KI
			Security & Justice services		

	KI Interview	Types of security & justice services per facility	Which of the following services does this facility provide?	Patrol police; Traffic police; Crime investigation; Prosecutor; Legal aid (i.e. clarification of legal rights, laws, advice); Representation in court; Rescue services (firefighters, etc.); Interpreting service; Preparation of legal documents; Dispute resolution; Mediation; Other (specify)	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Whether or not there are demanded security & justice services that are yet unavailable	Does your facility have needs for service provisions that it cannot provide?	Yes; No	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Demanded security & justice services that are yet unavailable	If yes, which security & justice services are demanded that are unavailable?	Service 1; Service 2; Service 3	KI

What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Reasons for not having demanded security & justice services	What are the reasons that your facility does not have these services?	Lack of financial resources; Lack of know-how; Lack of qualified staff; Lack of existing technology/infrastructure; Lack of human resources; Old/outdated equipment; Lack of internet; Lack of vehicles; Corruption; Other (specify); Difficult to answer	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having financial resources to deliver the service	To what extent do you agree that your agency has financial resources to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having qualified staff to deliver the service	To what extent do you agree that your agency has qualified staff to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having available staff to deliver the service	To what extent do you agree that your agency has available staff to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having reliable data to deliver the service	To what extent do you agree that your agency has reliable data to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having technological equipment to deliver the service	To what extent do you agree that your agency has technological equipment to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having necessary software to deliver the service	To what extent do you agree that your agency has necessary software to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having capacity to use the software to deliver the service	To what extent do you agree that your agency has capacity to use the software to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having effective communication between the service provider and community members to deliver the service	To what extent do you agree that your agency has effective communication between the service provider and community members to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having state cooperation to deliver the service	To what extent do you agree that your agency has state cooperation to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having other resources to deliver the service	To what extent do you agree that your agency has other resources to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Whether or not security & justice services provision were affected by COVID-19 pandemic	Did COVID-19 pandemic affect your ability to provide security & justice services?	Yes; No	KI

To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Impact of COVID-19 on security & justice service delivery	If yes, how did the COVID-19 pandemic affect your ability to provide security & justice services?	Limited mobility of beneficiaries to access services; Lack of institutional guidelines/frameworks to deal with service provision remotely; Downsizing of staff/human resources; Limited access to distance communication tools (lack of phone numbers, online platforms, etc.); Created delays in legal proceedings; Increased expenditure on unplanned activities; Other (specify)	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Whether or not security & justice services provision were affected by the hostilities in and around Nagorno-Karabakh	Did the hostilities in and around Nagorno-Karabakh affect your ability to provide emergency services?	Yes; No	KI

<p>To what extent has institutional capacity for service provision changed since the shocks of 2020?</p>	<p>KI Interview</p>	<p>Impact of the hostilities in and around Nagorno-Karabakh on security & justice service delivery</p>	<p>If yes, how did the hostilities in and around Nagorno-Karabakh affect your ability to provide security & justice services?</p>	<p>Limited mobility of beneficiaries to access services; Lack of institutional guidelines/frameworks to deal with service provision remotely; Downsizing of staff/human resources; Limited access to distance communication tools (lack of phone numbers, online platforms, etc.); Created delays in legal proceedings; Other (specify)</p>	<p>KI</p>
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What strategies are service providers using to cope with changing demand?	KI Interview	Strategies used to cope with changing demand in security & justice services provision	What steps did you use to address the emerging challenges?	Launched new programs with state institutions; Launched new programs through PPP; Launched new programs through the private sector; Launched new programs with donor institutions; Applied for new grants; A change of target for service provisions; Continued to provide service at the cost of profit; Decreased staff; Continued to provide service at the cost of profit; Unable to address the challenges; There was no need to address the challenges; Other (specify)	KI
What strategies are service providers using to cope with changing demand?	KI Interview	Gender of led or appointed person for leading new program	Who led or was appointed to lead this step (by gender)?	Male; Female; Do not know	KI

What strategies are service providers using to cope with changing demand?	KI Interview	Reasons for appointing the person in charge of leading new programs	Why was this person chosen to lead?	The person had relevant work experience; The person was already leading/working on similar activities; The person came up with the initiative/nominated him/herself; The person enjoys high levels of trust of senior management/colleagues; The person enjoys high levels of trust in the community; The person works well with others; To achieve gender balance; I do not know; None of the above	KI
			Emergency Services		
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Emergency services which have been challenging to access	Which of the following emergency services did the community members have challenges accessing?	Evacuation; Firefighters; Early Warning; 911 emergency call service; Police; Medical emergencies; Gas leaks; No challenges faced; Other (specify)	KI

<p>What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?</p>	<p>KI Interview</p>	<p>Perception of disasters as risks in the communities</p>	<p>Which of the following disasters have you considered as a risk in your community?</p>	<p>Pandemic risks; Climate change exposed weather extremes (strong winds, hailstorms, drought, frostbite, downpour, early spring floods, forest wildfires); Natural disasters (earthquakes, landslides); Human-induced risks (technogenic risks - Environmental pollution, emissions, burning of grassy areas); Conflict escalation; None of the above</p>	<p>KI</p>
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<p>What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?</p>	<p>KI Interview</p>	<p>Availability of risk management plans in the communities</p>	<p>Do you have risk management plans for the following disasters?</p>	<p>Pandemic risks; Climate change exposed weather extremes (strong winds, hailstorms, drought, frostbite, downpour, early spring floods, forest wildfires); Natural disasters (earthquakes, landslides); Human-induced risks (technogenic risks - Environmental pollution, emissions, burning of grassy areas); Conflict escalation; None of the above</p>	<p>KI</p>
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<p>What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?</p>	<p>KI Interview</p>	<p>Received practical trainings regarding disaster occurrence over the last 5 years</p>	<p>Have you received practical trainings in case of disaster occurrence over the last 5 years?</p>	<p>Pandemic risks; Climate change exposed weather extremes (strong winds, hailstorms, drought, frostbite, downpour, early spring floods, forest wildfires); Natural disasters (earthquakes, landslides); Human-induced risks (technogenic risks - Environmental pollution, emissions, burning of grassy areas); Conflict escalation; None of the above</p>	<p>KI</p>
<p>What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?</p>	<p>KI Interview</p>	<p>% of gender based responsibility roles for the evacuation of the vulnerable groups in case of emergency in the community</p>	<p>In the case of emergencies in the community who takes more responsibility for the evacuation of the vulnerable groups?</p>	<p>Men; Women; Other</p>	<p>KI</p>

What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Emergency needs of the community	What are the most pressing emergency needs of your community?	Evacuations; Fires; Natural disasters (e.g. earthquakes, landslides, flooding, etc.); Police; Medical emergencies; Gas leaks; Other (specify)	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	% of awareness of respondent to operate before disasters on human-induced risks (technogenic risks - Environmental pollution, emissions, burning of grassy areas)	How would you rate the awareness of your institution to operate before disasters? Human-induced risks (technogenic risks - Environmental pollution, emissions, burning of grassy areas)	Not aware of actions to be taken; Aware of the required actions and have resources; Aware of the required actions, but lack of resources	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	% of awareness of respondent to operate before disasters on natural disasters (earthquakes, landslides)	How would you rate the awareness of your institution to operate before disasters? Natural disasters (earthquakes, landslides)	Not aware of actions to be taken; Aware of the required actions and have resources; Aware of the required actions, but lack of resources	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	% of awareness of respondent to operate before disasters on conflict escalation	How would you rate the awareness of your institution to operate before disasters? Conflict escalation	Not aware of actions to be taken; Aware of the required actions and have resources; Aware of the required actions, but lack of resources	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	% of awareness of respondent to operate before disasters on climate change exposed weather extremes (strong winds, hailstorms, drought, frostbite, downpour, early spring floods, forest wildfires)	How would you rate the awareness of your institution to operate before disasters? Climate change exposed weather extremes (strong winds, hailstorms, drought, frostbite, downpour, early spring floods, forest wildfires)	Not aware of actions to be taken; Aware of the required actions and have resources; Aware of the required actions, but lack of resources	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	% of awareness of respondent to operate before disasters on pandemic risks	How would you rate the awareness of your institution to operate before disasters? Pandemic risks		KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	% of awareness of respondent to operate during disasters on human-induced risks (technogenic risks - Environmental pollution, emissions, burning of grassy areas)	How would you rate the awareness of your institution to operate during disasters? Human-induced risks (technogenic risks - Environmental pollution, emissions, burning of grassy areas)		KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	% of awareness of respondent to operate during disasters on natural disasters (earthquakes, landslides)	How would you rate the awareness of your institution to operate during disasters? Natural disasters (earthquakes, landslides)		KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	% of awareness of respondent to operate during disasters on conflict escalation	How would you rate the awareness of your institution to operate during disasters? Conflict escalation		KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	% of awareness of respondent to operate during disasters on climate change exposed weather extremes (strong winds, hailstorms, drought, frostbite, downpour, early spring floods, forest wildfires)	How would you rate the awareness of your institution to operate during disasters? Climate change exposed weather extremes (strong winds, hailstorms, drought, frostbite, downpour, early spring floods, forest wildfires)		KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	% of awareness of respondent to operate during disasters on pandemic risks	How would you rate the awareness of your institution to operate during disasters? Pandemic risks		KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	% of awareness of respondent to operate after disasters on human-induced risks (technogenic risks - Environmental pollution, emissions, burning of grassy areas)	How would you rate the awareness of your institution to operate after disasters? Human-induced risks (technogenic risks - Environmental pollution, emissions, burning of grassy areas)		KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	% of awareness of respondent to operate after disasters on natural disasters (earthquakes, landslides)	How would you rate the awareness of your institution to operate after disasters? Natural disasters (earthquakes, landslides)		KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	% of awareness of respondent to operate after disasters on conflict escalation	How would you rate the awareness of your institution to operate after disasters? Conflict escalation		KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	% of awareness of respondent to operate after disasters on climate change exposed weather extremes (strong winds, hailstorms, drought, frostbite, downpour, early spring floods, forest wildfires)	How would you rate the awareness of your institution to operate after disasters? Climate change exposed weather extremes (strong winds, hailstorms, drought, frostbite, downpour, early spring floods, forest wildfires)		KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	% of awareness of respondent to operate after disasters on pandemic risks	How would you rate the awareness of your institution to operate after disasters? Pandemic risks		KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Whether or not there are demanded emergency services that are yet unavailable	Does your facility have needs for emergency services provisions that it cannot provide?	Yes; No	KI

What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Demanded emergency services that are yet unavailable	If yes, which emergency services are demanded that are unavailable?	Service 1; Service 2; Service 3	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Reasons for not having demanded emergency services	What are the reasons that your facility does not have these services?	Lack of financial resources; Lack of knowledge and experience; Lack of know-how; Lack of qualified staff; Lack of existing technology/infrastructure; Old/outdated equipment; Lack of vehicles; Lack of reliable data; Corruption; Other (specify); Difficult to answer	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having financial resources to deliver the service	To what extent do you agree that your agency has financial resources to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having qualified staff to deliver the service	To what extent do you agree that your agency has qualified staff to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having available staff to deliver the service	To what extent do you agree that your agency has available staff to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having reliable data to deliver the service	To what extent do you agree that your agency has reliable data to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having technological equipment to deliver the service	To what extent do you agree that your agency has technological equipment to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having necessary software to deliver the service	To what extent do you agree that your agency has necessary software to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having capacity to use the software to deliver the service	To what extent do you agree that your agency has capacity to use the software to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having effective communication between the service provider and community members to deliver the service	To what extent do you agree that your agency has effective communication between the service provider and community members to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having knowledge and experience to deliver the service	To what extent do you agree that your agency has knowledge and experience to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having early warning to deliver the service	To what extent do you agree that your agency has early warning to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having state cooperation to deliver the service	To what extent do you agree that your agency has state cooperation to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having other resources to deliver the service	To what extent do you agree that your agency has other resources to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Whether or not emergency services provision were affected by COVID-19	Did COVID-19 pandemic affect your ability to provide emergency services?	Yes; No	KI

To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Impact of COVID-19 on emergency delivery	If yes, how did the COVID-19 pandemic affect your ability to provide emergency services?	Downsizing of staff/human resources; Created challenges in providing emergencies medical services (i.e. lack of ambulances, lack of hospital beds, etc.); Lack of institutional guidelines/frameworks to deal with service provision during crisis; Increased expenditure on unplanned activities; Other (specify)	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Whether or not emergency services provision were affected by the hostilities in and around Nagorno-Karabakh	Did the hostilities in and around Nagorno-Karabakh affect your ability to provide emergency services?	Yes; No	KI

<p>To what extent has institutional capacity for service provision changed since the shocks of 2020?</p>	<p>KI Interview</p>	<p>Impact of the hostilities in and around Nagorno-Karabakh on emergency delivery</p>	<p>If yes, how did the hostilities in and around Nagorno-Karabakh affect your ability to provide emergency services?</p>	<p>Downsizing of staff/human resources; Created a lack of vehicles (police vehicles, fire trucks and others, except ambulances); Created challenges in providing emergencies medical services (i.e. lack of ambulances, lack of hospital beds, etc.); Lack of institutional guidelines/frameworks to deal with service provision during crisis; Increased expenditure on unplanned activities; Other (specify)</p>	<p>KI</p>
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What strategies are service providers using to cope with changing demand?	KI Interview	Strategies used to cope with changing demand in emergency services provision	What steps did you use to address the emerging challenges?	Launched new programs with state institutions; Launched new programs through PPP; Launched new programs through the private sector; Launched new programs with donor institutions; Applied for new grants; A change of target for service provisions; Continued to provide service at the cost of profit; Decreased staff; We delivered services in outdoor settings; Unable to address the challenges; There was no need to address the challenges; Other (specify)	KI
What strategies are service providers using to cope with changing demand?	KI Interview	Gender of led or appointed person for leading new program	Who led or was appointed to lead this step (by gender)?	Male; Female; Do not know	KI

What strategies are service providers using to cope with changing demand?	KI Interview	Reasons for appointing the person in charge of leading new programs	Why was this person chosen to lead?	The person had relevant work experience; The person was already leading/working on similar activities; The person came up with the initiative/nominated him/herself; The person enjoys high levels of trust of senior management/colleagues; The person enjoys high levels of trust in the community; The person works well with others; To achieve gender balance; I do not know; None of the above	KI
			Environment		
	KI Interview		Select the type of waste management organization.	Waste removal; Recycling; Waste removal & recycling	KI

<p>What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?</p>	<p>KI Interview</p>	<p>Top challenges in the trash disposal</p>	<p>In waste disposal services which are the most relevant service provision challenges?</p>	<p>Regular payments by the HHs; Regular payments by the business entities; Service supply to the HHs; Service supply to the business entities; No challenges faced; Unaware of challenges; Other (specify)</p>	<p>KI</p>
<p>What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?</p>	<p>KI Interview</p>	<p>Reasons for the existence of trash disposal related challenges</p>	<p>In your opinion, why do these challenges exist today?</p>	<p>Lack of financial resources by clients to pay the bills; Lack of waste, including hazardous medical waste, management related infrastructure; Lack of qualified staff; Lack of financial resources to enhance service provisions; Old/outdated equipment (i.e. bins and collection vehicles); Unaware; Other (specify)</p>	<p>KI</p>

What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Whether or not there are demanded trash removal services that are yet unavailable	Does your facility have needs for service provisions that it cannot provide?	Yes; No	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Demanded trash removal services that are yet unavailable	If yes, which services are demanded in the field of waste disposal that are unavailable?	Improvement in the existing technology; State subsidy to the business entities; Other (specify)	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Reasons for not having demanded trash removal services	What are the reasons that your facility does not have these services?	Lack of financial resources; Lack of knowledge and know-how; Lack of qualified staff; Lack of existing technology/infrastructure; Lack of cooperation with state; Other (specify); Difficult to answer	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having financial resources to deliver the service	To what extent do you agree that your agency has financial resources to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having qualified staff to deliver the service	To what extent do you agree that your agency has qualified staff to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having available staff to deliver the service	To what extent do you agree that your agency has available staff to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having reliable data to deliver the service	To what extent do you agree that your agency has reliable data to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having technological equipment to deliver the service	To what extent do you agree that your agency has technological equipment to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having necessary software to deliver the service	To what extent do you agree that your agency has necessary software to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having capacity to use the software to deliver the service	To what extent do you agree that your agency has capacity to use the software to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having state cooperation to deliver the service	To what extent do you agree that your agency has state cooperation to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having other resources to deliver the service	To what extent do you agree that your agency has other resources to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Insufficient resources due to which the company lacks to deliver the services	What are the resources your facility lacks to deliver the ongoing services?	Financial resources; Human resources; Unreliable/non-validated data; Institutional guidelines/frameworks to deal with service provision; Other (specify)	KI

What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Top challenges in the recycling	In recycling services which are the most relevant challenges?	Lack of recycling practices by HHs; Lack of awareness toward waste separation at source by HHs; Service supply to the HHs; Service supply to the business entities; Unaware of challenges; No challenges faced; Other (specify)	KI
What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?	KI Interview	Whether or not there are demanded recycling related services that are yet unavailable	Does your facility have needs for service provisions that it cannot provide?	Yes; No	KI

<p>What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?</p>	<p>KI Interview</p>	<p>Demanded recycling related services that are yet unavailable</p>	<p>If yes, which services are demanded in the field of recycling that are unavailable?</p>	<p>Increased waste sorting and disposal facilities; Increased awareness toward sustainable waste management, including recycling practices; Improvement in the existing knowledge and technology; Financial support schemes to the business entities; Other (specify)</p>	<p>KI</p>
<p>What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?</p>	<p>KI Interview</p>	<p>Reasons for not having demanded recycling related services</p>	<p>What are the reasons that your facility does not have these services?</p>	<p>Lack of financial resources; Lack of know-how; Lack of qualified staff; Lack of existing technology/infrastructure; Lack of HH willingness; Lack of state-driven framework/policy; Other (specify); Difficult to answer</p>	<p>KI</p>
<p>To what extent are service providers satisfied with the resources available to them to deliver quality services?</p>	<p>KI Interview</p>	<p>Level of satisfaction with having financial resources to deliver the service</p>	<p>To what extent do you agree that your agency has financial resources to deliver the ongoing services?</p>		<p>KI</p>

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having qualified staff to deliver the service	To what extent do you agree that your agency has qualified staff to deliver the ongoing services?		KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having available staff to deliver the service	To what extent do you agree that your agency has available staff to deliver the ongoing services?		KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having reliable data to deliver the service	To what extent do you agree that your agency has reliable data to deliver the ongoing services?		KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having technological equipment to deliver the service	To what extent do you agree that your agency has technological equipment to deliver the ongoing services?		KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having necessary software to deliver the service	To what extent do you agree that your agency has necessary software to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI

To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having capacity to use the software to deliver the service	To what extent do you agree that your agency has capacity to use the software to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having state cooperation to deliver the service	To what extent do you agree that your agency has state cooperation to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction with having other resources to deliver the service	To what extent do you agree that your agency has other resources to deliver the ongoing services?	Fully disagree; Partly disagree; Neither agree, nor disagree; Partly agree; Fully agree	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Whether or not waste management provision was affected by COVID-19	Did COVID-19 pandemic affect waste management related services?	Yes; No	KI

To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Impact of COVID-19 on waste management	How did the COVID-19 pandemic affect the waste management?	Downsizing of personnel/ human resources; Lack of vehicles; Lack of protective gear/procedures to protect staff; Increased amount of hazardous medical waste; Lack of institutional guidelines/frameworks to deal with service provision during crisis; Other (specify)	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Whether or not waste management provision was affected by the hostilities in and around Nagorno-Karabakh	Did the hostilities in and around Nagorno-Karabakh affect provisions of waste management?	Yes; No	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Impact of the hostilities in and around Nagorno-Karabakh on waste management	How did the hostilities in and around Nagorno-Karabakh affect waste management related services?	Downsizing of personnel/ human resources; Lack of vehicles; Lack of institutional guidelines/frameworks to deal with service provision during crisis; Other (specify)	KI

What strategies are service providers using to cope with changing demand?	KI Interview	Strategies used to cope with changing demand in waste management provision	What steps did you use to address the emerging challenges?	Launched new programs with state institutions; Launched new programs through PPP; Launched new programs through the private sector; Launched new programs with donor institutions; Applied for new grants; A change of target for service provisions; Continued to provide service at the cost of profit; Decreased staff; We delivered services in outdoor settings; Unable to address the challenges; There was no need to address the challenges; Other (specify)	KI
What strategies are service providers using to cope with changing demand?	KI Interview	Gender of led or appointed person for leading new program	Who led or was appointed to lead this step (by gender)?	Male; Female; Do not know	KI

What strategies are service providers using to cope with changing demand?	KI Interview	Reasons for appointing the person in charge of leading new programs	Why was this person chosen to lead?	The person had relevant work experience; The person was already leading/working on similar activities; The person came up with the initiative/nominated him/herself; The person enjoys high levels of trust of senior management/colleagues; The person enjoys high levels of trust in the community; The person works well with others; To achieve gender balance; I do not know; None of the above	KI
			Social Cohesion & Peacebuilding		

<p>What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?</p>	<p>KI Interview</p>	<p>Key issues causing tensions in target communities currently</p>	<p>What are the key issues causing tensions in your community currently?</p>	<p>Competition over socioeconomic opportunities (i.e. employment, housing); Competition over natural resources; Competition over service provisions (i.e. utilities, admin/ social services, security/justice); Competition over public amenities (i.e. education, healthcare, emergency services); Political disputes; Lack of trust towards authorities; Lack of participatory mechanisms; Rooted stereotypes on gender roles; Intolerance towards special groups of population; There are no social tensions within my community; Other (specify)</p>	<p>KI</p>
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<p>What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?</p>	<p>KI Interview</p>	<p>% of communities where refugee-like populations had an opportunity to integrate</p>	<p>Have displaced populations had the opportunity to integrate into your community?</p>	<p>Yes; No; Partly</p>	<p>KI</p>
<p>What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?</p>	<p>KI Interview</p>	<p>Key integration challenges that host households and refugee-like populations face</p>	<p>What are the key integration challenges host households and displaced populations face?</p>	<p>Competition over socioeconomic opportunities (i.e. employment, housing); Competition over natural resources; Competition over service provisions (i.e. utilities, admin/ social services, security/justice); Competition over public amenities (i.e. education, healthcare, emergency services); Political disputes; Cultural differences; No challenges faced; Other (specify)</p>	<p>KI</p>

To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	% of communities where COVID-19 caused challenges between service providers and constituents	Has COVID-19 caused challenges between service providers and constituents?	Yes; No	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Types of challenges caused due to COVID-19 between service providers and constituents	If yes, what types of challenges are you experiencing?	Shortcomings in remotely communicating with constituents (i.e. airtime top-up, internet); Inability to meet the needs of constituents due to lack of services; Other (specify)	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	% of communities where the Karabakh conflict caused challenges between service providers and constituents	Have the hostilities in and around Nagorno-Karabakh caused challenges between service providers and constituents?	Yes; No	KI

To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Types of challenges caused due to the Karabakh conflict between service providers and constituents	If yes, what types of challenges are you experiencing?	Security concerns; Shortcomings in remotely communicating with constituents; Inability to meet the needs of constituents due to lack of services; Lack of distance communication tools between parties (i.e. airtime top-up, internet); Inability to support the facilitation of services; Other (specify)	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	% of communities where the Karabakh conflict created more intercommunal tensions among community members	Have the hostilities in and around Nagorno-Karabakh created more intercommunal tensions among community members?	Yes; No	KI
To what extent has institutional capacity for service provision changed since the shocks of 2020?	KI Interview	Main intercommunal tension dispute topics among community members caused by the Karabakh conflict	If yes, what are the main disputes regarding?	Political disputes; Access to humanitarian assistance; Competition over service provisions; Security concerns; Socioeconomic concerns; Other (specify)	KI

<p>What strategies are service providers using to cope with changing demand?</p>	<p>KI Interview</p>	<p>Mechanisms for resolving tensions in the target communities</p>	<p>What are the mechanisms you deploy to resolve tensions in your community?</p>	<p>One-on-one discussions with constituents; Town-hall meetings; Community-based discussions; Household interventions as needed; Cultural activities or other cohesion-building events; Introducing activities/support schemes which are equally accessible by arrived and local community residents; Other (specify); Difficult to answer</p>	<p>KI</p>
<p>What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?</p>	<p>KI Interview</p>	<p>Reactions of people in the community on the beating of wife or girlfriend</p>	<p>If people in your community were to find out that a man was beating his wife or girlfriend, how would most of them react?</p>	<p>They would either intervene themselves or get local leaders or the family to intervene; They would mind their own business and let the couple work it out on their own; Do not know; Refuse to answer</p>	<p>KI</p>

What strategies are service providers using to cope with changing demand?	KI Interview	Mechanisms for promoting inclusive decision-making processes in the target communities	Which mechanisms do you deploy to promote inclusive decision-making processes in your community?	One-on-one discussion with the community members; Online platform; Public meeting/ forum; Phone call; Voting/ participating in electoral processes; Other (specify)	KI
What strategies are service providers using to cope with changing demand?	KI Interview	% of respondents considering gender dimension during decision-making events to ensure balanced participation	How often do you consider the gender dimension during decision-making events to ensure balanced participation?	Always; Frequently; Sometimes; Never	KI
What strategies are service providers using to cope with changing demand?	KI Interview	% of respondents considering both genders to be able equally participate in decision-making processes	Are both genders equally able to participate in decision-making processes?	Women and men are equal to participate; Women participate more than men; Men participate more than women	KI
To what extent are service providers satisfied with the resources available to them to deliver quality services?	KI Interview	Level of satisfaction of heads of target communities to address issues related to peaceful existence among the community members	How would you rate your level of satisfaction with your ability to address issues related to peaceful existence among your community members?	Very unsatisfied; Unsatisfied; Neither satisfied, nor unsatisfied; Satisfied; Very satisfied	KI

<p>What are the gaps and challenges in service delivery capacities in terms of meeting the needs of populations in the identified eleven sectors?</p>	<p>KI Interview</p>	<p>Types of resources which would better improve the abilities of heads of target communities to engage with their community?</p>	<p>What types of resources would better improve your ability to engage with your community?</p>	<p>Support to develop/improve interactive communication tools; Trainings for civic engagement mechanisms; Trainings for efficient public expenditure/budgeting; Trainings for conflict resolution/peacebuilding; Training for facilitating electoral processes; More coordination with provincial authorities; More coordination with national authorities; Gender inclusive trainings to promote gender inclusion within the community; Other (specify); Unaware</p>	<p>KI</p>
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7. Monitoring & Evaluation Plan

IMPACT Objective	External M&E Indicator	Internal M&E Indicator	Focal point	Tool	Will indicator be tracked?
Humanitarian stakeholders are accessing IMPACT products	Number of humanitarian organisations accessing IMPACT services/products Number of individuals accessing IMPACT services/products	# of downloads of x product from Resource Center	Country request to HQ	User_log	X Yes
		# of downloads of x product from Relief Web	Country request to HQ		X Yes
		# of downloads of x product from Country level platforms	Country team		<input type="checkbox"/> Yes
		# of page clicks on x product from REACH global newsletter	Country request to HQ		X Yes
		# of page clicks on x product from country newsletter, sendingBlue, bit.ly	Country team		<input type="checkbox"/> Yes
		# of visits to x webmap/x dashboard	Country request to HQ		<input type="checkbox"/> Yes
IMPACT activities contribute to better program implementation and coordination of the humanitarian response	Number of humanitarian organisations utilizing IMPACT services/products	# references in HPC documents (HNO, SRP, Flash appeals, Cluster/sector strategies)	Country team	Reference_log	[List here relevant HPC-documents to be monitored: E.g. Iraq HNO 2018, Iraq Flash Appeal Mosul, Shelter Cluster strategy] UNDP Early Recovery Strategy
		# references in single agency documents			
Humanitarian stakeholders are using IMPACT products	Humanitarian actors use IMPACT evidence/products as a basis for decision making, aid planning and delivery	Perceived relevance of IMPACT country-programs	Country team	Usage_Feed back and Usage_Survey template	[
		Perceived usefulness and influence of IMPACT outputs			
		Recommendations to strengthen IMPACT programs			
		Perceived capacity of IMPACT staff			

	Number of humanitarian documents (HNO, HRP, cluster/agency strategic plans, etc.) directly informed by IMPACT products	Perceived quality of outputs/programs Recommendations to strengthen IMPACT programs			Usage of the CVA at the end of the research cycle (August 2021) and the final presentations of the outputs, targeting all Early Recovery Working Group actors in Armenia
Humanitarian stakeholders are engaged in IMPACT programs throughout the research cycle	Number and/or percentage of humanitarian organizations directly contributing to IMPACT programs (<i>providing resources, participating to presentations, etc.</i>)	# of organisations providing resources (i.e.staff, vehicles, meeting space, budget, etc.) for activity implementation	Country team	Engagement_log	<input type="checkbox"/> Yes
		# of organisations/clusters inputting in research design and joint analysis			<input type="checkbox"/> Yes
		# of organisations/clusters attending briefings on findings;			<input type="checkbox"/> Yes

