



**"I am  
completely  
born anew":**

Evaluation of the SOS  
Children's Villages  
Ukraine Emergency  
Response Programme

22 August 2023



**SOS CHILDREN'S  
VILLAGES**

  
**scruples**  
research



SOS Children's Villages Ukraine Emergency Response Programme Evaluation is commissioned to Scruples Research by SOS Children's Villages Ukraine Country Office.

Scruples Research is a women-led social enterprise based in Estonia and comprised of a team of experienced humanitarian practitioners who have together 20+ years of multisectoral experience, including in programs, Research and Analysis, Monitoring, and Evaluation as well as Knowledge Management in various conflict settings in Europe, Asia, and the Middle East. Scruples Research flourishes United Nations (UN) Agencies, international and national non-governmental organisations (I/NGOs), governments, decision-makers and institutions with insights and reliable data to ensure effective programming and sustainable change in crisis regions, with a particular geographical focus on Ukraine, Romania, Moldova, and Poland. Scruples' work lends clarity to the complex dynamics inherent to the contexts Scruples' partners work in. Scruples Research supported these actors such as World Vision, CARE International, Plan International, Caritas, and Corus International through high-quality information management products, including research and evaluation activities such as needs assessments, gender analysis, baseline studies, and project/program evaluations, and assist them overcome program design, strategy and implementation challenges across sectors, themes, and geographies through its well-versed researchers from Ukraine, with solid academic background.



Group activities for children`s wellbeing

# Table of contents

Lists of acronyms and abbreviations .....	4
Executive summary .....	5
Key findings .....	5
Key recommendations .....	9
1. Context .....	11
1.1 Emergency response programme in Ukraine .....	12
2. Methodology .....	14
2.1. Evaluation approach and objectives .....	14
2.2. Evaluation approach and objectives .....	14
2.2.1. Secondary data collection .....	15
2.2.2. Primary data collection .....	15
2.2.3. Data analysis and quality assurance .....	17
2.2.4. Ethical principles .....	18
2.2.5. Study limitations .....	19
3. Findings .....	20
3.1. Relevance and Appropriateness .....	20
3.2. Effectiveness .....	30
3.3. Coverage .....	45
3.4. Coordination .....	47
4. Recommendations .....	51
Annexes .....	52

## Lists of figures

Figure 1 Summary of Methodology and Demographic Information .....	17
Figure 2 Services Found Most Relevant by Beneficiaries .....	21
Figure 3 Services Provided to Beneficiaries .....	22
Figure 4 The Most Useful Activities for Girls and Boys .....	23
Figure 5 Self-Efficacy: Staff Members are Welcoming and Caring .....	24
Figure 6 To what extent your needs were taken into consideration before the assistance was provided? .....	26
Figure 7 Which groups should be consulted more when designing such a programme? .....	28
Figure 8 I Mostly Envision A Better Future for Myself .....	31

## Lists of tables

Table 1 Inter-Agency Coordination Bodies SOS Children`s Villages Ukraine was actively engaged in .....	49
Table 2 Evaluation Matrix .....	53
Table 3 Desk Review Documents .....	57



## Lists of acronyms and abbreviations

CFS	Child-Friendly Space
CHS	Core Humanitarian Standards
CP	Child Protection
CPiHA	Child Protection in Humanitarian Action
DBST	Dynamic Behavioural Skills Training
FF	Foster Family
FFC	Foster Family Care
FGD	Focus Group Discussion
GBV	Gender-based Violence
IDP	Internally Displaced Person
IP	Implementing Partner
KII	Key Informant Interview
MERL	Monitoring Evaluation Research and Learning
MHPSS	Mental Health and Psychosocial Support
MSC	Most Significant Change
MSNA	Multi-sectoral Needs Assessment
NFI	Non-food Item
NGO	Non-governmental Organization
PBT	Protective Behaviours Training
PFA	Psychosocial First Aid
PDEP	Positive Discipline in Everyday Parenting
PSS	Psychosocial Support
PTSD	Post-Traumatic Stress Disorder
SNF	Special Needs Fund
ToR	Terms of Reference
UAH	Ukrainian Hryvnia
UNICEF	United Nations International Children's Fund
UNOCHA	United Nations Office for the Coordination of Humanitarian Affairs

# Executive summary

## Key findings

### Relevance and Appropriateness

- The Ukraine Emergency Response Programme implemented by SOS Children's Villages Ukraine was assessed as very relevant. This was evidenced not just in the overall programme design and primary data collected from beneficiaries, key stakeholders, and implementing partners across locations but also based on our observations during interviews with SOS Children's Villages Ukraine staff, who demonstrated the strategic, long-term thinking and contextual knowledge necessary to achieve this level of relevance.
  - All interviewed parents/caregivers reported benefiting from a comprehensive support that has significantly enriched their lives including basic needs, cash and voucher assistance, MHPSS, and educational or recreational activities for their children.
  - Most girls and boys agreed that services providing basic needs, including food, non-food, and hygiene products, as well as cash and vouchers, were seen as the most useful forms of support when sharing their thoughts through surveys and group discussions.
- Staff members at SOS Children's Villages Ukraine exhibit an exceptional level of dedication, fostering an atmosphere of trust and unity among beneficiaries.
- Most participants reported having easy access to services supported by positive experiences.
- Although there is a generally positive perception of the support provided, several distinct needs emerged, including improved housing conditions, specialised support for children with medical conditions, consistent psychological assistance, comprehensive long-term planning guidance, and a preference for more targeted financial assistance.
- SOS's collaborative approach with beneficiaries, partners, and stakeholders underscores its commitment to effective services. Ongoing needs assessments and consultations enable tailored support, maintaining strong community bonds amid challenges. The alignment between survey results and narratives emphasises the organisation's dedication to holistic aid.
  - The Emergency Response Programme demonstrated a commendable level of flexibility in its ability to adapt its operational activities to effectively address the dynamic needs of beneficiaries and the evolving contextual circumstances.
- Gender and conflict sensitivity were followed and respected at the individual case level. However, a broader analysis could serve as guidance for all SOS Children's Villages services and activities, ensuring they are attuned to these important factors.
  - As a crucial method for promoting gender equality, employing gender-transformative strategies within programmes and services becomes essential. This ensures that both girls and boys develop a positive and balanced comprehension of gender dynamics, as well as social and cultural norms and viewpoints.
- Challenge structural barriers that uphold gender inequality, including discriminatory norms, traditional stereotypes, roles, and values, by conducting awareness-raising activities for girls.
- Encourage the participation of female parents/caregivers and girls to decision-making platforms through awareness-raising activities and establishing necessary communication channels by cultivating their agency and leadership.
- Work with boys and male parents/caregivers to increase awareness and knowledge on gender equality and exercise positive and diverse masculinities by adopting SOS Children Village's on-going activities and events.





## Effectiveness

- Overall, the SOS Emergency Response programme has contributed positively to the emotional well-being and/or physical well-being by providing opportunities for personal growth, increased confidence, increased ability to deal with stress and anxiety as well as improved communication and enhanced social interactions of the children and their caregivers. 88% of the surveyed girls and 91% of the boys as well as 100% of the surveyed parents reported improved emotional and/or physical well-being. The SOS Emergency Response programme has allowed both children and caregivers to open up, express their thoughts, feel emotionally supported and overcome challenges, ultimately leading to improved psychosocial well-being.
  - Girls and boys have pointed out various aspects of personal growth gained through the SOS Emergency Response programme, including learning new skills, gaining self-awareness, and developing the agility to adapt to different situations, as a significant aspect contributing to their wellbeing. Positive interaction between caregivers and the children was noted both by caregivers and children as a significant skill developed through the SOS Emergency Response programme in connection to PDEP sessions.
  - Girls and boys reported increased self-confidence connected to their engagement in psychosocial sessions with the psychologists, the supportive environment offered by the centre environment boosting their self-esteem and overcoming fears and self-doubt. The caregivers were able to connect to support networks through which exchange/donation of NFIs were organised, which increased self-esteem through empowerment, gratitude, recognition, connection, and the opportunity to model positive behaviour for their children.
  - The SOS Emergency Response programme has contributed to reduction of both caregivers' and children's stress and anxiety and improvement of their moods, often attributing this change to engaging activities, making friends, and interacting with psychologists at the SOS centres.
  - Children and caregivers improved their communication and enhanced their social interactions through finding a trustable and comforting environment in which they can connect to their peers and make new friends. New friendships have helped them restore their sense of acceptance and thereby emotional well-being. Speech therapy has contributed to this outcome significantly through improving communication skills of the children and boosting their confidence as noted by the caregivers.
- **Basic needs support, followed by psychosocial support were considered the most effective support by both caregivers and children as well as the internal and external key programme stakeholders. The comprehensive and personalised approach has been the most impactful for the programme participants as both basic needs and psychosocial support coupled with recreational activities have positively affected psychosocial and physical well-being. Improving effectiveness would involve enhancing physical access to the SOS centres, boosting support services, promoting outdoor activities, and offering skill-development courses.**
  - Cash and voucher assistance (69% of caregivers and 49% of the children), followed by food assistance (54% of caregivers and 67% of the children) and NFIs (42% of the caregivers and 49% of the children) have been considered

as top three most effective services by the SOS CP programme participants as well as key internal and external stakeholders. Particularly, cash assistance was considered to provide freedom of meeting the needs, improve living conditions, ensure accessing essential items, prevent family separations and offer a safety net and stability. Educational support and winterisation, coupled with food and non-food items, were primarily highlighted as very effective.

- Psychosocial support activities, including recreational activities were considered effective in the sense that they allowed the participants receive their personal spaces and emotional support as well as access to cultural and entertaining activities. These activities played a vital role in supporting caregivers and children in challenging circumstances by fostering emotional resilience. The programme has strengthened a sense of accomplishment and connection, contributing to overall wellbeing.
- The SOS centres stands out for its comprehensive and personalised family assistance, addressing psychological, educational, and material needs, thus enhancing families' resilience and well-being. By employing local experts and aligning interventions with state efforts, the programme effectively combines psychosocial support and tangible aid to create a sustainable impact on vulnerable families.
- Caregivers expressed the need for increased support and organised activities for their children, citing their lack of knowledge to engage them effectively. They have also highlighted their limited access to services and activities due to geographical distance. Outdoor activities, diverse excursions, and engagement with nature were emphasised by caregivers and children, with boys suggesting sports and girls proposing picnics and movies. Additionally, children expressed a need for spaces to spend time with peers. While skills development courses were recommended, girls mentioned photography and boys expressed interest in IT and programming courses.
- A lions' share of the children (92%) and caregivers (99%) reported they were satisfied with the SOS CP programme. The SOS CP programme team and external stakeholders also agreed that the response was timely despite challenges.
  - SOS CP programme has been considered remarkable in speed with consistency in its reliability. Therefore, the programme participants found the service provision timely.
  - Dedication of SOS staff and management, strong support from and collaboration with other SOS country offices as well as the dynamic target setting have contributed to a timely response by the SOS team in Ukraine.
- Children, particularly boys from Fastiv and Brovary, have demonstrated certain awareness on appropriate channels to voice their concerns, particularly valuing open communication with supportive staff such as social workers, psychologists, and teachers. While caregivers conveyed satisfaction with existing feedback systems, underscoring effective communication and responsiveness, respondents other than caregivers as well as boys from Fastiv and Brovary displayed limited awareness of such channels or encountered deficiencies within the system.
  - Children demonstrated a clear understanding of how and where to voice their concerns or discomfort, with a positive emphasis on open communication and supportive staff like social workers, psychologists, and teachers; however, it was only some boys in Fastiv and Brovary who seemed to be aware of certain complaint mechanisms, highlighting potential gaps in awareness.
  - While some caregivers expressed confidence and positive experiences with the available complaint and feedback mechanisms, indicating functional communication and



responsiveness, others showed a lack of awareness about these channels or experienced gaps in the system, highlighting the need for improved consistency and inclusivity in acknowledging and addressing concerns.

## Coverage

- The SOS Ukraine has employed a comprehensive approach to address the distinct challenges faced by displaced and vulnerable populations, combining diverse service methods, inclusivity measures, technology, and collaboration with local authorities. To cater to the mobility needs of these individuals, the organisation acknowledges the need for specialised transportation, such as ramp or lift-equipped vehicles. Moreover, it is evident that there is a critical need to enhance awareness of the SOS CP programme, especially among groups like children with disabilities, single mothers, and individuals in crisis, who remain unaware due to factors like geographical barriers, lack of information, and personal circumstances.
  - The caregivers and children underscored the crucial need for raising awareness about the SOS CP programme, particularly among individuals who could benefit from its support, despite a lion's share of the surveyed participants reported good coverage of their settlements/communities and the most vulnerable individuals. Children with disabilities, single mothers, people in crisis situations, and trauma are reported by the evaluation participants to remain unaware of the programme due to factors like geographical distance, lack of information, and personal reasons.
- SOS Ukraine has shown a commitment to addressing the unique challenges faced by displaced and vulnerable populations by adopting a multi-pronged approach that combines various service modalities, inclusivity measures, technology, and coordination with local and governmental actors to extend the outreach. Recognising the mobility requirements of these individuals, there is an acknowledgement of the necessity for specialised transportation like ramp or lift-equipped vehicles.

## Coordination

- Insights shared by the members of SOS management, implementing partners, and external actors coupled with a comprehensive desk review, shed light on the partner selection process and coordination mechanisms employed during the emergency response programme in Ukraine. The programme was found to be highly engaged in coordination at both local, regional, and national levels with different governmental and non-governmental actors.
  - SOS Children's Villages Ukraine was found to employ a structured process of partner selection and collaboration, bolstered by transparent communication channels and comprehensive due diligence processes.
  - Proactive engagement with governmental bodies empowered SOS Children's Villages Ukraine to optimise evacuation strategies and child protection initiatives. At the same time, social workers emphasised the importance of rapid information sharing, role clarity, and solid partnerships for effective interventions.
  - SOS Children's Villages Ukraine extended its participation to encompass



established humanitarian coordination mechanisms, which include clusters, sub-clusters, and collaborative working groups operating under the aegis of inter-agency collaborations.

- The experience of different actors within the SOS management team reflects the complexity and creativity inherent in external coordination efforts during crisis response. While collaboration with governmental and non-governmental entities has generally been smooth, challenges abound.

## Key recommendations

### Relevance

- Improved housing conditions were found to be a crucial issue for families, affecting their overall well-being. To address this, focus on better housing and rent assistance to foster families and families with more than 3 children, while also emphasising the importance of adequate personal space for a child's healthy growth. Additionally, providing basic shelter repair kits could help improve the housing conditions for families.
- Consider a specialised support service for children with medical conditions consisting of a health special needs fund (SNF), provision of technical devices, referrals and transportation.
- Design workshops and activities involving parents/caregivers, led by psychologists and social workers, to assist in enhancing their long-term life planning skills.
- Consider increasing the regularity of individual psychosocial counselling sessions for parents/caregivers, along with transportation assistance, the following recommendations are proposed. These steps can be pursued by securing appropriate long-term funding from sources such as donors, development agencies, and embassies:
  - Increase the number of psychologists available for the support sessions.
  - Expand the pool of cars and drivers or offer financial support to cover transportation costs.
  - Explore the feasibility of establishing additional centres, particularly in areas with a high concentration of beneficiaries.
- Consider implementing a comprehensive gender and conflict sensitivity analysis, integrating the outcomes into SOS policies and protocols to uphold the principle of avoiding harm. Design gender awareness trainings encompassing both team members and programme participants in the programme. This training should engage with deeply rooted gender, social, and cultural norms, aiming to foster the achievement of gender equality.

### Effectiveness

- Consider enhancing children's peer-to-peer communication skills by arranging a variety of group activities and outings that parents/caregivers can participate in collectively. For special occasions, consider incorporating extra activities like festive events to enhance children's participation. This approach can foster encouragement and empowerment among children.
- Adopt or increase some programme activities according to the preferences of girls and boys separately. Considering their feedback, it would be beneficial to increase the frequency of excursions and outdoor events. Boys have shown interest in sports such as basketball, indicating that incorporating sports activities could enhance their experience. On the other hand, girls have expressed a desire for more picnics and movie-screening opportunities.
- Increase information dissemination activities on feedback and complaints mechanism by diversifying your communication efforts across various channels tailored to different gender and age groups and increasing the frequency. Incorporate platforms like social media, distribute



informative leaflets and posters, utilise videos (potentially created by children during video-making activities), and explore any other suitable channels. Additionally, ensure that all undertaken activities, including distributions, cash assistance, case management, MHPSS, or any other, effectively convey details about the complaints and feedback response mechanism, either verbally or in written form.

### Coverage

- Conduct awareness-raising activities including information dissemination, by adopting different channels to ensure that communities are informed about SOS services, its areas of implementation and beneficiary selection criteria to prevent any potential misconceptions on the distribution of aid.
- Enhance the access of persons with disabilities to SOS Children's Villages services by incorporating specialised transportation options, such as vehicles equipped with ramps or lifts.

### Coordination

- Increase attendance and representation at the regional cluster meetings to help SOS become more involved as an active member.
- Create support mechanisms by obtaining adequate funding resources to ensure the capacity development of government authorities including technical equipment support and trainings.
- Arrange a workshop(s) to tackle the staffing shortage among implementing partners. This workshop should address challenges arising from competitive salaries that hinder recruitment. The objective is to address partner capacity issues, ultimately elevating the quality of SOS programmes and strengthening the national capacity of Ukrainian civil society partners.



Lviv. Support to mothers with children through the Implementing partner

# 1. Context

Since the full-scale invasion began on February 24, 2022, Ukraine has experienced widespread destruction, resulting in about 6.3 million individuals being internally displaced and a staggering count of over 14.33 million Ukrainian refugees seeking refuge beyond the nation's borders. Notably, nearly half of these refugees have sought shelter in neighboring countries. According to the United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), the estimated number of persons in dire need of humanitarian assistance is identified as 17.6 million while children account for 23% of the people in need<sup>1</sup>. As of 19th May 2023, the total number of reported fatalities includes 483 children, with a further 986 wounded, 394 missing, 12,936 found, 19,484 deported, and 371 having returned to Ukraine<sup>2</sup>. Up to 3.4 million<sup>3</sup> are also in need of multi-faceted child protection (CP) interventions.

The ongoing full-scale invasion and massive displacement have caused a surge in protection risks, including trafficking, abuse, sexual harassment, and domestic violence. Among those most at risk are children, who find themselves particularly vulnerable in these circumstances. Unfortunately, communities residing close to the conflict zone and recently reclaimed territories face restricted availability of protective services. In numerous conflicts, accurately determining the precise figures pertaining to the disappearance of children, incidences of gender-based violence (GBV), and the prevalence of stress and depression among children poses significant challenges. According to estimations by UNICEF, approximately 1.5 million children are susceptible to experiencing depression, anxiety, post-traumatic stress disorder (PTSD), and other mental health disorders<sup>4</sup>. To cope with the psychological burdens they face, children and adolescents in Ukraine have resorted to employing various negative coping mechanisms, including smoking and other addictions, and school dropouts.<sup>5</sup>

Besides the priority needs for children being reported as clothes, footwear, and food, both for IDP and host community children<sup>6</sup>, psychosocial support services (PSS), case management, family tracing and reunification, and alternative care arrangements, access to clean drinking water and food security, are also crucial. The prevalence of mental health challenges and requirements among vulnerable children has been amplified by factors such as violence, forced migration, separation from family, and the lasting impact of traumatic experiences.<sup>7</sup> World Vision and War Child have pointed out that the high proportions of internally displaced children being separated from their families has increased their levels of stress and mental health problems<sup>8</sup>.

1 Ukraine Humanitarian Needs Overview 2023 (December 2022) [EN/UK] - Ukraine. (2023, January 20). ReliefWeb. <https://reliefweb.int/report/Ukraine/Ukraine-humanitarian-needs-overview-2023-december-2022-enuk>

2 Ukraine Humanitarian Needs Overview 2023 (December 2022) [EN/UK] - Ukraine. (2023, January 20). ReliefWeb. <https://reliefweb.int/report/Ukraine/Ukraine-humanitarian-needs-overview-2023-december-2022-enuk>

3 Ukraine: Situation Report, 29 Nov 2022 [EN/RU/UK] - Ukraine. (2022, November 30). ReliefWeb. <https://reliefweb.int/report/Ukraine/Ukraine-situation-report-29-nov-2022-enruuk>

4 Ukrainian Conflict Analysis Brief - The impact of one year of conflict on Women and Children in Ukraine (19 May 2023) - Ukraine. (2023, May 22). ReliefWeb. <https://reliefweb.int/report/Ukraine/ukrainian-conflict-analysis-brief-impact-one-year-conflict-women-and-children-Ukraine-19-may-2023>

5 Child Protection Multisectoral Needs Assessment - Ukraine 2023. (n.d.). Child Protection Multisectoral Needs Assessment - Ukraine 2023 | Ukraine | World Vision International. <https://www.wvi.org/publications/research/Ukraine/child-protection-multisectoral-needs-assessment-Ukraine-2023>

6 Rapid Needs Assessment of families in Ukraine. (n.d.). Rapid Needs Assessment of Families in Ukraine | Ukraine | World Vision International. <https://www.wvi.org/publications/emergencies/rapid-needs-assessment-families-Ukraine>

7 Ukraine Analyses - Data Friendly Space. (n.d.). Data Friendly Space. <https://datafriendlyspace.org/Ukraine-analyses/>

8 Rapid Needs Assessment of families in Ukraine. (n.d.). Rapid Needs Assessment of Families in Ukraine | Ukraine | World Vision International. <https://www.wvi.org/publications/emergencies/rapid-needs-assessment-families-Ukraine>; War Child, Voices of Children & USSF Ukraine Needs Assessment Report (January 2023) - Ukraine. (2023, February 2). ReliefWeb. <https://reliefweb.int/report/Ukraine/war-child-voices-children-ussf-Ukraine-needs-assessment-rep>

Another group at considerable risk are children and adolescents with disabilities, facing the same challenges to an even greater extent due to additional barriers. These groups encounter heightened inaccessibility and experience the loss of crucial medications and assistive tools, resulting in decreased functionality and heightened dependence. In conflict-ridden areas, documentation is often highly limited concerning these children and adolescents with disabilities, effectively barring them from receiving vital humanitarian aid.

Accessing information and services has also presented a substantial challenge. As per rapid needs assessment conducted by World Vision, 76% of households lack knowledge about services that are specifically designed for children. While households with children who have disabilities displayed comparatively higher levels of awareness regarding available services, they reported encountering similar difficulties related to insufficient information about these services, on par with other demographic groups.<sup>9</sup> The Multi-sectorial Needs Assessment (MSNA) carried out by REACH revealed a similar result, suggesting that households that have children with disabilities demonstrated greater awareness of available services. Nevertheless, they also noted facing a comparable challenge of inadequate information about these services, similar to other groups.<sup>10</sup> War Child also revealed that 73% of the respondents do not know how and from where to get PSS support within the community.<sup>11</sup>

## 1.1 Emergency response programme in Ukraine

SOS Children's Villages International commissioned an evaluation of their programme titled "Emergency Response to the War in Ukraine." The evaluation was conducted by Scruples Research and took place from April to September 2023. It was carried out in partnership with implementing partners (Pomogaem, Ukrainian Education Platform, Volonter, Nehemiah, Slovyanske Sertse, Ukrainske Zhinotstvo, and Convictus.)

The programme's sectoral focus is as follows:

- Child Protection in Humanitarian Action (hereinafter CPIHA)
- Basic foods and non-food items provision through Cash and Voucher Assistance (CVA)
- Mental Health and Psychosocial Support (MHPSS)
- Accommodation and support in Transit centres through Implementing partners in the Eastern regions of the country

SOS Children's Villages Ukraine aimed to assist a minimum of 80,000 individuals, out of which 44,000 were children and 36,000 were adults while in practice 123,439 individuals were supported out of which 50,647 are children and 72,792 adults.

<sup>9</sup> Rapid Needs Assessment of families in Ukraine. (n.d.). Rapid Needs Assessment of Families in Ukraine | Ukraine | World Vision International. <https://www.wvi.org/publications/emergencies/rapid-needs-assessment-families-Ukraine>

<sup>10</sup> 2022 MSNA bulletin: Ukraine (February 2023) - Ukraine. (2023, March 2). ReliefWeb. <https://reliefweb.int/report/Ukraine/2022-msna-bulletin-Ukraine-february-2023>

<sup>11</sup> War Child, Voices of Children & USSF Ukraine Needs Assessment Report (January 2023) - Ukraine. (2023, February 2). ReliefWeb. <https://reliefweb.int/report/Ukraine/war-child-voices-children-ussf-Ukraine-needs-assessment-report-january-2023>



The primary recipients of support from SOS Children's Villages Ukraine were those engaged in the Foster Family Care (FFC) Programme, as well as beneficiaries of the Family Strengthening (FS) Programme, foster families, kinship families, and children affected by the war in Ukraine. While the SOS programme covered a wide geographical scope, including the western, eastern, central, and southern regions, this evaluation concentrated on the central and western parts of Ukraine. Specifically, the focus was on the Lviv region, Kyiv region encompassing areas like Brovary, Fastiv, and Kyiv city, as well as the Poltava region.

The overall objective of the programme was to alleviate the suffering and provide adequate professional response to the acute needs of foster and kinship families, vulnerable single-parent and many-children families, families with children with disabilities, families who lost a parent due to the war, and children severely affected due to the war in Ukraine in 2022.

## Activities implemented in the locations of the focus of this evaluation:

**Outcome 1:** Children and caregivers in the target group have increased access to direct service provision in shelter, food, NFI distribution, health, MHPSS, legal assistance, evacuation, relocation and CVA to meet their basic needs.

- **SOS Ukraine Centres for Social Services have provided participants in the target group with shelter, food, NFI, CVA, health and MHPSS, legal support upon initial assessment (Lviv, Fastiv, and Poltava) – support with accommodation to participants and food distribution.**
- **Implementing partners (local NGOs, contracted by SOS) have provided participants of the target group with services including evacuation, shelter, food, hygiene, NFI distribution, healthcare, MHPSS, CFS, legal support (Lviv and Kyiv)**
- **MHPSS SOS CV mobile teams and one day organise recreational camps (Lviv) - Individual and group psycho-social support sessions by mobile team.**
- **Two-week group activities for 89 children – including psycho-social support and recreational activities to improve their wellbeing. (Kyiv region)**
- **MHPSS specialists have advanced their skills and knowledge on service provision on work with trauma (Kyiv region, all Ukraine)**
- **Participants in the target group have received unrestricted multi-purpose cash assistance – to meet their own basic needs <sup>12</sup>.**

**Outcome 2:** Children and families who faced child protection concerns were identified and had their needs addressed through an individualised case management process, including direct one-on-one support and connections to relevant service providers.

- **Children who are injured as a direct result of the current hostilities and their caregivers received appropriate and relevant services (to overcome physical and psychological trauma)**
- **Successful reunification of separated children with their family/foster family/other legal guardian members abroad or in Ukraine**
- **Cases of reported child protection cases (foster families) are resolved**
- **Children and their caregivers from foster families, kinship families and other vulnerable biological families are relocated to safe place.**

<sup>12</sup> The target group: Foster families, kinship families, families who adopted children during the war; 2) Vulnerable families severely affected by the war, incl. single-parent and many-children families, families with children with disabilities; 3) Families who lost a parent or a child due to the war; 4) Children with war-related injuries.

## 2. Methodology

This final evaluation has critically assessed the emergency programme's relevance and appropriateness, effectiveness, coverage, and coordination using the ALNAP Evaluation Criteria.

The evaluation methodology included participatory qualitative and quantitative methods via in-person data collection by Ukrainian field researchers, as detailed in the following sections further. The evaluation has also adopted a mixed-methods approach to examine how the emergency programme interventions enabled the affected caregivers and children to enjoy their right to access quality services SOS Ukraine provides. To achieve the objectives of this evaluation, we have adopted gender-centred and right-based approaches.

The design of this evaluation has ensured that the overall tool design, sampling approach, and data analysis meet the international standard, considering the Bond Evidence Principles. Scruples Research utilised various appropriate tools and methodologies to approach the broad range of perceptions, attitudes, and values of partners, targeted communities/beneficiaries, and local stakeholders. Throughout this assignment and as reflected in the methodology, Scruples was committed to the "Do No Harm" principle and followed these guidelines for data collection around data protection, confidentiality, and collecting data from study participants. The methodology included the following data collection methods:

- Literature and secondary data review
- Key Informant Interviews (KIs)
- Focus Group Discussions (FGDs) with affected populations
- Surveys with the programme participants
- Most Significant Change (MSC) Stories

### 2.1. Evaluation approach and objectives

This evaluation has assessed how much the programme has achieved its outcomes and objectives. The evaluation also assesses the contribution of SOS Children's Villages Ukraine and its implementing partners (IPs) to overall programme outcomes. Besides, the evaluation documents the lessons learned, and good practices identified during project implementation and provide recommendations to inform future programming. Specifically, the project evaluation addresses the following objectives, as stipulated in the ToR:

- How adequate are the monitoring mechanisms in place?
- How sufficient are FCMs in place (including locations of IPs)?
- How well are Child Protection in Humanitarian Action (CPiHA) risks mitigated?
- Are Core Humanitarian Standards (CHS) implemented consistently by IPs?
- Is the project effective, and has it reached its objectives?

Please refer to section 6.1. to see the Evaluation Matrix.

### 2.2. Evaluation approach and objectives

As part of the primary data collection, Scruples conducted 12 FGDs with girls, boys, and

caregivers, 33 KIs with SOS management and field team, and caregivers, 145 surveys with children and caregivers, and 4 most significant change storytelling activities with the children. The data collection occurred between July 7th and August 11th, 2023, in Fastiv, Brovary, Lviv, and Poltava. Scruples administered the surveys remotely via phone calls based on the beneficiary lists shared by the SOS team across all locations. The qualitative data was collected in-person in Fastiv, Poltava, and Lviv, while it was administered online in Brovary upon the agreement with the SOS team due to having most of the programme participants relocated elsewhere than Brovary. Desk review of the documents shared by the SOS team also constituted the secondary data collection.

The data analysis employed Nvivo and Excel for qualitative and quantitative data analysis. Methods and data source triangulation methods were used to identify potential inconsistencies in the data sources and to strengthen the overall rigor of the study.

### 2.2.1. Secondary data collection

The evaluation team reviewed all relevant project documents shared by the SOS team, including the weekly reports, monthly progress reports, M&E Plan, log frame, project descriptions, annual report, and programme plan. The purpose of the desk review was to inform the design of the evaluation matrix and to serve as a basis for data triangulation during the analysis and report writing stage.

A list of reviewed documents can be found in section 6.2.

### 2.2.2. Primary data collection

#### Focus Group Discussions

**Sample Size:** 3 FGDs were conducted in each of the evaluation locations: 1 with girls, 1 with boys, and 1 with caregivers, including the foster parents. A total of 12 FGDs corresponding to 70 individuals were reached through FGDs in Lviv (21), Poltava (18), Brovary (15), and Fastiv (16). All participants were beneficiaries of SOS Ukraine's CP Programme in 2022. Regarding the gender breakdown, 37% of the FGD participants are boys and men (26 participants), and 63% are girls and women (44 participants)

**Mode:** Semi-structured FGD guide with one Scruples Field Researcher who moderated and recorded the discussion herself

**Sampling method:** Purposive sampling with support from SOS Ukraine Field Coordinators

**Modality of Data Collection:** In-person in Lviv, Poltava, and Fastiv and online with participants from Brovary

**Duration:** Average of 55 minutes

#### Key Informant Interviews

**Sample Size:** A total of 31 KIs were conducted with 9 caregivers, 12 with external actors (including CP Sub-Cluster Coordinator, Cash Working Group Coordinator, and state actors) and 10 with the SOS team and implementing partners. 8 KIs were conducted in Lviv, 6 in Poltava, 7 in Fastiv, 6 in Brovary, and 1 in Kyiv. 5 KIs (3 with the SOS management team and 2 with external coordination mechanisms) did not have any specific location attributes. 23% of the KIs are men (7 participants), and 77% are women (24 participants).

**Mode:** Semi-structured KI guide with one Scruples Field Researcher and/or Senior Management Team who moderated and recorded the discussion.

**Sampling method:** Purposive sampling with support from the SOS management team.



**Modality of Data Collection:** In-person for Lviv, Poltava, and Fastiv and online for Brovary, Kyiv, SOS management team (except one individual), and external coordination mechanisms.

**Duration:** Average of 60 minutes

## Most Significant Change Stories

**Sample Size:** A total of 4 stories were collected from 4 girls from Lviv (1), Fastiv (1), Brovary (1), and Poltava (1).

**Mode:** Semi-structured story-telling guide with one Scruples Field Researcher who moderated and recorded the discussion herself.

**Sampling method:** Purposive sampling with support from SOS Ukraine Field Coordinators.

**Modality of Data Collection:** In-person in Lviv, Poltava, and Fastiv and online with the participant from Brovary

**Duration:** Average of 35 minutes

## Surveys

**Sample Size:** A total of 145 surveys were conducted with children (39) and caregivers (106) who benefited from SOS's CP programme. In total 32 respondents are from Lviv (22 caregivers and 10 children), 34 from Poltava (30 caregivers and 4 children), 42 from Brovary (28 caregivers and 14 children) and 37 from Fastiv (26 caregivers and 11 children). 41% of the child respondents are girls (16 participants) and 59% are boys (23 participants). Out of 106 caregivers surveyed, 105 (99%) are women and only 1 (1%) is man.

**Mode:** Structured survey guide with female and male field researchers who administered the survey through Kobo Toolbox.

**Sampling method:** Stratified sampling with the standard statistical formula (Cochran) - 95% confidence level – 5% margin of error was aimed.

**Modality of Data Collection:** Remote surveys via phone calls

**Duration:** Average of 25 minutes

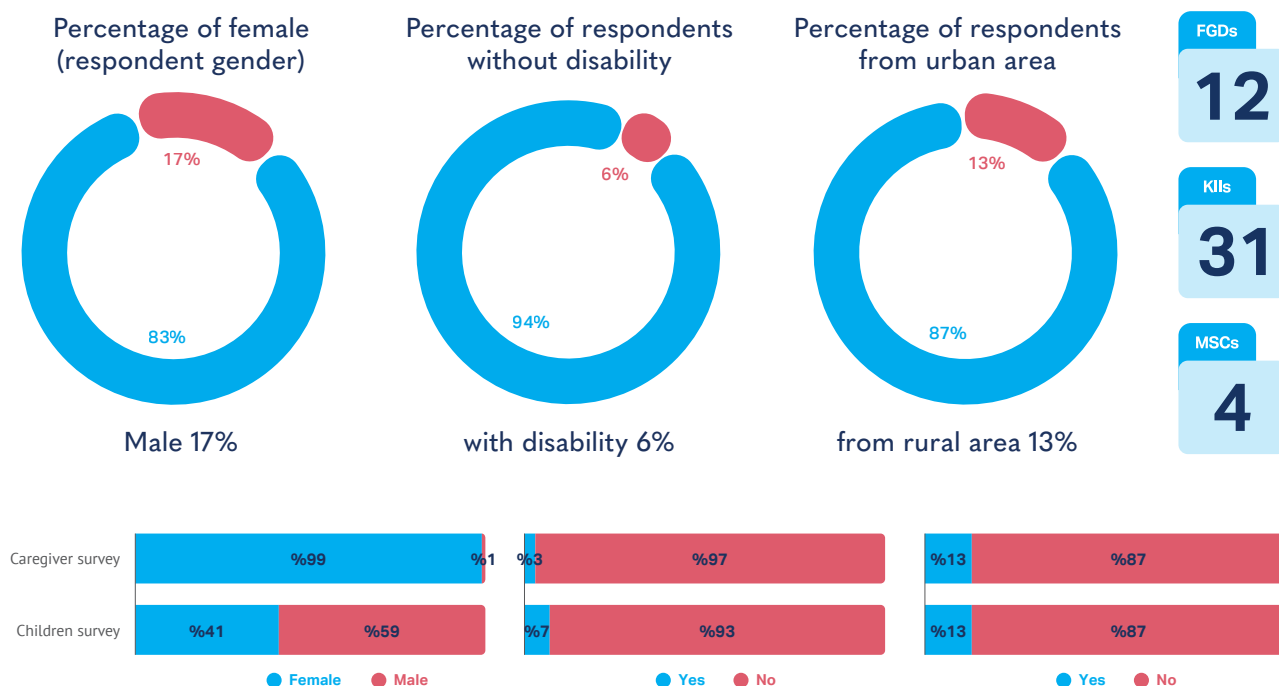
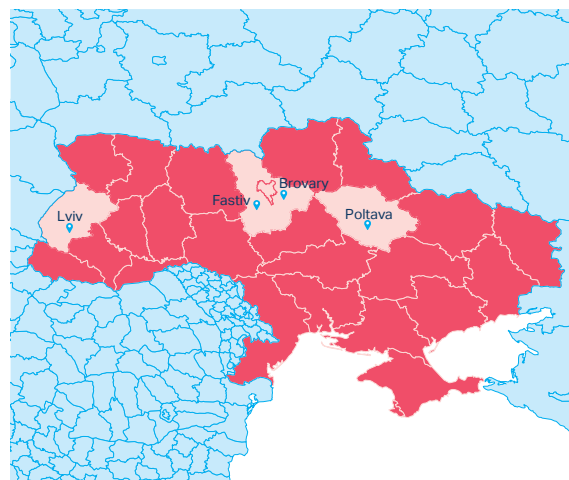


Zakarpattya. Group activities for children`s wellbeing (14-day camp).



Figure 1: Summary methodology and demographic information  
Key demographics (Surveys respondents):

# of Admin1 (Oblast)	Total # of respondents	Location	Caregivers	Children
3	145	Lviv	22	10
# of Admin2 (Raion)	# of females	Poltava	30	4
4	121	Fastiv	26	11
# of locations	# of males	Brovary	28	14
4	24	Total	106	39



### 2.2.3. Data analysis and quality assurance

The assessment followed a strict data quality assurance process throughout the data analysis and the report writing stage. All Scruples field researchers have several years of experience in collecting data and conducting research, in-depth knowledge of the context and the target locations, and received thorough training by Scruples's Head of MERL on how to use these data collection methods, including explaining each question and its purpose one by one. The training also included role-play for interviewing to ensure that trainees had absorbed the knowledge about the tools.

The first day of the data collection served as a pilot test for the survey to detect any gaps or problems in the tools and fix them before fully continuing the survey. Using the digital platform Kobo for the quantitative data collection contributed significantly to reducing any human error (loss of paper forms and data entry mistakes), and helped to improve the accuracy of the collected data and reduced the amount of data cleaning. Scruples ensured data protection by removing completed forms from the data

collection tool upon uploading to the centralized database. The data cleaning and analysis of the quantitative data were conducted using Excel and the qualitative data by Nvivo.

During the data cleaning, the evaluation team deleted any incomprehensible data or duplicated values while also confirming the validity of the data. The qualitative data collection for this project was effective, with no negative feedback from field researchers and no need to change the approach during fieldwork. On the other hand, the number of surveys was significantly lower than previously planned. The challenge is explained further in the limitations section.

To ensure quality, Scruples followed the below approach:

- Regular data cleaning ensured consistency and accuracy of information.
- Digital data gathering eliminated basic data errors, and automation of standard error detection reduced the need for extended time spent on data.
- Co-lead analysis process - our specialists and the field researchers worked together, allowing for comprehensive and in-depth analysis outputs.
- Scruples appointed a reviewer to ensure both technical and procedural QA.
- The team lead engaged the QA person for the output produced.
- The team incorporated comments and suggestions, if accepted, and provided a response to those that were not taken.

The last stage before the submission to the SOS team was an editorial/language check to ensure that the report was clear and concise, with the correct use of the contract language.

- The evaluation team ensured maximising benefits to children by assessing whether the evaluation would benefit children or not.
- Field researchers and the overall design of this evaluation ensured preventing any potential risks of harm by assessing if the child's participation was justified.
- Informed and ongoing consent was sought alongside parental consent and other requirements for the evaluation to proceed ethically. The respectful acknowledgement of a child's dissent or withdrawal was always essential.
- The evaluation team continuously reflected on each evaluation stage and provided ongoing attention to the factors that influence the evaluation process and any impacts on the children.

#### **2.2.4. Ethical principles**

To ensure elevating the status, rights, and well-being of all children involved in the evaluation, the below principles played a pivotal role in the entire evaluation process as the evaluation team was committed to children and to fulfilling the responsibility to undertake a quality and ethical evaluation;

- Ethical principles in the evaluation are everyone's responsibility, including the field researchers and all stakeholders of this evaluation prioritised highest ethical standards are met during the evaluation involving children, regardless of the evaluation approach.
- Children's dignity is a core principle; therefore, evaluation prioritised recognising children's status and evolving capacities and the value of their diverse contributions.
- Children involved in this evaluation were treated equally, and any potential benefits/

burdens of participating were distributed so that children are not unfairly excluded and discrimination-based participation will be challenged.

- The evaluation team ensured maximising benefits to children by assessing whether the evaluation would benefit children or not.
- Field researchers and the overall design of this evaluation ensured preventing any potential risks of harm by assessing if the child's participation was justified.
- Informed and ongoing consent was sought alongside parental consent and other requirements for the evaluation to proceed ethically. The respectful acknowledgement of a child's dissent or withdrawal was always essential.
- The evaluation team continuously reflected on each evaluation stage and provided ongoing attention to the factors that influence the evaluation process and any impacts on the children.

### 2.2.5. Study limitations

The evaluation process faced some challenges, some of which were mitigated by the Scruples evaluation team, as follows:

- **Representativeness:** Scruples and SOS Children's Villages Ukraine mutually agreed to stop the data collection before reaching the targeted sample size of the surveys due to the challenges explained in the next point. Accordingly, 145 respondents were surveyed out of 400 targeted, making up 36% of the targeted sample size. This potentially has implications for the accuracy and precision of the findings. The diversity and complexity of the targeted population have unfortunately not been captured at the aspired level; therefore, the reliability of the conclusions might be questionable.
- **Accessibility of the respondents:** Despite multiple calls (at least three) being made to each targeted individual, survey respondents were not reachable at the desired level. As a result, Scruples had to coordinate with the SOS management team regularly, and the difficulty in accessing the respondents delayed the evaluation process. Due to time-human resource restrictions, Scruples and SOS stopped the survey before reaching the targeted sample size. Most of the respondents contacted either needed more time for the survey despite being called at different times of the day, or they directly hung up the phone. Scruples reported this to the SOS management team, and even though the SOS management team notified the unresponsive beneficiaries, the pace of reaching the targeted sample size remained the same.
- **Sensitivity:** Sensitive discussions were held with children, who were often incapable of fully expressing themselves, impacting the data's quality and depth. The evaluation team mitigated this by asking questions in a sensitive and easy-to-understand manner to elicit responses.
- **Most significant change stories:** It was unfortunately not possible to discuss the stories with the children to identify the most significant change and the reasons behind it, given the challenges of exploring very sensitive issues with the children and caregivers concerning the services and in line with "do no harm" principle. Children and caregivers were observed to be impacted emotionally negatively. Therefore, the evaluation team analysed the individual stories as part of qualitative data analysis rather than reviewing these stories with the FGD participants.



## 3. Findings

### 3.1. Relevance and appropriateness

#### Finding 1:

The Ukraine Emergency Response Programme implemented by SOS Children's Villages Ukraine was assessed as very relevant. This was evidenced not just in the overall programme design and primary data collected from beneficiaries, key stakeholders, and implementing partners across locations but also based on our observations during interviews with SOS Children's Villages staff, who demonstrated the strategic, long-term thinking and contextual knowledge necessary to achieve this level of relevance.

According to feedback from SOS staff, implementing partner representatives, and external actors such as state authorities, the programme effectively targeted specific and highly vulnerable groups, including foster families, kinship families, families who adopted children during the war; vulnerable families, incl. single-parent and many-children families, families with children with disabilities; families who lost a parent due to the war and children severely traumatised due to the war, offering tailored services in accordance with beneficiary needs, through different consultation modalities.

Ukraine Emergency Response Programme was found highly relevant by SOS staff members, indicating its alignment with the crisis context. According to the management team members, the programme adeptly caters to regional variations, prioritising evacuations on the Eastern side and focusing on temporary shelter, hygiene, and food provision in Western Ukraine. Challenges stemming from a lack of initial programme design and needs assessment led to a demanding start, with the team constructing a comprehensive framework and indicators in June 2022.

“Both basic needs and psychosocial support remained crucial for families, as the situation they face doesn't change daily. Over time, family members all encounter losses, such as homes and relatives. Therefore, both types of support are essential, and their importance cannot be understated.”

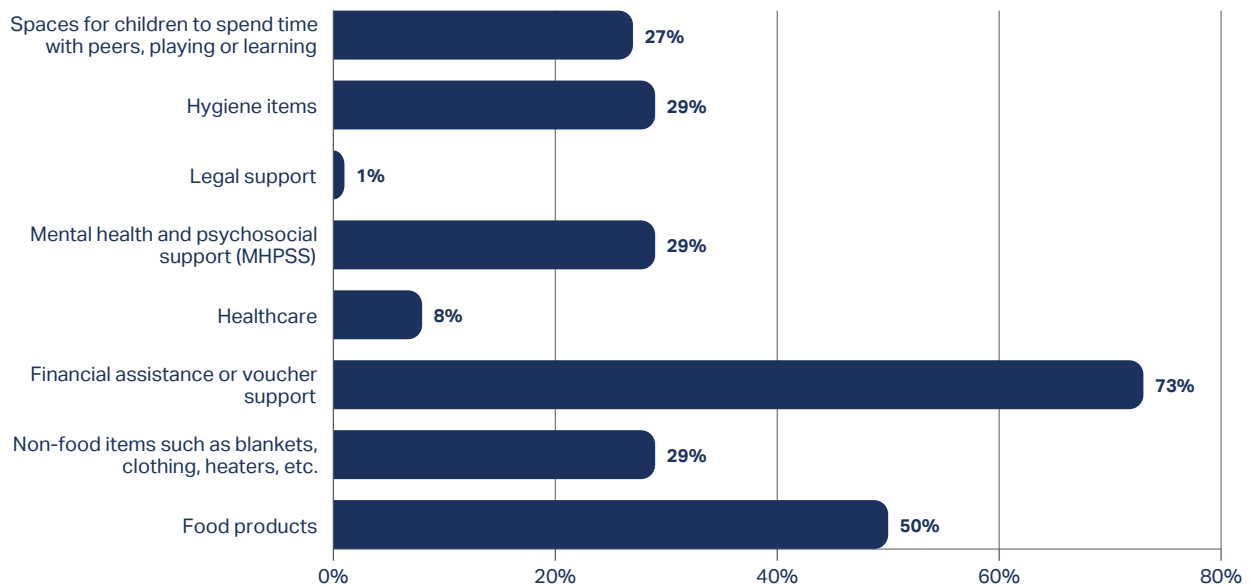
(Fastiv, KII, Female External Actor)

Supported by the social workers, the programme's adaptive approach was found as the main factor in SOS' comprehensive and flexible approach to the response, transitioning from urgent evacuations and essential supplies to SOS's core expertise in holistic family support, embracing services like parental guidance, children's integration, and specialised therapies. Despite complexities, the programme's capacity to evolve strategically underscores its value in addressing both immediate and enduring needs within the dynamic emergency/early recovery phase.

According to FGDs with parents/caregivers, SOS Children's Villages Ukraine offered a wide range of services by adopting a comprehensive and holistic approach, tailored to the needs of their children. According to survey findings, cash and voucher assistance has emerged as the most relevant support to beneficiaries' needs resonating with 73% of parents/caregivers.



**Figure 2: Services found most relevant by beneficiaries**



Notably, the distribution of food items stood out as the second most relevant support, with 50% of respondents underscoring the persistent food-related challenges since the outset of the full-scale invasion. Noteworthy too, non-food and hygiene items, alongside Mental Health and Psychosocial Support (MHPSS) services, shared the third spot in relevance, both endorsed by 29% of participants. A parent from Lviv emphasised the impact of practical aid, like strollers, bicycles, and food packages, on her family's overall well-being. Similarly, a participant from Poltava recounted their experience in specialised speech therapy, highlighting the appropriateness of activities led by dedicated instructors and the valuable role of a psychologist in their child's developmental journey. This integration of psychological teachings into sessions yielded notable behavioural enhancements, showcasing the programme's comprehensive strategy for fostering growth through expert guidance and interactive learning. The survey indicated that 27% of parents/caregivers identified spaces for children to interact with peers as the fourth most important service, while healthcare ranked fifth with 8% recognition.

“I have been to many events, but I liked everything! Everything was very wonderful and so well thought out. I will continue to come.”

(Lviv, FGD, Girl)

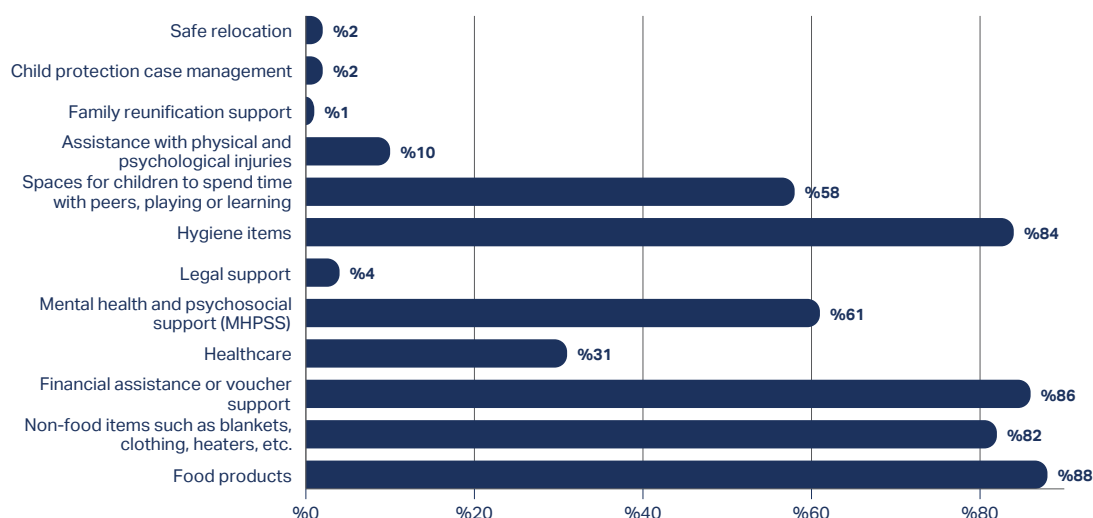
### Finding 1.1.

**All interviewed parents/caregivers reported benefiting from comprehensive support has significantly enriched their lives, including basic needs, cash and voucher assistance, MHPSS, and educational or recreational activities for their children.**

Provision of basic needs support, including essential items like food, hygiene products, and non-food items, such as clothing, blankets, heaters, and generators, remained one of the most needed forms of assistance. In line with their need, many parents/caregivers were also found applying/receiving basic needs support the most as per survey findings.

A large proportion of respondents indicated that they had received assistance with food (88%), non-food items (82%), and hygiene products (84%). These basic needs assistance, ranging from providing

Figure 3: Services provided to beneficiaries



clothing to ensuring access to food, has effectively alleviated immediate concerns for parents and caregivers. Furthermore, a vital service highlighted by the respondents is cash and voucher assistance. This form of support was deemed crucial by 86% of survey participants. This assistance has provided families with the means to address various expenses and challenges, contributing to their overall well-being and stability. Parents in Fastiv, Lviv, and Poltava emphasised the positive impact of financial assistance on their lives.

Education support has played a pivotal role in ensuring children's access to schooling. This has involved providing necessary tools such as laptops, tablets, and school bags. The provision of laptops, especially in places like Brovary, has facilitated online education for children, enabling them to continue learning despite challenging circumstances.

Another consistent element highlighted by parents and caregivers is the importance of psychological support. Therapeutic sessions and counselling have assisted families and children in dealing with fear, stress, and trauma. Survey results validated this, with 61% of parents and caregivers reporting that they or their children have benefited from mental health and psychosocial support (MHPSS) services. Specialised interventions, including speech therapy and developmental support for children with specific needs, have been prevalent in various locations.

In Poltava, parents and caregivers stressed the significance of psychological support in helping their children overcome trauma and emotional difficulties. Psychological professionals, such as psychologists and social workers, have played a crucial role in providing psychosocial first aid (PFA), tailored counselling and therapy sessions for individual children. These sessions have had a particularly positive impact on teenagers dealing with panic attacks and emotional distress. In Brovary, engaging in support groups and receiving guidance from professionals has also assisted parents in navigating their challenges and maintaining their mental and emotional well-being.

Community interaction has been facilitated through events and Protective Behaviours Training (PBT) sessions. These initiatives have fostered connections with local societies

and enriched children's experiences. Engagement in activities like sports events and celebrations has contributed to the socialisation and cognitive development of children in a supportive environment.

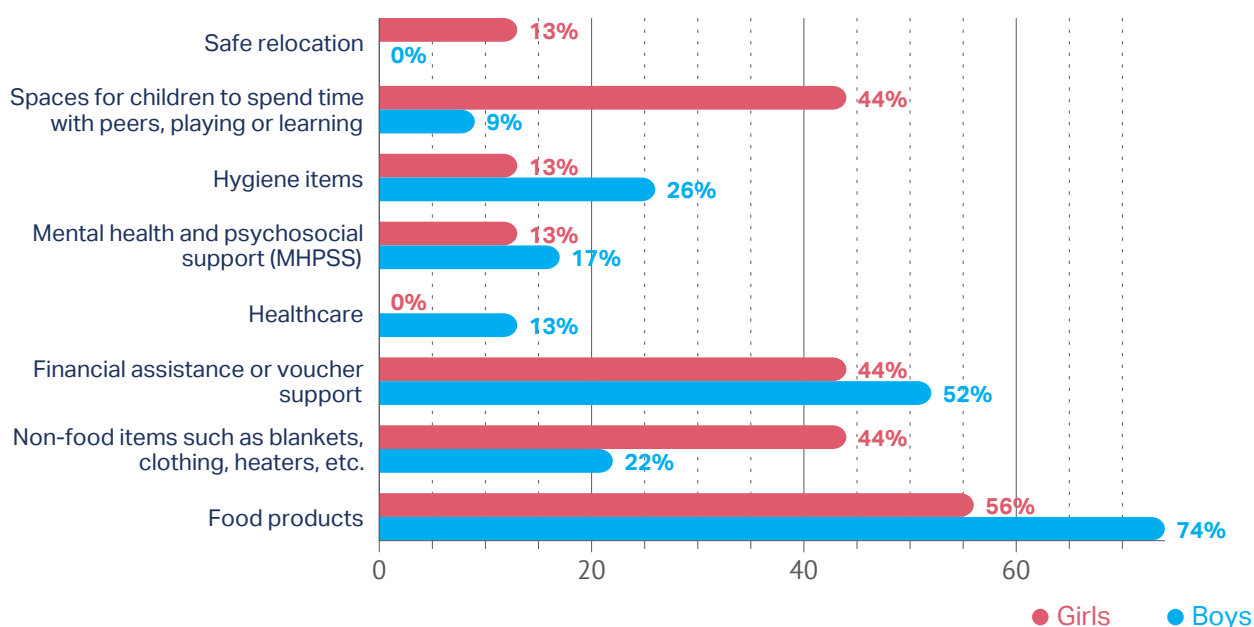
#### Finding 1.2.

**Most girls and boys agreed that services providing basic needs including food, non-food, and hygiene products, as well as cash and vouchers, were seen as the most useful forms of support when sharing their thoughts through surveys and group discussions.**

Provision of basic needs support, including essential items like food, hygiene products, and non-food items, such as clothing, blankets, heaters, and

While the provision of food items was found the most useful activity by both girls and boys, the importance given to the food were reported by higher number of boys (74%), compared to girls (56%).

**Figure 4: The Most Useful Activities for Girls and Boys**



Supported by parents/caregivers, food items were found to be the most useful and necessary form of assistance during FGDs. Furthermore, across all locations, accommodation and rental assistance emerge as consistently crucial aids, as unanimously affirmed by parents/participants during informant interviews. This highlights the overarching importance of securing basic necessities and a stable living environment as pivotal pillars of support for parents/caregivers.

Following, cash and voucher assistance was considered as the second most useful service by 52% of boys and 44% of girls, respectively. While hygiene items (26%) were considered more important than non-food items (22%), MHPSS (17%) and healthcare (13%) for boys, non-food items (44%) were given higher importance by girls, compared to hygiene items (13%).

Exploring the emotional and psychological dimensions of support services, the narrative takes a distinct turn. While only 13% of girls and 17% of surveyed boys acknowledged the significance of MHPSS services, the qualitative analysis reveals a nuanced variance between the perspectives of children and parents/caregivers. Specifically, parents/caregivers in Poltava and Lviv grasp the essence of emotional

support during trying periods as an indispensable factor for survival. This observation underscores the role of emotional resilience in coping with challenges, particularly in these specific geographical contexts.

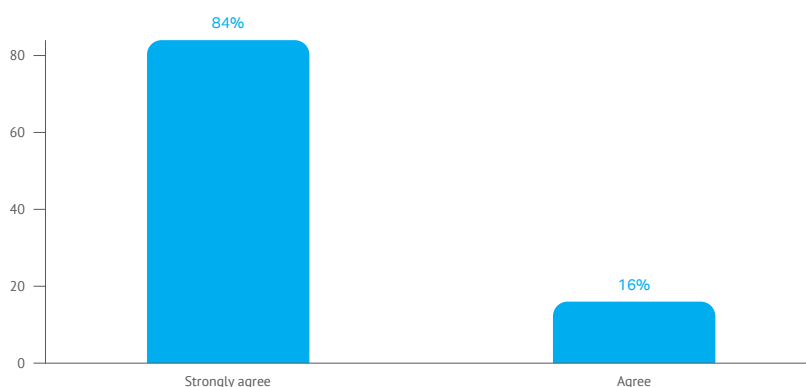
Interestingly, having a space to spend time with peers was reported as one of the most useful services by 44% of girls. In contrast, only 9% of boys considered this opportunity as the most useful. This could be attributed to the fact that boys are found to be gathering with their friends often in derelict lands and areas, while girls rather prefer to stay in safer locations.

Additionally, this situation could contribute to higher risks for boys' safety. The reason is that they might unknowingly use areas containing landmines or explosive remnants of war (ERW) for activities and games. For example, a report from the UN Human Rights Monitoring Mission in Ukraine between 24 February and 28 November 2022 highlights that a greater number of boys lost their lives (9 boys) or were injured (22 boys) due to encounters with landmines/ERWs, as compared to girls (1 fatality, 4 injuries). This indicates that boys are more vulnerable to these dangers than girls.

#### Finding 2.

**According to parents/caregivers, the staff members at SOS Children's Villages Ukraine exhibit an exceptional level of dedication, fostering an atmosphere of trust and unity among beneficiaries. This sentiment is often likened to that of a family, as expressed in comments such as, "I can always confide in them, just like in my family, just like my mum."**

**Figure 5: Self-Efficacy: Staff Members are Welcoming and Caring**



The survey findings offer insightful perspectives on the perceptions of parents and caregivers regarding the staff members. Notably, the data indicates a unanimous consensus among participants, with every respondent constituting 100%, reporting staff members' welcoming and caring attitude. As acknowledged by KIIS, During the Key Informant Interviews (KII), parents and caregivers participating in SOS Children's Villages programmes consistently expressed a resounding sense of safety and comfort when availing of the services. This sentiment emanates from the approachability and consistent support offered by the staff. These adults, experiencing the programmes, often highlight the tremendous value of being treated without labels or constraints, which they deem invaluable. Notably, this ethos extends to the children as well, as they too experience a



similar sense of trust and care. The programmes play a crucial role in guiding children who might be grappling with mistrust or desperation, fostering a vital bond with the adult mentors who aid them in navigating life's challenges.

“They (SOS Children`s Villages Ukraine) lifted me from a very difficult situation when I stumbled. Let me share with you that they not only rescued me but also extended their support to my children. They exhibited a profound sense of care and did not abandon me”

**(Poltava, FGD, Female parent/caregiver)**

Additionally, parents and caregivers emphasise the staff's willingness to go beyond their roles, offering help even in matters such as documentation and material provisions. The staff's timely responses, proactive nature, and respectful approach contribute to the sense of partnership between beneficiaries and staff.

“Well, very strong psychologists who never refuse us anything at all. If necessary, they (psychologists) can come to the centres at our first call”

**(Lviv, FGD, Female parent/caregiver)**

### Finding 3

The focus group discussions and key informant interviews with parents and caregivers revealed a generally positive perception of the support provided, but several distinct needs emerged, including improved housing conditions, specialised support for children with medical conditions, consistent psychological assistance, comprehensive long-term planning guidance, transportation, and a preference for more targeted financial assistance.

#### Finding 3.1: Housing and Space

One significant need that was highlighted by participants was the desire for improved housing conditions. A parent shared their wish for their own house, mentioning that the provided accommodations was sufficient, but a personal living space would be preferred. Another caregiver expressed how living in a larger apartment allowed them to create a comfortable environment for their family, but their children desired a space of their own for play and activities.

#### Finding 3.2.: Specialised Support

Parents whose children had specific medical conditions discussed the need for more specialised support. For instance, a parent whose child had Prader-Willi syndrome (PWS) mentioned the upcoming school inclusion and the importance of preparing both the child and the family for this transition. They hoped for assistance in understanding the child's needs better, demonstrating a need for tailored guidance and resources in such unique situations.

#### Finding 3.3.: Psychological Support

The discussions also brought up the importance of consistent psychological support. While some sessions with psychologists were appreciated, participants expressed a desire for more regular visits and sessions. This need reflects the recognition of the psychological well-being of both children and



parents, acknowledging the challenges they face and the potential benefits of ongoing professional assistance.

#### **Finding 3.4.: Long-Term Planning**

Some participants reflected on the uncertainty of the future and the need for more guidance on long-term planning. This sentiment was exemplified by a caregiver who mentioned their gratitude for the current support but sought more information about the future, indicating a desire for assistance beyond immediate needs.

#### **Finding 3.5.: Medical Expenses**

One participant highlighted a specific offer of financial assistance for medical needs. However, they also mentioned that they were able to handle such expenses on their own, indicating a preference for the offered support to be directed towards other areas where it might be more beneficial.

#### **Finding 3.6: Transportation**

A parent/caregiver mentioned facing challenges when trying to access services offered at centres. Despite receiving transportation assistance from SOS Children's Villages Ukraine on multiple occasions, the participant highlighted that time-consuming procedures and delays in transportation support had a negative effect on their involvement.

#### **Finding 4:**

**SOS's collaborative approach with beneficiaries, partners, and stakeholders underscores its commitment to effective services. Ongoing needs assessments and consultations enable tailored support, maintaining strong community bonds amid challenges. The alignment between survey results and narratives emphasises the organisation's dedication to holistic aid.**

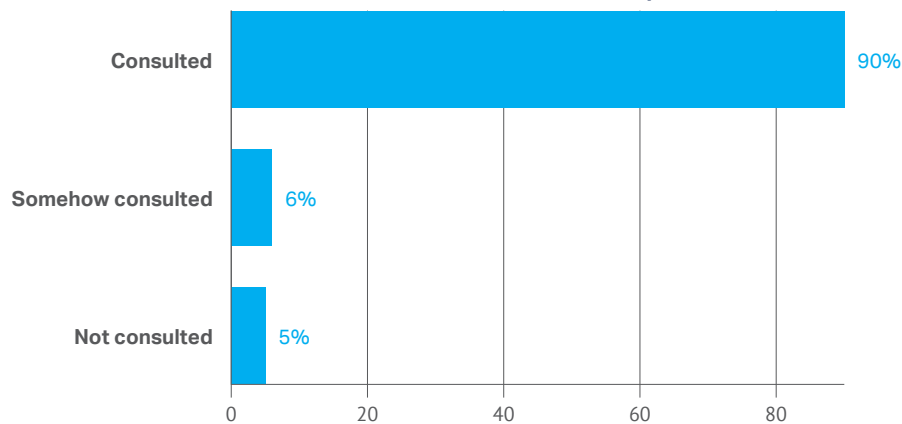
According to members of the SOS management team, consultations with beneficiaries, key stakeholders, and partners play a crucial role in the design of services and activities. As voiced by members of the SOS management team, the importance of engaging beneficiaries, key stakeholders, and partners in the formulation of services and activities becomes evident. This collaborative process stands as one of their main resources for understanding evolving needs. Central to their approach is the practice of conducting regular needs assessments. This adaptation empowers the organisation to swiftly respond to the ever-changing landscape of needs within the community.

“The programme was able to adapt the evolving needs of the beneficiaries through several modalities, including regularly conducted needs assessments.”

**(Kyiv, KII, Female SOS Children's Villages Ukraine Staff Member)**

Per the management team and social workers, consultations occur via various avenues, including direct conversations between beneficiaries and staff, facilitated by specialists. The introduction of a chat box and closed social media groups provide platforms for beneficiaries to express daily challenges. Moreover, SOS's social workers shed light on the consultation process's practical aspects. Needs assessments, holistic support, and working conditions act as guiding principles. Comprehensive case management,

Figure 6: To what extent your needs were taken into consideration before the assistance was provided?



including documents and visual aids, fosters deep comprehension of individual situations. Participatory observations, prioritising engagement over questionnaires, adapt to varying circumstances. Collaborations with local entities ensure effective aid delivery. During interviews, social workers highlighted SOS's impact in emergencies, providing material, psychological, and educational support. The focus on individual and family support recognises diverse family unit needs.

The constant consultation process was echoed by 90% of surveyed parents/caregivers, who reported being consulted for the design of services and activities. However, children stated slightly less consulted by 44% of girls and boys, being somewhat consulted (18%) and not consultant (26%). The inclusion of children in consultations through different methods could be promoted by adapting different channels to ensure that children's participation is empowered and increased.

“Every step was wise due to thorough consultations, ensuring nothing was deemed empty or unnecessary.”

(Lviv, KII, Female Parent/Caregiver)

Additionally, during the programme's design phase, a robust collaboration ensued among various key stakeholders, ensuring the development of effective and targeted interventions. As per the responses received, the SOS management team fostered engagement with a multitude of partners to establish a holistic approach. Notable organisations such as UNICEF, the CP Sub-cluster, and the MHPSS working group were consulted to align strategies. National and local authorities, including the **Ministry of Social Policy, Ministry of Health, and Ministry of ReIntegration of Temporarily Occupied Territories of Ukraine**, were actively engaged to harmonise efforts. The programme's foundation was built upon an extensive network of organisations, particularly highlighted by the Ukrainian Child Rights Network — a coalition of 30 child protection organisations— co-founded by SOS Children's Villages Ukraine. The collaborative endeavour extended even to the highest echelons, encompassing the Office of the President, including the Child Rights Ombudsman. Given the turmoil caused by the full-scale invasion, dialogues were centred around addressing the distinct challenges that children faced, encompassing evacuations and the plight of deported children.

Operational coordination extended beyond partnerships with governmental bodies and international organisations. SOS Children's Villages Ukraine established working relationships with local authorities,

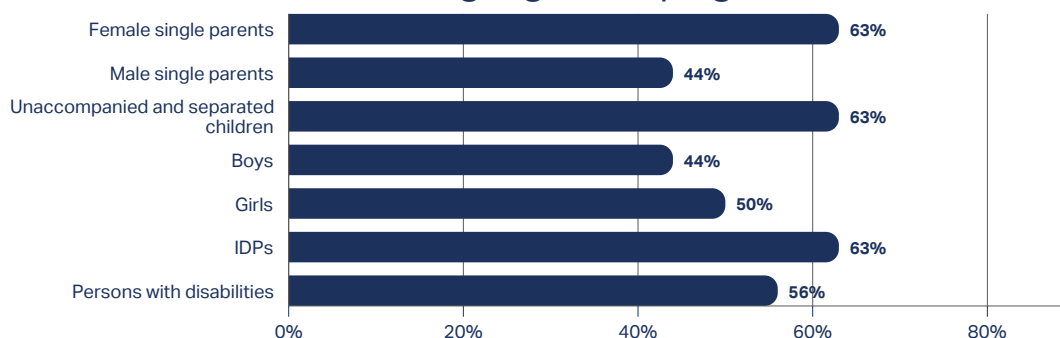
the Ministry of Social Policy, community leaders, NGOs, and volunteer organisations through mapping efforts. This coordination was essential, especially at the Oblast levels, as different regions exhibited diverse needs due to changing circumstances. This inclusive approach ensured a responsive and tailored programme implementation.

The engagement of social workers reinforced the collaborative ethos. The exchange of information and resources between the SOS teams and social centres facilitated joint visits to families in need. This shared consultation approach, characterised by constant communication via phone and letters, exemplified a highly effective synergy. According to the informants from Kyiv, these interactions created a seamless network that addressed issues promptly and efficiently.

Furthermore, the involvement wasn't confined to a singular approach. According to key informants of external actors, the Regional Military Administration has also played a pivotal role in the consultative process. Their expertise, coupled with past successful collaborations, positioned them as vital contributors in identifying and executing projects at the grassroots level. The reliance on close cooperation and the positive experiences shared by Lviv underscored the significance of familiar collaborations.

However, the consultation process is found to be improved by increasing the consultations, with a particular focus on IDPs (72%), female single parents (61%) and persons with disabilities (54%) as per parents/caregivers.

**Figure 7: Which groups should be consulted more when designing such a programme?**



Meanwhile, boys and girls are both considered should be consulted by 39% of parents/caregivers. According to children, the need for consultations to unaccompanied and separated children were found higher with 63%, compared to parents/caregivers findings (58%). Similarly, IDPs (63%) followed by female single parents and persons with disabilities with 63% and 49%, respectively.

### Finding 5

**The Emergency Response Programme demonstrated a commendable level of flexibility in its ability to adapt its operational activities to effectively address the dynamic needs of beneficiaries and the evolving contextual circumstances.**

In navigating its evolving landscape, the programme embraced a strategy of continuous improvement through systematic needs assessments. Regular assessments served as a cornerstone, allowing the programme to stay attuned to the changing needs of beneficiaries. Collaborative efforts with partners, including **UN sub-clusters** and various organisations, became pivotal in gauging emerging requirements and shaping programme adjustments accordingly. Navigating the terrain of addressing beneficiary needs was not without its complexities. While addressing fundamental necessities like financial aid and housing took precedence, the intricate challenges of integrating psychological well-being into the equation emerged. The programme's management acknowledged this complexity and recognised the need for specialised assistance, particularly for families displaced by conflict. Bridging language and cultural gaps, SOS harnessed the expertise of specialists proficient in both Russian and Ukrainian to provide support tailored to individual contexts.

A child-centred approach gained prominence in the programme's evolution. Initiatives like child-friendly spaces were introduced, aiming to cater to the unique needs of children. This pivot marked the programme's progression towards a focus on **long-term support, restoration, and integration**. Informal feedback collection and formal needs assessments formed the bedrock of this transition, empowering specialist teams to conduct diligent monitoring and research, ensuring the programme's continued relevance and effectiveness.

In a pivotal shift, the SOS Ukraine programme transitioned from a developmental emphasis to urgent humanitarian aid, beginning with full-scale invasion. The imperative propelled this adaptive response to meet the immediate needs of beneficiaries. Core priorities shifted to encompass food, non-food, and hygiene items, cash and voucher assistance and psychological support. Throughout this transition, the programme's selection criteria for beneficiaries remained steadfast, prioritising families with children, foster families, guardianship arrangements, and those families or children directly affected by conflict.

The voices of social workers underscored the tangible needs of families, particularly IDPs. Struggling with **job scarcity and reduced humanitarian aid**, these families sought both material and psychological assistance. The awareness of war's psychological toll led to an upsurge in requests for specialised services such as psychological support and speech therapy. The significance of offering holistic support to families, especially mothers and children, was emphasised.

The ability to tailor programmes in response to evolving circumstances was found flexible, even in the face of bureaucratic challenges. Notably, the programme's agility in swiftly responding to changes, ensuring the mobility and flexibility of specialists during emergencies, was lauded.

As the programme transitioned towards long-term support, its evolution manifested through the inclusion of group activities, social tutoring services, and case management tailored to diverse cases. Amid skyrocketing product prices, providing humanitarian aid—ranging from food to personal hygiene items—remained a critical facet. The programme's scope also encompassed alleviating the burdens of housing and utility expenses for families, alongside supporting parents with educational costs such as laptops, notebooks, or tablets for their school-going children.

#### **Finding 6.**

**Gender and conflict sensitivity were followed and respected at the individual case level. However, a broader analysis could serve as a guidance for all SOS Children's Villages services and activities,**



**ensuring they are attuned to these important factors.**

As per key informants, the emergency response programme has been carefully crafted to incorporate considerations for **gender and conflict sensitivity**, particularly when addressing individual cases. Significantly, the comprehensive approach to service provision has proven to be a cornerstone in supporting beneficiaries through gender and conflict-sensitive means as per social workers. For instance, the significance of **language and cultural nuances** in effective communication has been underscored in cities like Lviv and Kyiv. In response, dedicated safe spaces have been established to facilitate interactions while valuing the rich cultural diversity among families from different communities. These initiatives have yielded not only active engagement among children but have also sparked increased parental involvement, fostering a sense of community and mutual assistance. The overarching goal of this approach is to seamlessly integrate families into the fabric of their communities, thereby promoting understanding and inclusivity.

“This was not considered comprehensively including lacking a comprehensive assessment and analysis. But in some cases, it is considered according to evolving needs and issues such as language.”

**(Kyiv, KII, Female SOS Children's Villages Ukraine Staff)**

As per SOS management team members, some needs assessment reports also highlighted the gender imbalance among beneficiaries and staff members, both predominantly female. However, when the situation was researched in detail, it was realised that engaging male beneficiaries traumatised by war was highly challenging as a result of conscription including the participation into active fighting and trainings, and therefore, the number of female beneficiaries remained higher. According to SOS management staff, to overcome challenges arising from cultural and language differences, the programme employed specialists fluent in both Russian and Ukrainian to ensure the comfort of the families. While this approach has been successful in supporting beneficiaries through a combination of gender and conflict-aware strategies, there is an opportunity to broaden these considerations across the various locations where SOS Children's Villages Ukraine is operating. A gender and conflict sensitivity analysis could serve as a guidance for all SOS Children's Villages services and activities, ensuring they are attuned to these important factors.

### **Finding 6.1**

**As a crucial method for promoting gender equality, employing **gender-transformative strategies** within programmes and services becomes essential. This ensures that both girls and boys develop a positive and balanced comprehension of gender dynamics, as well as social and cultural norms and viewpoints.**

Common activities engaged by both girls and boys were reported as creative projects, excursions, and psychosocial support sessions. Boys engaged in a unique EcoNotes project involving recycled materials and participated in excursions to museums; however, some exhibited reluctance towards activities like dancing, possibly due to concerns about societal perceptions of masculinity. Conversely, girls exhibited positive responses and comfort with the centre's offerings. Many girls expressed a preference for psychosocial support activities, such as art therapy, as evident in discussions where they shared their enjoyment of the relaxed atmosphere and creative expression sessions often attended with their caregivers. The utilisation of metaphorical cards during psychological interactions also yielded positive outcomes, facilitating self-expression and communication. This nurturing environment provided solace and a temporary reprieve from stressors. The findings underscore the importance of adopting a gender-transformative approach, addressing traditional gender role influences, and ensuring inclusivity and gender equality are integrated throughout all SOS services and activities.

## 3.2. Effectiveness

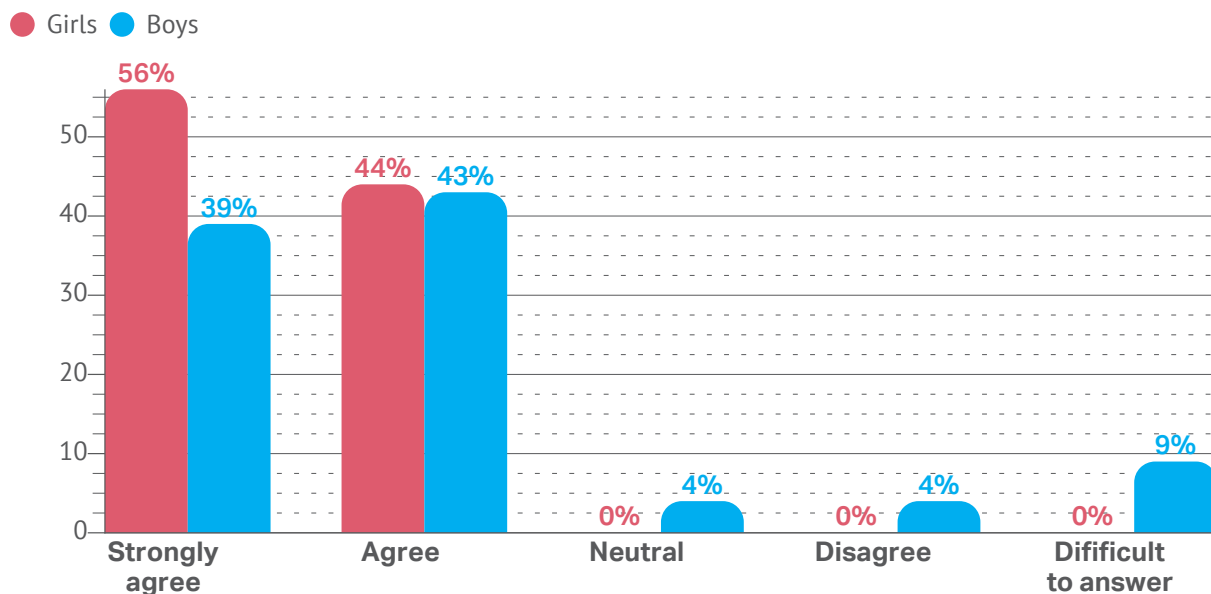
### Finding 1:

Overall, the CP programme has contributed positively to the emotional well-being and/or physical well-being by providing opportunities for personal growth, increased confidence, increased ability to deal with stress and anxiety as well as improved communication and enhanced social interactions of the children and their caregivers. 88% of the surveyed girls and 91% of the boys as well as 100% of the surveyed parents reported improved emotional and/or physical well-being. The SOS CP programme has allowed both children and caregivers to open up, express their thoughts, feel emotionally supported and overcome challenges, ultimately leading to improved psychosocial well-being.

“I am completely born anew”  
(Brovary, FGD, boy)

Having been supported by SOS Children's Villages Ukraine within their centres, a lion's share (90%) of the children reported that they mostly envision a better future for themselves. While 100% of the girls responded as “strongly agree” or “agree” it is 83% of the boys who responded same.

Figure 8: I Mostly Envision A Better Future for Myself



### Finding 1.1.

Girls and boys have pointed out various aspects of personal growth gained through the SOS CP programme, including learning new skills, gaining self-awareness, and developing the agility to adapt to different situations, as a significant aspect contributing to their wellbeing. Positive interaction between caregivers and the children was noted both by caregivers and children as a significant skill developed through the SOS CP programme in connection to PDEP sessions.

\***Learning new skills** in line with their interests and joy contributed to the personal growth of the children. Boys have highlighted learning **programming**, while boys and girls mentioned **learning public**



**speaking**, which they have highlighted its connection to their personal growth, self-esteem, and communication skills. Learning new things have made the children (79%) feel better about themselves and their lives (10% neutral, 5% disagreed and 5% found it difficult to answer). 72% of the girls and boys also reported learning **new life skills** helping them planning their days.

One key example provided by children and caregivers is learning **how to interact with the families** under pressure effectively.

“In the classes, when they talked about the family, how it is better to behave in one or another situation, how to behave during pressure, when you are being pressured, what should be done? Were you told about it too. I tried that and it turned out better than I did that before.”

**(Fastiv, FGD, boy)**

In addition to the children, caregivers during FGDs and KIIs have also highlighted developing better skills of interacting with their children through the guidance they received on positive parenting from the SOS CP programme.

“I was explained and told how to behave with the child. They told me how and what to do, because I do not know, because we did not have such a thing.”

**(Poltava, FGD, female caregiver)**

**Managing sensitive conversations, providing effective emotional support during stressful times and enhanced caregiver-child connection** have been noted by the caregivers during FGDs and KIIs as key skills they developed in family interactions. A lion's share of the surveyed caregivers (almost 90%) noted they can better understand the way their children feel and act. Expert guidance has equipped parents with strategies to initiate difficult conversations with their child about divorce, allowing them to explain the situation in a sensitive and effective manner. Psychological support has empowered parents to provide emotional assistance to their children, enabling them to handle the child's emotional reactions and offer effective comfort during times of stress and sadness. Expert-led activities and guidance, particularly PDEP sessions as noted by 84% of the surveyed caregivers, have fostered a positive environment for parent-child interaction, improving the understanding of teenagers' developmental needs and behaviours, leading to a stronger parent-child connection. Overall, 85% of the surveyed caregivers agreed that they have felt the change in their attitudes which positively impacted their children's behaviours.

“Understanding that some children might not grasp everything fully, and they need explanations tailored to their level. For instance, if I ask a child to bring me a bucket and they do so, they require a different way of explaining things. Much appreciation for their efforts.”

**(Fastiv, KII, female caregiver)**

**\*Learning from others' experiences and perspectives** by connecting with others and hearing their stories, individuals gained insight into different perspectives on challenges

was noted as a new skill gained by caregivers as well. Engaging in shared discussions with other caregivers as well as the professionals helped caregivers develop a collaborative approach in approaching their challenging and dealing with their difficulties.

“They were an example, first of all, because when we got closer to them, they told us about their lives... they were a model for me... they somehow gave me such self-confidence...” (Lviv, KII, female caregiver)

You can talk about the problems that bother you... Everyone tells you how they solved the problem, and it gets easier. A psychologist also helps, and you understand whether you are doing everything correctly.”

(Fastiv, KII, female caregiver)

\*Girls and boys reported **gaining self-awareness** due to their **involvement in new activities and experiences, new interactions developed and use of creative tools** during the activities in the SOS centres or even by solely mingling with their peers in the centres. Many of the boys and girls during the FGDs mentioned that their involvement in new activities, and experiences, such as **public speaking classes, workshops, and social gatherings**, contributed to their self-awareness. Girls and boys reported engaging in new experiences which has led to self-discovery as children are exposed to different situations, activities, and individuals. These interactions have likely allowed them to receive feedback, perspectives, and insights from others, which has also contributed to better self-understanding. The use of creative tools, like **cards**, was also reported particularly by girls as an effective way to express as well as explore their emotions.

“And for me, I cannot tell a person what is happening to me, because I myself do not understand what is happening to me. These cards somehow help me.”

(Lviv, FGD, girl)

Allowing creativity through **playing games and storytelling** have helped 82% of the surveyed children feel better about themselves and those around them, as these activities have helped the children connect themselves as well as define, recognise, and become aware of their emotions and their surroundings. 8% reported as being neutral, 5% disagreed and 5% found the questions difficult to answer.

\*Both girls and boys reported their **increased adaptation skills** since they have been part of the SOS CP programme. **Positive social engagement and support** existing in the SOS centres stands as the key factor, according to boys and girls. Engaging with peers, making friends, and receiving assistance from others have helped children increase their ability to adapt to different situations. Apparently, the SOS centre has been a first step for this.

“...Very big difference... started going here and it got a lot better. I started going out, started walking with people, talking to them and being in real life. So much better!”

(Fastiv, FGD, boy)



## Finding 1.2.

Girls and boys reported increased self-confidence connected to their engagement in psychosocial sessions with the psychologists, the supportive environment offered by the centre environment boosting their self-esteem and overcoming fears and self-doubt. The caregivers were able to connect to support networks through which exchange/donation of NFIs were organised, which increased self-esteem through empowerment, gratitude, recognition, connection, and the opportunity to model positive behaviour for their children.

\***Public speaking class** was particularly emphasised both by girls and boys as an important new activity that have helped them enhance their **self-assurance and positive self-perception**, given the supportive environment in the SOS centres. 72% of the children reported that they are more able to express themselves after attending the SOS activities, 18% being neutral, 5% disagreeing and another 5% finding the questions difficult to answer.

“Yes, since the move, there have been many such scattered thoughts and such. But somehow they [sessions] helped me gather my thoughts and understand that it is possible to find people and get close to them for further relationships.”

(Fastiv, FGD, boy)

\*Caregivers have noted during KIIs and FGDs an increased sense of self-esteem through **empowerment, gratitude, recognition, connection, and the opportunity to model positive behaviour** for their children. Caregivers talked about the financial constraints they were facing in affording new-brand items for their children and their inability provide for their children's needs using available resources until they have become part of the SOS CP programme. They feel empowered through the basic needs support as well as psychological support that they can find creative solutions for the maintenance of their children. Overcoming financial challenges have increased their sense of resilience. Receiving assistance, particularly material items, for their children helped caregivers feel grateful for the support and recognition from their community which made them feel valued and appreciated.

FGDs and KIIs with caregivers revealed that the SOS CP programme has reinforced a sense of solidarity amongst the community members and increased their access to community support networks. Particularly, the caregivers were able to connect to support networks through which exchange/donation of NFIs were organised. **Participating in these exchange activities** has fostered a sense of belonging to community as knowing others in similar situations helped creating bond between adults and contributed to enhancement of the self-esteem as they realised they are not alone in their struggles. Moreover, the donation programme has demonstrated to the children the importance of giving, sharing, and making the most available resources. This modelling of positive behaviour seems to have led to a sense of accomplishment and self-esteem amongst the caregivers as they started seeing themselves as role models for their children.



“Even the things that were here are not new, but still, they were with children who had no things. I say like new, that is, these pants do not look like they came from the trash. Let's say I have a small child and we bought things for him, then I even just brought them here, because they are almost new, normal. Someone may need them, but we will not agree. That is, I left them here and then too, I tell people to come and pick them up and they are grateful, just as we were grateful. And then, among ourselves, everyone who also has a grown child, then we bring it here for exchange.” ”

(Poltava, FGD, female caregiver)

### Finding 1.3.

**The SOS CP programme has contributed to reduction of both caregivers' and children's stress and anxiety and improvement of their moods, often attributing this change to engaging activities, making friends, and interacting with psychologists at the SOS centres.**

\*80% of the children reported that they are more able to deal with being stressed or angry. Children, particularly Brovary particularly emphasised that attending the centre and its activities helped them to improve.

“In this public speaking classes, they raised the mood when there was no mood.” ”

(Brovary, FGD, boy)

Engaging new people, making new friends, and participating in group activities has created a **sense of belonging and emotional support** counteracting the feeling of stress and anxiety. The CP programme has served as positive distractions from stressors and redirecting **focus away from negative thoughts**. In addition to the public speaking classes, the **connection with the psychologist** has a significant role in this according to the FGD participants. These findings are also supported by the survey findings as majority (74%) of the children reported that when they spend time in the SOS centres, they feel less sad and worried about things.

“[...] when we left, we all went through a lot, and when we talked to someone, it was easier to feel better.” ”

(Brovary, FGD, boy)

Caregivers have also observed their children becoming emotionally more stable and resilient in the face of challenging situations as they noticed children exhibited better control over their stress and anxiety responses. According to the KIs and FGDs with the caregivers, children demonstrated improved self-confidence and a willingness to share their thoughts and feelings.

“He began to react more openly, less aggressively to all moments. And he gradually began to pass these attacks.” ”

(Poltava, FGD, female caregiver)

\*83% of the caregivers also noted that they are more able to deal with being stressed or angry. 14% who responded as neutral (10%) and disagreed (4%) are mostly male caregivers which might not be representative concerning gender breakdown due to limitations of this study. 87% also noted that they are better able to manage feelings of depression, anxiety and negative thoughts.



“The sessions with the psychologist have expanded my horizons and provided a space to address both familial and personal concerns, ultimately fostering greater tranquility.”

(Poltava, FGD, female caregiver)

Caregivers' experiences shared during FGDs and KIs have demonstrated that their interactions within the support groups and with professional psychologists have played a crucial role in helping them cope with stress and anxiety. 87% of the caregivers noted they have become better able to cope with life's daily challenges. Through positive role models, shared discussions, and a supportive environment, these caregivers gained valuable insights, shifted their perspectives, and developed effective strategies to manage their challenges. What makes this observation (Lviv, KI, female caregiver) changes in the emotional state of the caregivers have been observed by many children as well.

“Mum smiles more. She cries less.” (Poltava, FGD, boy)

“My sister, my mum, it helped her too.” (Poltava, FGD, girl)

#### Finding 1.4.

**Children and caregivers improved their communication and enhanced their social interactions through finding a trustable and comforting environment in which they can connect to their peers and make new friends. New friendships have helped them restore their sense of acceptance and thereby emotional well-being. Speech therapy has contributed to this outcome significantly through improving communication skills of the children and boosting their confidence as noted by the caregivers.**

\*The SOS centre has served children to meet their **peers sharing similar** experiences and has offered **supportive and comfortable environment** discussing their thoughts, challenges, and aspirations, which created a natural **emotional support group environment and developed friendships**. 74% of the children reported that they realised they can get along better with people around them since they have participated in the CP programme of SOS and another 72% reported they can communicate with other people. FGD participants have also noted the significance of coming together with their IDP peers as it created a strong bond among the participants and resulted in new friendships.

“Well, I found some friends, they were also IDPs, and they had no friends, no acquaintances, and I made friends with them.”

(Brovary, FGD, boy)

“It worked out for me. Now I have a lot of friends and acquaintances with whom we still communicate, go for walks, attend workshops and trainings. Yes, it brings us together, and there were many other IDPs who had few friends and acquaintances, and they also needed support. So I gave it to them as well, and we are now in good communication, which is great.”

(Brovary, FGD, girl)

\***Developing new friendships** in the SOS centres has been paramount for the girls and boys as it helped them **emotionally feel supported and increased their well-being, enhance their interpersonal skills, and also offered a ground for trust-building and stability.** These friendships have helped them restore their emotional wellbeing.

“My concept of friendship is comfort, when you come to a person and that's it, you're relaxed. Yes, well, then support... Trust, comfort, communication. When to understand each other.”

(Lviv, FGD, girl)

**Increased social interaction and friendships** established in a trusted environment of the SOS centres have not only increased the **feeling of support** but also feeling of acceptance by others outside of the centre. 81% of the girls and boys reported that since they have spent more time in the SOS centres, they feel more accepted and secure in their local communities.

\*Caregivers in KIs and FGDs have also noted that the **speech therapy** has been paramount for their children in **improving their communication skills and thereby enhancing their social interactions.** The progress children made in speech therapy has positively impacted their interactions with peers. They are now more engaged in play and communication, leading to improved relationships. This has been noted also by the children during the FGDs whose siblings have been participating in these therapy sessions.

\*Caregivers during FGDs and KIs also noted enhanced social interactions through **organic bonding with other caregivers, shared interests, and virtual communications.** 88% of the surveyed caregivers

“I added Mr. Leonid as a friend. I follow all his events. Everything is very interesting. Again, we are talking about confidentiality. Some of your centre's clients have applied to the free legal aid centre”

(Brovary, FGD, female caregiver)

“We have something for parents, we have created a chat. Telegram. This is a personal chat, as mothers want among themselves. It's personal.”

(Fastiv, FGD, female caregiver)

## Finding 2.

Basic needs support, followed by the psychosocial support were considered the most effective support by both caregivers and children as well as the internal and external key programme stakeholders. The comprehensive and personalised approach has been the most impactful for the programme participants as both basic needs and psychosocial support coupled with recreational activities have positively affected psychosocial and physical well-being. Improving effectiveness would involve enhancing physical access to the SOS centres, boosting support services, promoting outdoor activities, and offering skill-development courses.

### Finding 2.1

Cash and voucher assistance (69% of caregivers and 49% of the children), followed by food



assistance (54% of caregivers and 67% of the children) and NFIs (42% of the caregivers and 49% of the children) have been considered as top three most effective services by the SOS CP programme participants as well as key internal and external stakeholders. Particularly, cash assistance was considered to provide freedom of meeting the needs, improve living conditions, ensure accessing essential items, prevent family separations and offer a safety net and stability. Educational support and winterisation coupled with food and non-food items were the primarily highlighted as very effective.

**\*Cash assistance** received by the participants have enabled them access essential items that the SOS team was not able to provide directly. KIs with external stakeholders

“We don't have a generator, but a converter, a battery to turn on the boiler. So, where would we get such money? I have a pension of 2,000 UAH, my husband has 3,500 UAH. And so they helped us a lot, a lot! And so this money came to us on time, and so we had enough to be able to heat.”

(Lviv, FGD, female caregiver)

“My God, they helped me so much that there was such a situation. My husband has heart disease. And these are two children, in short, they helped me a lot, and now it was difficult for me, and they received financial assistance. We bought everything then, there was no electricity right away, we only spent 18,000 UAH on one piece of equipment for heating”

(Fastiv, FGD, female caregiver)

**\*NFI and food support** was ranked as the second most effective support by the key programme stakeholders. Children and caregivers highlighted the importance of educational support, and winterisation support as part of NFI assistance provided to them.

Concerning the educational support, laptop provided was considered invaluable during the online studies, and the provision of power banks by the programme was equally beneficial, particularly when children faced power outages.

“Yes, I have a laptop, I was given a laptop there, because it was a war, and it's still going on, and we couldn't go to school normally, and it was very uncomfortable for me to sit with my phone, and I really needed a laptop for school. And I got it as a gift, and it became much easier for me to work, because before that it was very inconvenient.”

(Brovary, FGD, girl)

The availability of stationery was particularly helpful as supplies would occasionally deplete. Particularly at the beginning of the academic year, almost all children noted receiving the necessary stationery and was very effective as it was also timely.

**Winterisation support** was also frequently noted by the caregivers and children as

an effective assistance. One of the female caregivers from Lviv during the KII clearly explained how provision of generators helped them meet their basic needs. Installation of the generator when there was no electricity and a non-functional boiler, played a crucial role in averting the potential freezing of their family members. Flashlights were highlighted by programme participants as well. They came in handy when light was disrupted during the blackout, ensuring a source of light was readily available. Moreover, a boy from Fastiv summarized the effectiveness of the winterisation support as follows:

“[...] my family was given such a large and high-quality heater in winter. Then, we were given what we asked for.”

(Fastiv, FGD, boy)

The SOS CP programme has provided basic needs support, which proved to be immensely valuable for families, especially those who had lost everything—some were left with only a handbag or the clothes on their backs. Consequently, the team has procured a wide array of items, including furniture, cleaning supplies and personal hygiene items, medicine, household appliances, mattresses, kitchen utensils, and even mattresses for those in need, including **groceries and food baskets** including pasta, cereals, canned food, banks of concentrated milk and sweets. In certain instances, the team has also purchased items like kettles and thermoses. In situations where electricity was unavailable, assistance was extended to the purchasing of power banks, as mentioned by the social work specialists and field coordinators during the KIIs. This ensured that people could maintain some form of communication with

“A person who has nothing could get the first food, bed linen, mattresses, dishes from us. Children could receive school supplies until September. When a person first arrives, s/he is full of emotions and cannot understand what she needs. If food was needed, three hot meals were provided to them. Also, clothes for children, shoes. Everything that was needed was provided, everything that was available.”

(Fastiv, KII, SOS Children's Villages Ukraine Social Work Specialists and Field Coordinators)

## Finding 2.2

**Psychosocial support activities, including the recreational activities were considered effective in the sense that they have allowed the participants receive their personal space and emotional support as well as access to cultural and entertaining activities. These activities played a vital role in supporting caregivers and children in challenging circumstances by fostering emotional resilience. The programme has strengthened sense of accomplishment and connection, contributing to overall wellbeing.**

**\*Providing personal space and emotional support** has been crucial for the well-being of both caregivers and children in difficult circumstances, helping them cope with stress and build emotional resilience. It has created a safe environment for them to express their feelings and fears, fostering a sense of security and trust. One of the female caregivers from Lviv noted during the KIIs that the SOS CP programme has allowed and assisted caregivers and the children in finding rest, recognising the importance of personal space. This has happened through guided conversations with the psychologists,

“Entertainment is crucial for children as a distraction from their surroundings... Visiting the theater in the Ukrainian capital is highly valued. Treats like chocolates and candies bring joy.”

(Fastiv, KII, female caregiver)





helping uncover personal needs and fears. On the other hand, by creating separate spaces for children during excursions, parents were able to engage with specialists and focus on their own well-being. This has not only supported parents but also indirectly benefits children by fostering a healthier family environment.

“They allowed and assisted you in finding rest, recognising the importance of personal space... physically and psychologically rejuvenating”

(Lviv, KII, female caregiver)

\*The programme has provided opportunities for entertainment and cultural enrichment for children's mental and emotional development. It serves as a distraction from challenging circumstances, brings joy, and allows children to experience new things, expanding their horizons.

Caregivers have particularly mentioned about the annual photo sessions and celebrating milestones through collages and photographs. They have observed that these activities have had a positive impact on their children's sense of accomplishment, and connection to their growth journey, like the findings in the section 1. Moreover, these have provided the children with visual evidence of their progress and memories, promoting a sense of pride

“Every year, we, SOS Children's Villages Ukraine, make a photo session of the children to see what changes have taken place, to show the children, so they can see it all... Because we are proud of it.”

(Brovary, KII, female caregiver)

### Finding 2.3

**Comprehensive and personalised family assistance addresses psychological, educational, and material needs of the family members, thus enhances families' resilience and well-being , as there is no SOS centre programme as such. By employing local experts and aligning interventions with state efforts, the programme effectively combines psychosocial support and tangible aid to create a sustainable impact on vulnerable families.**

\*The SOS CP programme has offered comprehensive **and personalised family assistance** that encompasses various aspects of families' needs, addressing both psychological and physical challenges. As highlighted, **"the most effective assistance is also the most important for them... It should be absolutely comprehensive."** (Poltava, KII, SOS Children`s Villages Ukraine Social Work Specialists and Field Coordinators). This approach acknowledges the multifaceted nature of families' struggles and aims to provide a **holistic solution**. Unlike many organisations which tend to offer limited support, SOS provides a wide range of services including psychological support, individual and group sessions, educational support for children, and material assistance. This holistic approach increases the organisation's effectiveness and sustainability of the impact by catering to various dimensions of families' needs. Families participating in the SOS CP programme have not only received material aid but also psychological assistance, educational support, and specialised care for children with different needs. This holistic approach has ensured families can overcome diverse challenges and contributed to their **resilience**.

In addition to the psychosocial support, the SOS CO programme's sustainability is evident through its tangible support to vulnerable families. The combined psychosocial and material assistance goes beyond meeting the immediate necessities, demonstrating their commitment to alleviating distress and enhancing the overall well-being of families in crisis.

KIIs with SOS teams have uncovered that one of the factors driving the project's effectiveness seems to be its practice of hiring **local experts with specialised knowledge**. These experts focus on quality and collaborate effectively with local authorities, utilising their experience and insights to develop projects that align with state efforts. This approach ensures that interventions are culturally relevant and address the specific needs of the community.

#### Finding 2.4

**Caregivers expressed the need for increased support and organised activities for their children, referring to their own lack of knowledge and/or skills to engage their children effectively. They have also highlighted their limited access to services and activities due to geographical distance. Outdoor activities, diverse excursions, and engagement with nature were emphasised by caregivers and children, with boys suggesting sports and girls proposing picnics and movies. Additionally, children expressed a need for spaces to spend time with peers. While skills development courses were recommended, girls mentioned photography and boys expressed interest in IT and programming courses.**

\*Caregivers, particularly from Fastiv, mentioned the need for increased support and services for their children during the FGDs. They expressed that they lacked ability and knowledge to properly organise and engage their children, which makes it difficult for them to **take breaks and rest from the computer**. Therefore, they have suggested forming groups that could offer organised **activities and outings**. Besides, some caregivers from Fastiv considered themselves unable to provide everything at home, they believed that during holidays, there should be more efforts to engage and involve children in festive activities, even if there isn't a specific need for them.

\*On the other hand, caregivers from Lviv mentioned that they did not seek psychological assistance, possibly due to their geographical distance from the centre. They noted that being farther from the centre impacted their access to various activities and services and emphasised a need to address challenges.

\*Engaging in **outdoor activities**, including any kind of excursion as well as **diversity** of the activities were highlighted both by caregivers and parents. Most of the parents highlighted the importance of increasing the diversity of recreational activities for war-affected children. Caregivers mainly emphasised the **therapeutic value of nature**, with the calming effects of nature and the potential for **live psychological sessions during natural outings**. During the FGDs, children enthusiastically reported their desire for more excursions and outdoor trips as well. While boys suggested sports activities such as **basketball**, girls suggested having **picnic** or **movie-screening** activities. **Trips across Ukraine** were highlighted both by girls and boys. Below table also demonstrates the survey results concerning the least useful services by the children. Lack of spaces for children to spend time with peers, playing or learning might be connected to their need for outdoor activities.

\***Skills development courses** were suggested both by caregivers and children to increase effectiveness of the activities of the CP programme. While caregivers did not specify any certain



area of interest, girls exemplified **photography** courses and boys **IT and programming** related courses.

### Finding 3

**A lions's share of the children (92%) and caregivers (99%) reported they were satisfied with the SOS CP programme. The SOS CP programme team and external stakeholders also agreed that the response was timely despite challenges.**

#### Finding 3.1

**SOS CP programme has been considered remarkable in speed with consistency in its reliability. Therefore, the programme participants found the service provision timely.**

\*The assistance provided by the SOS CP programme was considered remarkable in speed. Caregivers noted the **swift and proactive** response by the organisation through stating that in some cases the assistance reached out within just a few days arrival, which demonstrated the organisation's commitment to addressing the needs of families promptly. For instance, one parent praised the organisation's responsiveness, highlighting how they proactively delivered essential items like laptops and backpacks before even being asked about specific needs. This quick and proactive approach

“When we first arrived, it took about 3 or 4 days for SOS Children's Village to reach out to us. Their speed in responding was remarkable. What's even more impressive is that they proactively delivered laptops and backpacks to us before even asking about our needs. They're not just responsive but also attentive.”

**(Brovary, KII, female caregiver)**

\***Consistent reliability of the service provision** has been another feature of timeliness of the SOS CP programme highlighted by the caregivers. The services provided by the programme were consistently on time, without any reported delays or issues as reported by the caregivers. Several caregivers have also expressed their satisfaction with the punctuality and reliability of the services, emphasising that they never experienced situations where the assistance was not delivered as promised. This consistent reliability contributed to a positive overall experience for the families and their satisfaction as well.

“The services we received were consistently on time. We didn't experience any delays or issues in this regard.”

**(Brovary, KII, female caregiver)**

The organisation has faced resource limitations, particularly in terms of specialised services such as speech therapy in Poltava. Consequently, children in need of these services were either redirected to appropriate resources or placed on waitlists. Despite the delays, the SOS team has strived to use available resources efficiently and aimed to eventually provide services to all families in need.

### Finding 3.2

**Dedication of SOS staff and management, strong support from and collaboration with other SOS country offices as well as the dynamic target setting have contributed to a timely response by the SOS team in Ukraine.**

\*Despite the challenges of adapting evolving needs on the ground in the face of unpredictability of the emergency coupled with waves of evacuations and returns which has impacted the target setting as well as indicator definitions, the SOS team has also considered the response on time due to variety of reasons. The **dedication of SOS staff and management** played a pivotal role in achieving the programme's main objectives. Their resilience and determination, despite personal challenges and displacement, underscored their commitment to supporting children and caregivers. The SOS Ukraine team has also reported **receiving support from other country offices of the SOS federation**. Collaboration with the regional office and other actors also aided in responding to emergency needs effectively and on time. **Keeping the target setting dynamic** was another factor essential in achieving a timely response. The SOS team initially faced challenges in setting targets due to the initial weeks of war and the resulting displacement of colleagues. Humble target numbers were adopted initially, with the intention to gradually increase them as the emergency evolved. The aim has been to transition from short-term services to more effective

“At the beginning, the target was not set as we were not able to oversee during the first weeks of war... move this emergency approach to a long-term support, maybe not as high numbers but more effective.”

(KII, SOS Children's Villages Ukraine Management Team)

### Finding 4.

**Children have demonstrated certain awareness on appropriate channels to voice their concerns, particularly valuing open communication with supportive staff such as social workers, psychologists, and teachers, while this was limited to mostly the boys in Fastiv and Brovary. While caregivers conveyed satisfaction with existing feedback systems, underscoring effective communication and responsiveness, others displayed limited awareness of such avenues or encountered deficiencies within the system.**

#### Finding 4.1.

**Children demonstrated a clear understanding of how and where to voice their concerns or discomfort, with a positive emphasis on open communication and supportive staff like social workers, psychologists, and teachers; however, it was only some boys in Fastiv and Brovary who seemed to be aware of certain complaint mechanisms, highlighting potential gaps in awareness.**

\*During the FGDs, children demonstrated a **clear understanding of how and where to voice** their concerns or discomfort. In the first instance, they seem to be aware that they can communicate their dislikes or problems with adults, and this has been **encouraged by their environment**.

“Yes they hear you. Almost every class they tell us if you don't like it here, if something is uncomfortable for you, tell us right away and we will sort it out.”

(Brovary, FGD, boy)



Children have reported that there's a strong emphasis on **open communication**, as evidenced by the frequent reminders in class that if anything is uncomfortable, they should speak up immediately. This environment is fostered by the presence of various supportive figures, such as social workers, psychologists, and teachers. These individuals are available to listen and help, creating a **sense of trust and safety** for the children. Furthermore, there seems to be an understanding that different people fulfill different roles—social workers, psychologists, and teachers—each of whom can be approached depending on the nature of the issue. This supportive structure helps children feel comfortable sharing their concerns and seeking help when needed. While children reported knowing how and where to report their concerns, it was only FGDs in Fastiv and Brovary with boys who clearly reported the **trust box**, which might indicate a lack of awareness on the complaints and feedback mechanisms despite being aware of the other ones such as reporting to the centre staff.

### Finding 4.2.

**While some caregivers expressed confidence and positive experiences with the available complaint and feedback mechanisms, indicating functional communication and responsiveness, others showed a lack of awareness about these channels or experienced gaps in the system, highlighting the need for improved consistency and inclusivity in acknowledging and addressing concerns.**

\*Some of caregivers during the KIIs and FGDs reported to have **access to complaint and feedback mechanisms**, there are cases where improvements could be made to ensure consistent communication and timely responses to all concerns. **Access** to the channels for complaints and feedback appears to be satisfactory for some caregivers. They have expressed **confidence** in the availability of different levels of communication and escalation, starting from the local level (parents, social workers) and moving up to higher management levels. Some parents have reported **positive experiences with the complaint and feedback mechanism**. They have used the available channels to express concerns or seek assistance, and they have received timely and helpful responses. This indicates that the system is functional and responsive in addressing their needs.

“I will say, for example, that I wrote to Facebook, and to the Ukrainian office, and to the foreign office. And what surprised me, when I wrote to the foreign office, I did not expect at all that someone would answer me. That is, I wrote, a week or half a week passed here, and they called me. And by this time the answer has already been received, but we are used to the fact that everything we write is there, somewhere in the spam folder, no one answers you, but here we received answers.”

**(Poltava, FGD, female caregiver)**

SOS team during the KIIs reported that the organisation initially lacked a formal feedback and complaint mechanism and relied on officers to handle feedback related to SOS CP programme. They used online forms, emails, and phone numbers for communication. An innovative system involved QR code boxes where people shared problems, leading to the creation of Facebook pages for different locations. Social media was active for information sharing and addressing inquiries. Direct communication with beneficiaries and field staff was key, enabling a comprehensive approach based on assessments of needs. Monitoring



and evaluation tools were also employed. Ultimately, SOS encouraged feedback through various channels, including direct communication, physical boxes, email, and social media. Both staff and beneficiaries have been sensitized to these options, fostering effective communication. The team has emphasised the significance of anonymity in feedback to foster open communication and trust-building among clients, parents, children, and staff members. These channels have been vital to their operations, helping address diverse needs and ensuring that both positive and negative feedback are attended to promptly. The organisation has been committed to informing beneficiaries about these communication channels through various means, including physical mailboxes and brochures, and acknowledges the value of feedback even if few complaints are received, as it indicates an overall positive experience. Despite these efforts, some parents have mentioned that they are not the type to complain and that they accept everything with gratitude.

“I don't know because I guess I'm not the type to complain. I accept everything with gratitude.”  
(Fastiv, KII, female caregiver)

This might indicate that they might not be fully aware of the complaint channels available or might not have felt the need to use them. Some caregivers also clearly reported that they are not aware of the complaints and feedback channels.

“I haven't had any complaints, and I'm unsure whom to forward them to.”  
(Lviv, KII, female caregiver)

“I've never felt the need to complain about them. They're doing everything positively, and we frequently express gratitude. While I don't know where to submit compliments, we consistently convey our appreciation.”  
(Poltava, KII, female caregiver)

On the other hand, there are instances where parents have not received any communication or response to their complaints or feedback, as exemplified by a programme participant

“It has been 9 months without any communication from anyone. Not a single person reached out.”  
(Brovary, KII, female caregiver)

This can show that there might be gaps in the system, and improvements could be made to ensure that all communications are acknowledged and addressed.

### 3.3. Coverage

#### Finding 1:

SOS Ukraine has employed a comprehensive approach to address the distinct challenges faced by displaced and vulnerable populations, combining diverse service methods, inclusivity measures, technology, and collaboration with local authorities. To cater to the mobility needs of these individuals, the organisation acknowledges the need for specialised transportation, such as ramp-



equipped vehicles or loading robots. Moreover, it is evident that there is a critical need to enhance awareness of the SOS CP programme, especially among groups like children with disabilities, single mothers, and individuals in crisis, who remain unaware due to factors like geographical barriers, lack of information, and personal circumstances.

### Finding 1.1:

The caregivers and children underscored the crucial need for raising awareness about the SOS CP programme, particularly among individuals who could benefit from its support, despite a lion's share of the surveyed participants reported good coverage of their settlements/communities and the most vulnerable individuals. Children with disabilities, single mothers, people in crisis situations, and trauma are reported to remain unaware of the programme due to factors like geographical distance, lack of information, and personal reasons.

\*96% of caregivers and 97% of the children during the surveys reported that their settlement/community was well covered with the SOS CP programme. Conversely, the KIIs and FGDs with programme participants have highlighted the **importance of raising awareness** about the SOS CP programme, especially among those who may benefit from its support. A diverse range of challenges that individuals face in accessing help and the SOS centres were raised, despite the availability of resources. The programme is seen as valuable for a wide range of individuals, including **children with disabilities, single mothers, families in crisis, IDPs and those dealing with trauma** who were reported to be unaware of the presence of the SOS CP programme. The findings from FGDs and KIIs aligned with the survey findings as single mothers (67%) and children with disabilities (33%) should be supported more according to the children, while the figure is 50% for single mothers according to the caregivers.

The discussions during the FGDs and KIIs have emphasised **geographical distance, lack of information and personal reasons** as key factors contributing to the lack of awareness of the SOS CP programme.

“I know children with disabilities who need support of this programme.”

(Lviv, FGD, boy)

According to the participants, the programme is suggested to be more accessible than it is now to those who live nearby or can easily reach the SOS CP activities if they had more awareness of the programme.

“And there are children who cannot attend; they are not from Fastiv, and they are also IDPs, ut they do not know about this centre.”

(Fastiv, FGD, girl)

78% of the caregivers and 92% of the children reported that the programme has been reaching the most vulnerable individuals. However, while the programme is reported to have a good coverage, not everyone may be able or willing to access its services, according to programme participants. Some individuals may face barriers that prevent them from

“There is such a problem that not everyone can come and ask for help, it is also difficult.”

(Lviv, FGD, boy)

“I know a girl who is without a husband, but she was not given help because, according to the documents, she was not legally registered with him”

(Fastiv, FGD, female caregiver)

#### Finding 1.2:

SOS Ukraine has shown a commitment to addressing the unique challenges faced by displaced and vulnerable populations by adopting a multi-pronged approach that combines various service modalities, inclusivity measures, technology, and coordination with local and governmental actors to extend the outreach. Recognising the mobility requirements of these individuals, there is an acknowledgement of the necessity for specialised transportation like ramp-equipped vehicles or loading robots.

\*The SOS team has focused on providing **diverse service modalities** to ensure coverage and access to hard-to-reach and most vulnerable individuals. Local offices provide **assessment and support services in safe locations**. In war-affected areas, **mobile teams** bring services directly to communities, such as schools or council buildings, to mitigate risks. Utilising mobile units, such as the Play Bus, to reach communities with limited access due to remote locations or lack of transportation. The team has also been providing social services through a team of full-time travelling teachers, social workers and psychologists.

\*The teams have been **collaborating with local NGOs and government** in high-risk areas extend outreach. The SOS team has also a referral system that encourages partners to refer vulnerable families who require support.

“Cooperation with government partners and non-government partners, local NGOs, helps us a lot here... We talk to government partners: 'You know exactly which of your families need support. Invite the most vulnerable families who need support to our meeting.’”

(Lviv, KII, SOS Children`s Villages Ukraine Social Work Specialists and Field Coordinators)

Building relationships with **local communities, leaders**, and responsible individuals to identify and address needs in hard-to-reach areas has been prioritised.

\*Moreover, the team has been utilising online communication to provide assistance remotely, addressing language and isolation barriers. Utilising platforms like **Telegram channels and Google Forms** to register and process inquiries from displaced populations have been effective in expanding the coverage of the programme to hard-to-reach people.

“SOS provides some services virtually through online communication, allowing beneficiaries to receive assistance without physically visiting offices.”

(KII, SOS Children`s Villages Ukraine Management Team)

Moreover, providing technical equipment like **laptops for online engagement**, has been ensuring access to services regardless of location. The organisation has also been utilising **social media and appointment-based services** to accommodate overwhelming demand. The team has been using social



media ads, micro-district secretaries, and a Social Protection website to share information, advising people on how to subscribe to the website for access to accurate information and sharing information regarding aid distribution on the website to counter scammers.

\*The CP programme has been putting **inclusivity** in the centre of the work to ensure coverage of marginalised communities. The organisation has been committed to assisting vulnerable groups like **Roma families, families with disabilities, and marginalised communities**, irrespective of nationality or ethnicity. While rural areas face unique challenges, the SOS team has ensured that they receive extra attention rather than discrimination. Addressing challenges related to **returning fathers and men traumatised by war** to prevent strained family relationships has been in the focus of the intervention. Despite these efforts, **the need for special transport**, such as vehicles with ramps or loading robots, to accommodate these individuals' mobility needs has also been recognised.

## 3.4. Coordination

### Finding 1.

**Insights shared by the members of SOS management, implementing partners, and external actors coupled with a comprehensive desk review, shed light on the partner selection process and coordination mechanisms employed during the emergency response programme in Ukraine. The programme was found to be highly engaged in coordination at both local, regional, and national levels with different governmental and non-governmental actors.**

### Finding 1.1

**SOS Children's Villages were found to employ a structured process of partner selection and collaboration, bolstered by transparent communication channels and comprehensive due diligence processes.**

According to the SOS management team, they followed a well-structured process to select partners, ensuring fairness and effectiveness. This process included open announcements, considering previous experience and a **strong track record**, and evaluating the partners' ability to manage various aspects of the project through a thorough **due diligence process**, ensuring alignment with the organisation's objectives.

Partners are selected based on their proposals, meeting **specific criteria and targets**, as per the SOS management team. Upon selection, contracts are established with agreed budgets, creating a transparent framework for collaboration. For example, when selecting the Pomagaem, a comprehensive due diligence process was applied. This involved assessing their previous success in handling **evacuations** and setting up **collective shelters**. The Foundation's capability to provide emergency support to individuals in the Luhansk area was also carefully considered. After successfully completing this due diligence, SOS Children's Villages Ukraine proceeded with evacuation efforts and providing housing services for beneficiaries from the Luhansk region. As their efforts progressed, additional partners joined in to enhance the impact of the evacuation mission.

“The organisation emphasises collaborative grant giving, actively working with partners on the ground, and even assisting them in preparing applications and reports”

(Lviv, KII, SOS Children's Villages Ukraine Female Staff Member)

The **Ukrainian Education Platform** stepped in to provide accommodations for foster families and those with disabled children. Another partner, Convictus, headquartered in Kyiv, specialised in issues related to protection and violence. They extended help to internally displaced families. Despite an initial collaboration attempt with another organisation, it had to be terminated due to shortcomings in its programme expertise and implementation capability. This emphasises the importance of having partners who are not only willing but also adequately equipped to contribute effectively to the mission.

Additionally, frequent communication is maintained through regular calls, involving both individual and collective discussions. This ensures that all parties are well-informed and aligned. The use of **communication tools** such as WhatsApp groups and regional cluster groups facilitates real-time information sharing. Implementing partners also emphasised the importance of effective communication and collaboration with partners and stakeholders. According to members of IPs, implementing technical tools, including virtual communication platforms like **Zoom and Viber**, facilitates efficient communication. Partners express gratitude for SOS's clear organisational structure and technical expertise, which enhances the quality of their collaborative efforts.

### Finding 1.2

**Proactive engagement with governmental bodies empowered SOS Ukraine to optimise evacuation strategies and child protection initiatives. At the same time, social workers emphasised the importance of rapid information sharing, role clarity, and solid partnerships for effective interventions.**

SOS Children's Villages Ukraine, alongside the **Ukrainian Child Rights Network** and **UNICEF**, played a pivotal role in coordinating efforts. Together, they initiated the creation of a governmental coordination body in Ukraine, **National Coordination Headquarters for Child Protection**. This body aimed to develop a plan for effectively managing information, providing support, and ensuring the safe evacuation of children and families, including those in boarding schools. SOS Ukraine actively participated in this headquarters, collaborating with Ukrainian officials to adopt legislation, coordinate evacuations, and

OCHA General Coordination Meeting
Ukrainian Child's Rights Network
Protection Cluster (Zakarpattia offline)
Protection Cluster (Ivano-Frankivsk offline)
Protection Cluster (National level)
OCHA Coordination (Ivano-Frankivsk offline)
Cash Working Group
MHPSS (Zakarpattia regional group)
MHPSS (Lviv regional group)
MHPSS Cluster (National level)
Child Protection Sub-Cluster (National Level)
Working Group on Accompanied Children by Child Protection Sub-Cluster

Table 1 Inter-Agency Coordination Bodies SOS Children's Villages Ukraine was actively engaged in





document **rights violations** during emergencies. This engagement empowered SOS to enhance higher-quality **child protection** efforts with a broader understanding and perspective, bridging service gaps effectively.

According to government authorities, the government has started establishing dedicated departments at the headquarters and creating humanitarian hubs as Place of Culture, to ensure that humanitarian actors such as SOS Children's Villages Ukraine deliver the support in coordination to the most vulnerable. Particularly, at city administration levels in coordinating humanitarian assistance and enhancing the understanding of aid providers regarding the diverse needs of the affected population as per implementing partners. For instance, during the fuel crisis in Fastiv, Kyiv Regional State Administration **utilised railways** to facilitate the delivery of humanitarian support, as reported by external sources.

“Our active involvement in coordination councils keeps us informed and helps us plan effectively. The key to our success is sharing information quickly and ensuring everyone knows their role.”

**(Lviv, KII, Female Implementing Partner Staff)**

According to the SOS staff members, this proactive engagement with governmental bodies enabled SOS to align its evacuation initiatives and broader child protection undertakings more effectively and from a broader vantage point. Social workers, as essential actors on the ground, offered unique insights into the coordination dynamics. They highlight the importance of rapid information sharing and role clarification within their teams. Close involvement in national-level coordination groups and councils allows them to gather vital insights quickly and efficiently. This helped in strategic planning and resource allocation. Social workers emphasised the significance of solid partnerships with local governments, enhancing the effectiveness of their interventions. Challenges, such as bureaucratic paperwork and delays in financial reporting due to complex systems, were acknowledged. Streamlining these processes could lead to better budget utilisation and more efficient assistance.

“This memorandum-based approach enhances government collaboration by providing comprehensive information about services and activities. Unlike NGOs solely relying on word-of-mouth, this approach facilitates strategic outreach, leveraging existing authorities to optimise resource allocation.”

**(Poltava, KII, Female External Actors)**

## Finding 1.2

**SOS Ukraine extended its participation to encompass established humanitarian coordination mechanisms, which include clusters, sub-clusters, and collaborative working groups operating under the aegis of inter-agency collaborations.**

This encompasses Protection, Mental Health and Psychosocial Support (MHPSS), Child Protection Clusters and Sub-Clusters, and pertinent working groups dedicated to the emergency response programme, such as the cash working group.

SOS not only took part but also played a vital role as an active member in various aspects including constant information sharing, reporting, and overall coordination within these coordination mechanisms, highlighted by the representative of the Child Protection Sub-Cluster during key informant interviews. Furthermore, one of the key informants revealed that SOS has taken steps to prevent duplication and overlapping efforts and ensure more efficient allocation and mobilisation of resources by implementing collaborative tools such as the Building Blocks of Cash Working Group.

“SOS Children's Villages have presented valuable best practices in their previous programmes in the Luhansk region before the full-scale invasion began. This is particularly remarkable since numerous emerging organisations lack this particular expertise.”

**(National, KII, Female External Actor)**

## Finding 2.

**The experience of different actors within the SOS management team reflects the complexity and creativity inherent in external coordination efforts during crisis response. While collaboration with governmental and non-governmental entities has generally been smooth, challenges abound.**

Despite various complexities, most interactions exhibited effective coordination. In speech therapy services, a temporary delay arose due to physical disability constraints as per implementing partners. Additionally, the insufficient number of personnel and recruitment challenges are undermining coordination endeavours in the sector due to the financial inability to offer competitive salaries. The attractiveness of higher-paying public sector roles jeopardised the engagement of partners in coordination mechanisms as finding a dedicated person for the coordination efforts remained challenging, as noted by implementing partners.

One of the primary obstacles to coordination stemmed from delayed fund disbursement, necessitating innovative interim measures to cover expenses, as per implementing partners. The partnership reached a midpoint when they finally received one of the tranches. Moreover, partners noted persistent bureaucratic impediments, given examples of delays in tender processes. According to implementing partners, the absence of an SOS representative stalled the tender process, unveiling procedural deficiencies necessitating rectification. Subsequent steps involved revisiting the tender announcement procedure to underscore the need for procedural enhancements. This evaluation highlighted the challenges faced and the strides made in partnership coordination, emphasising the significance of

“Our collaboration with SOS Children's Villages went smoothly, even though some situations required alternative solutions due to physical constraints or online limitations.”

”

**(Brovary, KII, Female External Actor)**

While resource constraints emerged in

some instances, solutions such as harnessing volunteer support and partnering with organisations like the Red Cross provided vital aid, showcasing the power of collaborative networks, as per social workers. However, the overarching theme of collaboration was positive, with regular attendance in coordination



meetings and transparent information sharing being highlighted as crucial for effective support.

According to feedback from cluster members, SOS has been highly engaged and active in both cluster and coordination meetings, as well as in national-level reporting activities. However, their involvement in regional coordination appears to be limited, indicating potential for improvement in this area. To enhance their overall coordination effectiveness, SOS could concentrate on bolstering their engagement at the regional level, mirroring their national-level commitment. This could involve increased participation in regional meetings and the extension of their successful national reporting practices to the regional context. Addressing these aspects would contribute to a more robust and well-rounded coordination approach.

Additionally, the Cash Working Group emphasised the importance of the alignment between various registration methods to cash assistance remained one of the critical goals to achieve. A notable solution found here was implementing the Building Blocks tool, which aims to streamline assistance delivery and prevent duplication. However, the oversaturation of organisations providing similar services limited the communication between these systems, especially in areas where government funds play a significant role.

## 4. Recommendations

### Relevance and Appropriateness

- Improved housing conditions were found to be a crucial issue for families, affecting their overall well-being. To address this, focus on better housing and rent assistance, while also emphasising the importance of adequate personal space for a child's healthy growth. Additionally, providing basic shelter kits could help improve the housing conditions for families.
- Consider a specialised support service for children with medical conditions consisting of a health special needs fund (SNF), provision of technical devices, referrals and transportation.
- Design workshops and activities involving parents/caregivers, led by psychologists and social workers, to assist in enhancing their long-term life planning skills.
- Improved housing conditions were found to be a crucial issue for families, affecting their overall well-being. To address this, focus on better housing and rent assistance, while also emphasising the importance of adequate personal space for a child's healthy growth. Additionally, providing basic shelter repair kits could help improve the housing conditions for families.
- Design workshops and activities involving parents/caregivers, led by psychologists and social workers, to assist in enhancing their long-term life planning skills.
- Consider increasing the regularity of individual psychosocial counselling sessions for parents/caregivers, along with transportation assistance; the following recommendations are proposed. These steps can be pursued by securing appropriate long-term funding from sources such as donors, development agencies, and embassies:
  - Increase the number of psychologists available for the support sessions.
  - Expand the pool of cars and drivers or offer financial support to cover transportation costs.
  - Explore the feasibility of establishing additional centres, particularly in areas with a high concentration of beneficiaries, or increasing the number of mobile teams.
- Consider implementing a comprehensive gender and conflict sensitivity analysis, integrating the outcomes into SOS policies and protocols to uphold the principle of avoiding harm. Design gender awareness trainings encompassing both team members and programme participants. This training should engage with deeply rooted gender, social, and cultural norms, aiming to foster the achievement of gender equality.

### Effectiveness

- Consider enhancing children's peer-to-peer communication skills by arranging a variety of group activities and outings that parents/caregivers can participate in collectively. For special occasions, consider incorporating more activities like festive events to enhance children's participation. This approach can foster encouragement and empowerment among children.
- Adopt or increase some programme activities according to the preferences of girls and boys separately. Considering their feedback, increasing the frequency of excursions and outdoor events would be beneficial. Boys have shown interest in sports such as basketball, indicating that incorporating sports activities could enhance their experience. On the other hand, girls have expressed a desire for more picnics and movie-screening opportunities.
- Increase information dissemination activities on feedback and complaints mechanisms by diversifying your communication efforts across various channels tailored to different gender and age groups and increasing the frequency. Incorporate platforms like social media, distribute informative leaflets and posters, utilise videos (potentially created by children during video-making activities), and explore any other suitable channels. Additionally, ensure that all



undertaken activities, including distributions, cash assistance, case management, MHPSS, or any other, effectively convey details about the complaints and feedback response mechanism, either verbally or in written form.

## Coverage

- Conduct awareness-raising activities, including information dissemination by adopting different channels to ensure that communities are informed about SOS services, its areas of implementation and beneficiary selection criteria to prevent any potential misconceptions on the distribution of aid.
- Enhance the access of persons with disabilities to SOS Children's Villages services by incorporating specialised transportation options, such as vehicles equipped with ramps or lift.

## Coordination

- Increase attendance and representation at the regional cluster meetings to help SOS become more involved as an active member.
- Create support mechanisms by obtaining adequate funding resources to ensure the capacity development of government authorities, including technical equipment support and trainings.
- Act as a bridge between donors and local implementing partners in order to address human resources-related challenges that were faced by IPs. Arrange a workshop(s) to tackle the staffing shortage among implementing partners. This workshop should address challenges arising from competitive salaries that hinder recruitment. The objective is to address partner capacity issues, ultimately elevating the quality of SOS programmes and strengthening the national capacity of Ukrainian civil society partners.

# Annexes

## Additional findings

### Finding 1.

**Most participants reported having easy access to services supported by positive experiences. However, girls in Lviv shared some negative experiences that they experienced during their engagement in workshops because of the attitude of one of the facilitators.**

Some of the girls encountered difficulties during workshops due to the behaviour of facilitators who changed their tone abruptly, leading to discomfort and negative reactions. In contrast, many expressed positivity about well-organised events, such as trips, crafting sessions, and activities that provided opportunities to learn and create. Disagreements arose over negative statements made by certain individuals, with girls defending the importance of holidays even in challenging times. Some girls found a supportive environment where their business and creative ideas were encouraged, while others highlighted enjoyment from specific events like Tustan trips and Friends Day. Practical assistance, like laptops, was appreciated by a few, and one girl highlighted the continued



use of provided resources. Despite mixed feelings due to some individuals' behaviour, the girls generally valued the positive experiences and opportunities facilitated by SOS services.

## Evaluation matrix

The evaluation matrix below has guided the evaluation based on the criteria and questions proposed in the ToR. The evaluation questions focus on assessing the project's strengths and weaknesses according to the ALNAP criteria, identifying to what extent project outputs/outcomes were achieved and how targeted beneficiaries benefitted from the project. It does not seek to replicate or verify existing monitoring findings but rather to triangulate them as required and add value by focusing on the project's higher-level and longer-term aims, achievements, and issues. The evaluation also gather lessons learned and recommended changes for future programmes.

Table 2 Evaluation Matrix

OECD Criteria	Evaluation Questions	Sub-Evaluation Questions	Judgement Criteria	Methods
Relevance and Appropriateness: The project relevance will be assessed by looking into whether the funding and support are consistent with local needs, priorities, and possibilities.	<ul style="list-style-type: none"> <li>■ Has the programme design presented an in-depth understanding of the issues of targeted beneficiaries in the targeted locations?</li> <li>■ Were the interventions chosen in line with local priorities, and were they the most appropriate and relevant for improving the beneficiaries life conditions, taking into account the operational environment?</li> <li>■ To what extent was the emergency response programme set up in line with actual needs and gaps of the caregivers, foster families and children?</li> <li>■ To what extent have SOS Ukraine and IPs successfully adapted approaches and aid modalities to the evolving needs of the beneficiaries?</li> </ul>	<ul style="list-style-type: none"> <li>■ Have any context and conflict analysis/needs assessment/gender analysis/baseline informed the design of the project?</li> <li>■ Were interventions appropriate and effective for the target group based on the nature of their needs? How effective was the targeting approach in achieving the project goal?</li> <li>■ To what extent did the activities consider gender equity, protection, age, physical and emotional challenges of the participants, and risks to participation in various project design and implementation interventions?</li> </ul>	<p>Assessment documents-if any</p> <p>Beneficiary and key informant opinion on appropriateness and relevance of the implementation</p> <p>Beneficiary and key informant opinion on challenges, beneficiary consultations and programme adaptation</p> <p>No relevant indicators exists in the Logframe</p>	<p>KII</p> <p>FGD</p> <p>Survey</p> <p>Desk review</p>



	<ul style="list-style-type: none"> <li>■ Were all groups within the affected communities aware of and how to give feedback on the activities, and did they feel safe using these feedback channels?</li> </ul>	<ul style="list-style-type: none"> <li>■ How has management of SOS Ukraine and IPs adapted the programme considering monitoring information, the beneficiaries' feedback, services availability, and the needs at the targeted locations? What was the role of monitoring and FCM?</li> <li>■ To what extent CHS were respected by the IPs?</li> </ul>		
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<p><b>Effectiveness:</b> To what extent did the intervention achieve, its objectives, and its results, including any differences across groups thus far.</p>	<p>What were the levels of satisfaction of the foster families, caregivers, and children with the implementation? To what extent has the intervention adhered to planned implementation and achieved intended goals, purposes, and outcomes</p> <ul style="list-style-type: none"> <li>■ To what extent children and caregivers accessed to shelter, food, NFI distribution, health, MHPSS, legal assistance, evacuation, relocation and CVA and were able to meet their basic needs?</li> <li>■ To what extent child protection concerns faced by children and caregivers were addressed through case management?</li> <li>■ How adequate were FCM and monitoring systems in place (including locations of implementing partners)?</li> <li>■ What were the internal or external factors that facilitated or hindered the achievements of the objectives?</li> </ul>	<ul style="list-style-type: none"> <li>■ Did the programme meet the expected targets for outcome indicators (outcome and output Indicators)? Why were some targets not met, if any?</li> <li>■ What were the main internal and external factors (positive or negative) influencing the achievements or under achievements of the programme? How SOS Ukraine and IPs managed these factors?</li> <li>■ Are the beneficiaries satisfied with the quality and quantity of the services?</li> <li>■ To what extent has the programme implemented the basic needs and protection support for addressing, mitigating, and responding to CPiHA risks?</li> <li>■ What were the specific activities implemented to improve access to and achieve rights for the basic needs and child protection of the targeted population?</li> </ul>	<p>Key informant opinion on external, internal factors, available methods for fcm and monitoring as well as target setting.</p> <p>Beneficiary perspective on service satisfaction, access to services and protection and wellbeing</p> <p>% of total number of participants who reported having been satisfied with the quality of sos directly provided services.</p> <p># of participants who have received one or more of the services provided by sos Ukraine social centres (disaggregated per service)</p> <p># of participants who have received services provided by sos Ukraine ips (disaggregated per service)</p> <p># children and adults have reported to receive mhpss support from sos Ukraine mobile mphss (one days camps and mobile teams)</p> <p># of children who have attended camps</p> <p># of participants who have attended trainings (mhpss specialists)</p>	<p>Surveys Desk review MSC FGDs Kilis</p>
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		<ul style="list-style-type: none"> <li>■ What were the specific activities implemented to improve access to and achieve rights for the basic needs and child protection of the targeted population?</li> <li>■ What was the availability of different methods, the functioning and effectiveness of the FCM and monitoring implemented at the targeted facilities in terms of accessibility and usage by the beneficiaries?</li> <li>■ Were the planned objectives and targets set realistic and achieved on time?</li> <li>■ How well were CPiHA risks mitigated?</li> </ul>	<p># of beneficiaries reached with mpc assistance</p> <p># of participants who have received restricted cva (disaggregated by caregivers with a child survivor of injury and child survivors of injury)</p> <p># of mothers and children housed in temporary shelter.</p> <p>% of children and caregivers who report an increase to their well-being as a result of their urgent child protection needs/risks being addressed through the cm process.</p> <p># of children and caregivers in target group who have received direct support and referral to support from sos Ukraine.</p> <p># of children who have been reunited with their primary caregiver</p> <p># children and caregivers receiving holistic support following case management</p>	
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<p><b>Coverage:</b> To what extent major population groups were targeted by the intervention .</p>	<ul style="list-style-type: none"> <li>■ Why certain groups were covered or not? Did the programme reach all vulnerable groups equally?</li> <li>■ What were the main reasons that the intervention provided or failed to provide major population groups with assistance proportionate to their need?</li> <li>■ How has the emergency programme assistance been allocated geographically?</li> </ul>	<ul style="list-style-type: none"> <li>■ Were the beneficiary selection criteria conducted at raion, hromada, settlement, levels?</li> <li>■ How were specific settlements decided on? Is there a link between the specific settlements and vulnerability of the targeted beneficiaries?</li> <li>■ How were different groups targeted? Which group has benefited most from our assistance, how and why? Was this targeting in line with the project objectives and changing needs on the ground?</li> <li>■ Was the support provided to the most vulnerable households? How? How did the assistance reach elderly or persons with disabilities? How can we ensure better access to the most marginalised groups in future?</li> </ul>	<p>Beneficiary and key informant perspective on targeting</p> <p># of participants who have received one or more of the services provided by SOS Ukraine Social Centres (disaggregated per service)</p> <p># of participants who have received services provided by SOS Ukraine IPs</p>	<p>Desk review FGDs KII Survey</p>
<p><b>Coordination:</b> To what extent other interventions of different actors are harmonised with each other to promote synergy, avoid gaps, and resource conflicts?</p>	<ul style="list-style-type: none"> <li>■ How effective was SOS Ukraine in coordination? How effective was SOS Ukraine in coordinating SOS International members? How effective was SOS Ukraine in coordinating with external stakeholders such as other agencies, organisations, the local and national government? What aspects of coordination could be improved in future?</li> </ul>	<p>What coordination mechanism were used by SOS Ukraine and its implementing partners?</p> <ul style="list-style-type: none"> <li>■ What were the key challenges in coordinating with field offices?</li> <li>■ How synergetic was the coordination with other humanitarian actors?</li> <li>■ How distinct was SOS Ukraine emergency response programme from other aid modalities in targeted locations? Did the activities complement any other interventions?</li> <li>■ Where does this project stand in the wider response of SOS Ukraine and its response in Ukraine?</li> <li>■ Did the project activities overlap and duplicate other similar interventions in the given locations?</li> <li>■ What was the role of coordination with other actors in the success of the project/achieving the results? What are the ways to improve coordination?</li> </ul>	<p>Key informant perspective on coordination</p> <p>No relevant indicators exists in the Logframe</p>	<p>KIIs Desk Review</p>

## Desk review matrix

Table 3 Desk Review Documents

Documents	Details
Monthly Progress Reports	March 2022-October 2022
Weekly Reports	March 2022-November 2022
Annex 1_Programme Plan_2022	N/A
Annex 2_Logframe_Ukraine	N/A
Annex 3_Budget	N/A
Annual Report_Ukraine_2022	N/A
UKR_2023_Ukraine MA M&E Plan_20230223	N/A

## Data collection tools

### Consent form 1

#### Information sheet and informed consent for children (18-):

Dear parent/caregiver/legal guardian of the child,

SOS Ukraine is conducting an evaluation on its project "Emergency Response to the War in Ukraine" in cooperation with us. The purpose of this evaluation is to inform SOS Ukraine about the usefulness and satisfaction of your child(ren) from SOS Ukraine's activities. I would like to ask for your consent for your child's participation in this evaluation through answering a set of questions about the activity.

What does "giving informed consent" mean?

- It means that you understand what this evaluation is all about and that you freely agree to have your child participate in this evaluation.
- That you understand all the things that we will ask your child to do as part of this evaluation and you are happy with them.
- That you know you don't have to agree to have your child participate in this evaluation and that you can stop your child's participation any time s/he feels uncomfortable and that no one will cross with you if you don't want to your child to participate in this evaluation.

#### Explanation of Procedures to be followed.

We are asking for your permission to invite your child in the evaluation conducted by SOS Ukraine which will inform the child protection programming of the SOS inside Ukraine. If you agree to have your child participate, we will ask her/him to participate in a group discussion and/or survey with us. The discussion/survey will be done face-to-face with a trained enumerator. We will ask her/him about relevance, satisfaction, and experiences of SOS Ukraine project.

#### Will any Procedures Result in Discomfort or Inconvenience?

You and/or your child may not feel comfortable with some of the discussions and topics that we cover. If s/he does not feel like answering questions about any of this, s/he can refuse to share he/his opinion. There will be no negative consequences or criticism if s/he does not answer questions. Your or your



child's eligibility for any assistance will not be affected by your/your child's decision of not involving in the discussions/survey.

### **Are there any Risks or Costs involved for me?**

There are no direct risks or costs involved for you or your child for participating in the group discussions and/or survey. S/he will spend 30 minutes of her/his time in the survey or 60 minutes in the discussions.

### **What are the child's rights as a potential beneficiary?**

Your decision to have your child to participate in this group discussion/survey is completely voluntary. You can refuse her/him to be in the group discussion/survey and in this case it will not affect your eligibility for any support that you or your child might potentially get.

### **Confidentiality**

By speaking to us, your child will be producing data. The data s/he produces will be kept as securely as possible. We will keep the material produced securely, so only the evaluation team members know who produced it and have ready access to this. Any electronic data will be kept on secure, password protected computers. There are limits to confidentiality. If your child tells us about physical or sexual abuse of herself/himself or another child, we are required to report this to SOS Ukraine. We may also be required to report it to SOS Ukraine if your child tells us about someone's or her/his own intention to harm others in the future or herself/himself in the future.

### **Confirmation of voluntary, informed consent**

I hereby confirm that the person asking my child to participate in this group discussion/survey has given me information to my satisfaction. S/he explained to me the purpose, things that are involved, risk and benefits and my child's rights as a participant in the evaluation. I have had enough time to read the consent form on my own, ask questions and I am happy with the answers I have been given regarding my child's participation in the evaluation.

I am aware that it is my child's right to refuse participation in this evaluation without experiencing any harm. I hereby, freely, and voluntarily give my consent to have my child participate in the evaluation and to provide her/his personal data according to the Law of Ukraine on Personal Data Protection. I also give consent for notetaking/audio-recording (please circle the one preferred by the participant) to be made of my child. My child and myself will be told in advance that note-taking/audio-recording is taking place.

Name and Surname of the parent/caregiver/legal guardian of the child:

Participant Signature:

Date (dd/mm/yyyy):

Name and Surname of the Enumerator Obtaining the Consent:

Signature of the Enumerator Obtaining the Consent:



## Consent form 2

### Information sheet and informed consent for caregivers (18+):

Dear parent/caregiver/legal guardian of the child,

SOS Ukraine conducts an evaluation on its project "Emergency Response to the War in Ukraine" in cooperation with us. The purpose of this evaluation is to inform SOS Ukraine about the usefulness and satisfaction of your child(ren) from SOS Ukraine's activities. I would like to ask for your consent for your participation in this evaluation through answering a set of questions about the activity.

What does "giving informed consent" mean?

- It means that you understand what this evaluation is all about and that you freely agree to participate in this evaluation.
- That you understand all the things that we will ask you to do as part of this evaluation and you are happy with them.
- That you know that you don't have to agree to participate in this evaluation or stop your participation any time you feel uncomfortable and that no one will cross with you if you don't want to participate in this evaluation.

### Explanation of Procedures to be followed.

We are asking to invite you in the evaluation conducted by SOS Ukraine which will inform the child protection programming of SOS inside Ukraine. If you agree to participate, we will ask you to participate in a group discussion and/or survey with us. The discussion/survey will be done face-to-face with a trained enumerator. We will ask about her/him about relevance, satisfaction, and experiences of SOS Ukraine project.

### Will any Procedures Result in Discomfort or Inconvenience?

You may not feel comfortable with some of the discussions and topics that we cover. If you do not feel like answering questions about any of this, you can refuse to share your opinion. There will be no negative consequences or criticism if you do not answer questions. Your or your eligibility for any assistance will not be affected by your decision of not involving in the discussions/survey.

### Are there any Risks or Costs involved for me?

There are no direct risks or costs involved for you participating in the group discussions and/or survey. You will spend 30 minutes of your time in the survey or 60 minutes in the discussions.

### What are your rights as a potential beneficiary?

Your decision to participate in this group discussion/survey is completely voluntary. You can refuse to be in the group discussion/survey and in this case, it will not affect your eligibility for any support that you might potentially get.

### Confidentiality

By speaking to us, you will be producing data. The data you produce will be kept as securely as possible. We will keep the material produced securely, so only the evaluation team members know who produced it and have ready access to this. Any electronic data will be kept on secure, password protected computers. There are limits to confidentiality. If you tell us about physical or sexual abuse of yourself or another person, we are required to report this to SOS Ukraine. We may also be required to report it to



SOS Ukraine if you tell us about someone's or her/his own intention to harm others in the future or herself/himself in the future.

**Confirmation of voluntary, informed consent**

I hereby confirm that the person asking me to participate in this group discussion/survey has given me information to my satisfaction. S/he explained to me the purpose, things that are involved, risk and benefits and my rights as a participant in the evaluation. I have had enough time to read the consent form on my own, ask questions and I am happy with the answers I have been given regarding my participation in the evaluation.

I am aware that it is my right to refuse participation in this evaluation without experiencing any harm. I hereby, freely, and voluntarily give my consent to participate in the evaluation and to provide my personal data according to the Law of Ukraine on Personal Data Protection. I also give consent for notetaking/audio-recording (please circle the one preferred by the participant) to be made of me. I will be told in advance that note-taking/ audio-recording is taking place.

Name and Surname of the caregiver/

Participant Signature:

Date (dd/mm/yyyy):

Name and Surname of the Enumerator Obtaining the Consent:

Signature of the Enumerator Obtaining the Consent:

## Focus Group Discussion for Caregivers

### Purpose:

The FGDs will gather information about the beneficiaries' views of the emergency response programme of SOS Ukraine and how the activities covered their needs as well as their satisfaction level.

### Tool Notes:

This tool should be used during small group discussions. The group should be made of people from similar backgrounds or experiences and should not include more than 8 participants. The groups should also be separated by sex and age. The FGD is led by a facilitator who introduces the topics of discussion and helps to ensure that all members participate evenly in the discussions. The facilitator should assure participants that all information shared will remain confidential. Sector specific questions can be included to gather more detailed information on specific topics relevant to your context or situation.

### Introduction and ask for consent.

Thank you for coming here today. We sincerely appreciate you taking the time to meet with us. My name is XXX. My colleague XXX and I are working as humanitarian consultants and we are conducting this evaluation assignment in Ukraine on behalf of SOS Ukraine. SOS Ukraine is an international humanitarian organisation that works with more than 130 countries in the world to support the most vulnerable. We would like to ask you some questions about your community to have a better understanding of the context to inform emergency response programme of SOS Ukraine in Ukraine. We want to gather information to do better and more effective programmatic responses. Please do note it will take around 1.5 hours. We want to assure you that all the opinions you give are completely confidential. You may refuse to answer any question. You may also leave the discussion at any point without negative consequences. However, we would greatly appreciate your opinions on these topics, which will contribute to our response program. We are not here today to register people for assistance, and we will not be distributing anything. Your participation in this session is entirely voluntary.

If you have any questions, please feel free to ask. If not, may I begin?

Date:		Start time:	
Name of the Facilitator(s):		End time:	
Place of the FGD:		Recording the FGD	•Note-Taking •Recording
Participant Details			
Age		# of the participants	
Youth (18-24)			
Adult (25-59)			
Elderly (60 and above)			
Foster parents/caregivers			
People with Disabilities			
Ethnic Minorities			
Displacement Status (IDP/Host Community)			
Implementing Partner Beneficiaries			
SOS Beneficiaries			

### Introduction:

- Please start by introducing yourself (clearly state that their information will be kept confidential).
- In what activities have you participated in this program?



- For how long have you been involved in this program?
- How do you feel about the staff who delivered the emergency response programme?
  - How would you describe their attitude toward you?
    - Welcoming and caring?
    - How comfortable did you feel with them during the service provision?
    - Was service provision safe and comfortable? (Prompt: timing, location, staff, methods of delivery, number of people during distributions or activities, etc.)
  - Was confidentiality respected?
  - Can you give any examples?

## Relevance

- How appropriate / suitable were the activities to you and your child? (e.g., prompt around age, gender, circumstances, disability)
  - If not, what were the challenges?
- Are there any specific needs related to you and your child that you feel the project has been unable to meet/support so far?
  - If yes, what are they and how could they be better supported/addressed?
- Do you think you and your child needed support before this program started?
  - If yes, why?
- What areas do you feel you and your child both needed support in? (e.g. depression, anger, violent thoughts, parenting, life skills, self-esteem, etc)
- How did you decide the emergency response program was right for you?
- What specific subject or aspect of the emergency response program did you find most helpful?
  - Were there any less helpful aspects of the program for you? If so what are they?
- Was there anything that was not covered during the activities which you believe you and your child would have benefitted from?

## Effectiveness:

- How timely/effective was the delivery of aid you received? Please explain your answer.
- What can you recall as key things you have benefited from in the emergency response programme?
  - What are the main services you benefited from?
- To what extent has the emergency response program helped you learn about new and specific parenting skills?
  - What skills in particular?
  - Have you built these into your parenting with your child(ren)?
    - What types of changes have you made to how you parent your child?
    - How do you feel about this?
- To what extent has the emergency response programme helped you meet your psychological needs?
- To what extent has the emergency response programme helped you meet your basic needs such as NFI, CVA and shelter/accommodation?
- Did you make new friends or developed a social network that you trust as a result of the program?
  - What have these friendships meant to you?

### Coverage

- Are you aware of any individuals or groups who did not have access to the program?
  - If yes, please explain who and why?
- Which group has benefited most from our assistance, how and why?
- Was the support provided to the most vulnerable households in your opinion?
  - How? How did the assistance reach elderly or persons with disabilities?
  - How can we ensure better access to the most marginalised groups in future?
- Finally, what recommendations do you have to improve on the delivery of the emergency response program? (Prompts: Supplementary activities, subjects..etc)

We have ended the discussion here. I would like to remind you what giving consent means to ensure you are comfortable with the discussion, as follows,

- It means that you understand what this evaluation is all about and that you freely agree to participate in it.
- That you understand all the things that we will ask you to do as part of this analysis and you are comfortable with the questions.
- That you know that you don't have to agree to participate in this analysis or stop your participation any time you feel uncomfortable and that no one will cross with you if you don't want you to participate in this analysis. This means that there will be no impact on the aid you may or may not receive for you, your family and community.

Please raise any concerns you might have concerning the discussion and the conditions of your consent.



## Focus Group Discussion for Children

### Purpose:

The FGDs will gather information about the beneficiaries' views of the emergency response programme of SOS Ukraine and how the activities covered their needs as well as their satisfaction level.

### Tool Notes:

This tool should be used during small group discussions. The group should be made of people from similar backgrounds or experiences and should not include more than 8 participants. The groups should also be separated by sex and age. The FGD is led by a facilitator who introduces the topics of discussion and helps to ensure that all members participate evenly in the discussions. The facilitator should assure participants that all information shared will remain confidential. Sector specific questions can be included to gather more detailed information on specific topics relevant to your context or situation.

### Introduction and ask for consent.

Thank you for coming here today. We sincerely appreciate you taking the time to meet with us. My name is XXX. My colleague XXX and I are working as humanitarian consultants that are conducting this evaluation assignment in Ukraine on behalf of SOS Ukraine. SOS Ukraine is an international humanitarian organisation that works with more than 130 countries in the world to support the most vulnerable. We would like to ask you some questions about your community to have a better understanding of the context to inform emergency response programme of SOS Ukraine in Ukraine. We want to gather information to do better and more effective programmatic responses. Please do note it will take around 1.5 hours. We want to assure you that all the opinions you give are completely confidential. You may refuse to answer any question. You may also leave the discussion at any point without negative consequences. However, we would greatly appreciate your opinions on these topics, which will contribute to our response program. We are not here today to register people for assistance, and we will not be distributing anything. Your participation in this session is entirely voluntary.

If you have any questions, please feel free to ask. If not, may I begin?

Date:		Start time:	
Name of the Facilitator(s):		End time:	
Place of the FGD:		Recording the FGD	•Note-Taking •Recording
Participant Details			
Age		# of the participants	
Children (12-14)			
Children (15-18)			
People with Disabilities			
Ethnic Minorities			
Displacement Status (IDP/Host Community)			
Implementing Partner Beneficiaries			
SOS beneficiaries			



## Introduction:

- Please tell us **three things**
  - your name that you would like us to use during this interview, you may use any name even if it's not your official name, your age and your favourite colour – and why it is your favourite colour.
- How are we all feeling today?
  - What have you done so far today?
- Have you experienced any difficulties in taking part in activities and/or receiving the aid provided by the project?
  - What happened?
- Did you take part in any psychosocial/recreational activities?
  - If yes, which ones? What do you think about these?
  - Were the activities you attended similar (i.e. complimentary) to anything at your school or any other activity/aid provided by another I/NGO or state services?
  - Were your school hours affected by you taking part in activities?
- How do you feel when you are attending the project activities?
  - Do you feel safe and comfortable during the activities?
  - If you felt unhappy about anything, was there anyone you can talk to about it?
    - Has this been explained to you?
    - Who do you go to?
  - What do you think about the staff who worked in the project?
    - How welcoming and caring are they?

## Relevance

- What kind of activities did you attend in this project? (use most appropriate term they understand)
  - Which ones are your favourites?
    - Tell me more about them?
    - What do you like about them?
  - How appropriate/suitable were the activities to you? (e.g., prompt around age, gender, ethnicity, circumstances and disability)
- How would you describe the things you did during these activities to a friend?
  - What would you tell them in your own words?
- Is there anything you did here that you do not like so much?
  - Why is that?
  - How would you recommend to change/improve them in the future?
  - What other activities/support would have been better to be provided in line with your needs?

## Effectiveness:

- What are the key things you have learnt from this programme?
  - Do you think the program has helped you improve your emotional and psychological state? If yes, can you give me some examples.
    - How do you feel now compared to when you first began the activities?
    - Can you identify any changes?
- Do you think the programme helped you meet your basic needs? (Probe on needs covered by NFI,



CVA and shelter/accommodation)

- If yes, would you tell me how much it helped you to meet your basic needs?
- Can you identify any changes as a result?
- Did you make new friends or developed a social network that you trust as a result of the program?
  - What have these friendships meant to you?

## Coverage

- Are you aware of any other children who did not have access to the program?
  - If yes, please explain who and why. (Probe here children with disabilities, children from ethnic minorities, LGBTQAI+ children.)
- Was there a particular group, including vulnerable groups, that benefited from the Basic Needs project? How?
- Were any settlements not covered by the program, that in your view should have been?
- Was the support provided to the most vulnerable households? How? How did the assistance reach elderly or persons with disabilities? How can we ensure better access to the most marginalised groups in future?
- Finally, what recommendations do you have to improve on the delivery of the emergency response program? (Prompts: Supplementary activities, subjects..etc)

We have ended the discussion here. I would like to remind you what giving consent means to ensure you are comfortable with the discussion, as follows,

- It means that you understand what this evaluation is all about and that you freely agree to participate in it.
- That you understand all the things that we will ask you to do as part of this analysis and you are comfortable with the questions.
- That you know that you don't have to agree to participate in this analysis or stop your participation any time you feel uncomfortable and that no one will cross with you if you don't want you to participate in this analysis. This means that there will be no impact on the aid you may or may not receive for you, your family and community.

Please raise any concerns you might have concerning the discussion and the conditions of your consent.

## Key Informant Interviews for Caregivers

### Purpose:

The KIIs will gather information about the key project stakeholders' (including beneficiaries) views of the emergency response programme of SOS Ukraine and how the activities covered their needs as well as their satisfaction level.

### Tool Notes:

This tool uses the format of semi-structured interviews. Some of these questions might sound culturally sensitive; you should review ethical considerations prior to the interview. Fill out the relevant sections in regard to your key informant.

### Introduction and ask for consent.

Thank you for coming here today. We sincerely appreciate you taking the time to meet with us. My name is XXX. My colleague XXX and I are working as humanitarian consultants that are conducting this evaluation assignment in Ukraine on behalf of SOS Ukraine. SOS Ukraine is an international humanitarian organisation that works with more than 130 countries in the world to support the most vulnerable. We would like to ask you some questions about your community to have a better understanding of the context to inform emergency response programme of SOS Ukraine in Ukraine. We want to gather information to do better and more effective programmatic responses. Please do note it will take around 1 hours. We want to assure you that all the opinions you give are completely confidential. You may refuse to answer any question. You may also leave the discussion at any point without negative consequences. However, we would greatly appreciate your opinions on these topics, which will contribute to our response program. We are not here today to register people for assistance, and we will not be distributing anything. Your participation in this session is entirely voluntary.

If you have any questions, please feel free to ask. If not, may I begin?

Oblast:		Hromada:	
Name of the Interviewer:		Institution:	
Gender, age and other characteristics (disability, ethnicity etc) of the informant:		Date of Interview	
Mode of interview (offline/online):		Key Informant Type:	<ul style="list-style-type: none"> <li>•Caregiver</li> <li>•SOS Staff</li> <li>•IP Staff</li> <li>•External Coordination Groups</li> <li>•State Actors</li> <li>•Other I/NGOs</li> </ul>
Start time	End time		
PARTICIPANT DETAILS			
Name of the Participant			

### Introduction:

- Please start by introducing yourself (clearly state that their information will be kept confidential).
- In what activities have you participated in this program?
- For how long have you been involved in this program?
- How do you feel about the staff who delivered the emergency response programme?



- How would you describe their attitude toward you?
- Was service provision safe and comfortable? (Prompt: timing, location, staff, methods of delivery, number of people during distributions or activities, etc.)
- Was confidentiality respected?
  - Can you give any examples?

## Relevance

- Did you and your child needed support before this program started?
  - If yes, why?
- How appropriate / suitable were the activities to you and your child? (e.g., prompt around age, gender, circumstances, disability). Please explain your answer.
- Are there any specific needs related to you and your child that you feel the project has been unable to meet/support so far?
- If yes, what are they and how could they be better supported/addressed?
- What specific aspect of the emergency response program did you find most helpful?
  - Were there any less helpful aspects of the program for you? If so what are they?
- Was there anything that was not covered during the activities which you believe you and your child would have benefitted from?

## Effectiveness:

- Overall, how timely were the services you received? Please explain your answer.
- What activities did you and your child benefit from most, and why?
- Can you tell us any more about what you learned here to help you deal with negative feelings?
  - Do you think what you have learnt here has helped provide you with the skills required to face challenges in life
- Can you tell us if this has also changed the way you manage your relations with your child, family members and/or friends?
  - To what extent has it improved?
  - Can you give any examples?
- How well do you think you are able to express yourself to others?
  - Which parts of that do you find difficult at times?
  - Did participating in the project activities help in how you are able to communicate with your child?
  - What kind of things do you do that help you with that? (e.g. direct counselling, creative activities, skills training etc)
  - Can you give any examples?
- Do you know how to report any of your complaints and feedback?
- If yes, can you tell us what channels were available?
- Have you used these channels?
- If yes, were you satisfied with the process? Was your feedback and/or complaint responded?
- If you received a response, were you satisfied?
- Were there any groups (children, persons with disabilities and persons aged 65+) who could not access to the information and available channels of complaint and feedback mechanism? What are the reasons do you think so?

- Were the channels child-friendly?
- How can SOS ensure the complaints and feedback mechanism is safer and more accessible for children, people without digital literacy skills, older people and persons with disabilities as well as girls and caregivers?

### Coverage

- Are you aware of any individuals or groups who did not have access to the program?
  - If yes, please explain who and why?
- Which group has benefited most from SOS' assistance. How and why?
- Was the support provided to the most vulnerable households in your opinion?
- How did the assistance reach elderly or persons with disabilities?
- How can we ensure better access to the most marginalised groups in future?

### Summing Up

- What is the best thing about this program, in your opinion?
- What do you wish could be changed/ improved about the program?
- Do you have any final questions / suggestions /comments for us?

We have ended the discussion here. I would like to remind you what giving consent means to ensure you are comfortable with the discussion, as follows,

- It means that you understand what this evaluation is all about and that you freely agree to participate in it.
- That you understand all the things that we will ask you to do as part of this analysis and you are comfortable with the questions.
- That you know that you don't have to agree to participate in this analysis or stop your participation any time you feel uncomfortable and that no one will cross with you if you don't want you to participate in this analysis. This means that there will be no impact on the aid you may or may not receive for you, your family and community.

Please raise any concerns you might have concerning the discussion and the conditions of your consent.



## Key Informant Interviews for SOS Ukraine and Implementing Partner Staff

### Purpose:

The KIIs will gather information about the key project stakeholders' (including beneficiaries) views of the emergency response programme of SOS Ukraine and how the activities covered their needs as well as their satisfaction level.

### Tool Notes:

This tool uses the format of semi-structured interviews. Some of these questions might sound culturally sensitive; you should review ethical considerations prior to the interview. Fill out the relevant sections in regard to your key informant.

### Introduction and ask for consent.

Thank you for coming here today. We sincerely appreciate you taking the time to meet with us. My name is XXX. My colleague XXX and I are working as humanitarian consultants that overtake this evaluation assignment in Ukraine on behalf of SOS Ukraine. SOS Ukraine is an international humanitarian organisation that works with more than 130 countries in the world to support the most vulnerable. We would like to ask you some questions about your community to have a better understanding of the context to inform emergency response programme of SOS Ukraine in Ukraine. We want to gather information to do better and more effective programmatic responses. Please do note it will take around 1.5 hours. We want to assure you that all the opinions you give are completely confidential. You may refuse to answer any question. You may also leave the discussion at any point without negative consequences. However, we would greatly appreciate your opinions on these topics, which will contribute to our response program. We are not here today to register people for assistance, and we will not be distributing anything. Your participation in this session is entirely voluntary.

If you have any questions, please feel free to ask. If not, may I begin?

Oblast:		Hromada:	
Name of the Interviewer:		Institution:	
Gender, age and other characteristics (disability, ethnicity etc) of the informant:		Date of Interview	
Mode of interview (offline/online):		Key Informant Type:	<ul style="list-style-type: none"> <li>•Caregiver</li> <li>•SOS Staff</li> <li>•IP Staff</li> <li>•External Coordination Groups</li> <li>•State Actors</li> <li>•Other I/NGOs</li> </ul>
Start time	End time		
PARTICIPANT DETAILS			
Name of the Organisation	Name of the Role		
Name of the Participant			

### Introduction:

- What is your position and area of responsibility? What is your role in the emergency



response?

- What type of services/support do you provide and who is the targeted community/beneficiaries

### Relevance/Appropriateness

- To what extent was the emergency response program relevant to the needs of the populations in the targeted oblasts?
  - Please explain.
  - Which activity provided the best support to beneficiaries' overlapping vulnerabilities, and remained the most relevant?
- What key stakeholders were consulted in the program design phase?
  - How did SOS Ukraine make the consultations? Through a needs assessment? Any context analysis? Can you tell us about the consultation mechanisms involved?
  - Were caregivers and children consulted separately?
    - If so can you explain?
    - If not, what was the reason?
- How the activities were adapted to the changing needs of the beneficiaries and context?
  - How did this affect the beneficiary selection criteria?
- Was a gender and conflict-sensitivity analysis carried out in the targeted locations?
  - Please explain when and how were these assessments carried out?

### Effectiveness:

- In your view, how effective were the programme services?
- Were the targets for emergency response programme achieved timely and in line with the program objectives?
  - If yes, what were the main contributory factors towards these achievements?
  - If no, what challenges prevented the targets from being met?
- What are the main elements of this emergency response in your opinion that the beneficiaries benefited most?
  - How caregivers benefited?
  - How children benefited? Any difference between girls and boys?
  - How MHPSS specialists benefited?
  - What mechanisms were in place to understand beneficiary perspectives on a rolling basis?
- Did you inform beneficiaries and Project stakeholders on how to report any of their complaints and feedback?
  - If yes, can you tell us what channels were available?
  - Was the complaint and feedback mechanism accessible and safe to use do you think?
    - If yes, how?
    - Were there any groups (children, persons with disabilities and persons aged 65+) who could not access to the information and available channels of complaint and feedback mechanism? What are the reasons do you think so?
    - Were the channels child-friendly?
  - What do you recommend ensuring complaints and feedback mechanism is safer and more accessible for children, people without digital literacy skills, older people and persons with disabilities as well as girls and caregivers?

### Coverage



- How was the emergency response assistance modality developed in relation to diverse locations, access issues, vulnerability criteria?
  - Please tell us per specific activity
- How did the emergency response activities reach those less mobile and without access to digital technology as well as children from hard-to-reach areas?
  - How did you ensure that the emergency program served the most vulnerable in general? And who were these groups?
    - How were specific settlements decided on per activity?
    - How was this monitored?
- What were the key challenges in achieving greater coverage? How did SOS Ukraine try to circumvent these challenges?

## Coordination

- What coordination mechanisms were in place between SOS Ukraine and implementing partners?
  - What went well in the coordination?
  - Are there any areas to improve? What were the challenges?
    - How can we improve these challenges? What would you recommend?
- What coordination mechanisms were in place for the external coordination?
  - What was the benefits of this external coordination?
  - What coordination groups did SOS Ukraine and implementing partners followed?
  - What went well in the coordination?
  - Are there any areas to improve? What were the challenges?
    - How can we improve these challenges? What would you recommend?

## Recommendations

- What has worked well in this intervention?

What would you improve about the next phase of the intervention to ensure it is suitable to the current context?

## Key Informant Interviews for External Coordination and State Actors

### Purpose:

The KIIs will gather information about the key project stakeholders' (including beneficiaries) views of the emergency response programme of SOS Ukraine and how the activities covered their needs as well as their satisfaction level.

### Tool Notes:

This tool uses the format of semi-structured interviews. Some of these questions might sound culturally sensitive; you should review ethical considerations prior to the interview. Fill out the relevant sections in regard to your key informant.

### Introduction and ask for consent.

Thank you for coming here today. We sincerely appreciate you taking the time to meet with us. My name is XXX. My colleague XXX and I are working as humanitarian consultants that overtake this evaluation assignment in Ukraine on behalf of SOS Ukraine. SOS Ukraine is an international humanitarian organisation that works with more than 130 countries in the world to support the most vulnerable. We would like to ask you some questions about your community to have a better understanding of the context to inform emergency response programme of SOS Ukraine in Ukraine. We want to gather information to do better and more effective programmatic responses. Please do note it will take around 1.5 hours. We want to assure you that all the opinions you give are completely confidential. You may refuse to answer any question. You may also leave the discussion at any point without negative consequences. However, we would greatly appreciate your opinions on these topics, which will contribute to our response program. We are not here today to register people for assistance, and we will not be distributing anything. Your participation in this session is entirely voluntary.

If you have any questions, please feel free to ask. If not, may I begin?

Oblast:		Hromada:	
Name of the Interviewer:		Institution:	
Gender, age and other characteristics (disability, ethnicity etc) of the informant:		Date of Interview	
Mode of interview (offline/online):		Key Informant Type:	<ul style="list-style-type: none"> <li>•Caregiver</li> <li>•SOS Staff</li> <li>•IP Staff</li> <li>•External Coordination Groups</li> <li>•State Actors</li> <li>•Other I/NGOs</li> </ul>
Start time	End time		
PARTICIPANT DETAILS			
Name of the Organisation	Name of the Role		
Name of the Participant			

### Introduction:

- What is your position and area of responsibility? What is your role in the emergency response?
- What type of services/support do you provide and who is the targeted community/beneficiaries



(Note to the field researcher: Please introduce SOS Ukraine's programme briefly before moving to the questions): SOS Ukraine's emergency response programme entitled **"Emergency Response to the War in Ukraine"**, implemented between **February and December 2022** with the implementing partners and partnerships (Divchata, Egida Zaporizzia, Nehemiah, Pomogaem, Ukrainian education platform, Volonter, Slovyanske Sertse, Ukrainske Zhinotstvo, Convictus, Childhood Sails, Resource Centre for Public Initiatives, Institute of Creative Innovations) focusing on the following intervention sectors: child protection, group activities for child wellbeing, preserving family unity, **MHPSS, WASH, food support, shelter, health Non-Food Items (NFI), cash transfer programmes, ICT-support**. While SOS programme focuses on the western, eastern, central, and southern regions, the focus of this evaluation will be on the central and western Ukraine, particularly **Lviv, Brovary, Fastiv (including National Office based in Kyiv city) and Poltava**. SOS Ukraine mainly aims to increase children's and caregivers' access to direct service provision in shelter, food, NFI distribution, health, MHPSS, legal assistance, evacuation, relocation and CVA to meet their basic needs and (2) identify and meet children and families' needs addressed through an individualised case management process, including direct one-on-one support and connections to relevant service providers.

## Coordination

- What coordination mechanism were used by SOS Ukraine and its implementing partners to coordinate with the cluster/working group?
  - What were the key challenges in coordinating with field offices?
  - How synergetic was the coordination with other SOS Ukraine and implementing partners?
- How distinct was SOS Ukraine emergency response programme from other aid modalities in targeted locations? Did the activities complement any other interventions?
- Where does this project stand in the wider response of SOS Ukraine and its response in Ukraine based on your knowledge of all the response of other actors?
- Did the project activities overlap and duplicate other similar interventions in the given locations?
- What are the ways to improve coordination?

## Only for External Coordination Actors:

- What is the role of this cluster/working group in ensuring that I/NGOs such as SOS Ukraine and local implementing partners can ensure the implementation is relevant to the needs of the targeted locations and populations?
  - Please explain
  - Concerning the areas of implementation of SOS Ukraine and its implementing partners, which activities in your opinion would have benefited to the beneficiaries' overlapping vulnerabilities and remained most relevant to them?
  - What is the role of this coordination mechanism in improving such an implementation? What would be the suggested way of coordination for the SOS Ukraine?
  - What is the role of this coordination mechanism in improving targeting and coverage?

- What is the role of coordination in improving the implementation?
- Was there any consultation from SOS Ukraine and implementing partners' side before or during the implementation?
  - If yes, in what ways has there been a coordination?
    - What would be the role of this cluster/working group in circumventing any challenges in the coordination?
- How can the intervention of be improved to ensure successful access to vulnerable individuals and the targeting?

**State Actors:**

- In what ways have you coordinated with SOS Ukraine and its implementing partners?
  - Please specify the activities
- What is the role of this state department in ensuring that I/NGOs such as SOS Ukraine and local implementing partners can ensure the implementation is relevant to the needs of the targeted locations and populations?
  - Please explain
  - Concerning the areas of implementation of SOS Ukraine and its implementing partners, which activities in your opinion would have benefited to the beneficiaries' overlapping vulnerabilities and remained most relevant to them?
  - What is the role of this state department in improving such an implementation? What would be the suggested way of coordination for the SOS Ukraine?
  - What is the role of coordination in improving the implementation?
  - What is the role of this state department in improving targeting and coverage?
- Was there any consultation from SOS Ukraine and implementing partners' side before or during the implementation?
  - If yes, in what ways has there been a coordination?
    - What would be this state department in circumventing any challenges in the coordination?



## Surveys for Children

### Purpose:

Understand the impact of the emergency response programme from the perspective of an affected individual woman, man, boy or girl.

### Purpose:

Gather information on the beneficiaries' perceptions of the SOS Ukraine Emergency Response program and how the services provided met their most immediate needs.

### Introduction and ask for consent.

Thank you for coming here today. We sincerely appreciate you taking the time to meet with us. My name is XXX. My colleague XXX and I are working as humanitarian consultants that overtake this evaluation assignment in Ukraine on behalf of SOS Ukraine. SOS Ukraine is an international humanitarian organisation that works with more than 130 countries in the world to support the most vulnerable. We would like to ask you some questions about your community to have a better understanding of the context to inform emergency response programme of SOS Ukraine in Ukraine. We want to gather information to do better and more effective programmatic responses. Please do note it will take around 30-40 minutes. We want to assure you that all the opinions you give are completely confidential. You may refuse to answer any question. You may also leave the discussion at any point without negative consequences. However, we would greatly appreciate your opinions on these topics, which will contribute to our response program. We are not here today to register people for assistance, and we will not be distributing anything. Your participation in this session is entirely voluntary.

If you have any questions, please feel free to ask. If not, may I begin?

Basic Beneficiary Information			
Age: (single selection)		<ul style="list-style-type: none"> <li>•12-14</li> <li>•15-19</li> </ul>	
Gender (single selection)		<ul style="list-style-type: none"> <li>•Girl</li> <li>•Boy</li> <li>•Other (please specify)</li> </ul>	
Location (single selection)		<ul style="list-style-type: none"> <li>•Lviv</li> <li>•Brovary</li> <li>•Fastiv</li> <li>•Poltava</li> </ul>	
Hromada:	Free-text		
Household Category1 (single selection)	<ul style="list-style-type: none"> <li>•Adult headed houses (18-59)</li> <li>•Child headed houses (-18)</li> <li>•Elderly headed households (60+)</li> <li>•No response/Do not know</li> </ul>		
Household Category2 (single selection)	<ul style="list-style-type: none"> <li>•Male headed household</li> <li>•Female headed household</li> <li>•Single female caregiver headed household</li> <li>•Single male caregiver headed household</li> <li>•No response/Do not know</li> </ul>		



Displacement Status (single selection)	<ul style="list-style-type: none"> <li>•IDP</li> <li>•Host Community</li> <li>•Returnee</li> </ul>
The household is living in (single selection)	<ul style="list-style-type: none"> <li>•Rural area</li> <li>•Urban area</li> </ul>
Disability status (single selection)	<ul style="list-style-type: none"> <li>•Yes</li> <li>•No</li> <li>•No response/Do not know</li> </ul>
Project Activities Benefited (multi-selection)	<ul style="list-style-type: none"> <li>•Food Distribution</li> <li>•Non-Food Items such as blankets, clothes, heaters, etc. Cash Assistance</li> <li>•Health</li> <li>•MHPSS</li> <li>•Hygiene</li> <li>•Child-friendly Spaces that you can spend quality time with your peers by playing or learning</li> <li>•Family reunification – Being back with your family member that is not with you right now</li> <li>•Relocation to a safe space</li> <li>•No response/Do not know</li> <li>•Other (specify)</li> </ul>
Please list the organisation you received support from	<ul style="list-style-type: none"> <li>•SOS Ukraine</li> <li>•Implementing Partner (Specify the name of IP)</li> <li>•Both (Specify the name of the IP)</li> <li>•No response/Do not know</li> </ul>
<b>RELEVANCE</b>	
Which of the activities you participated are your top 3 (up to 3) that you found the most relevant to your needs? (multi-selection)	<ul style="list-style-type: none"> <li>•NFI</li> <li>•Health</li> <li>•MHPSS</li> <li>•Hygiene</li> <li>•Child-friendly Spaces</li> <li>•Physical and psychological trauma</li> <li>•Family reunification</li> <li>•Child protection case management</li> <li>•Relocation to a safe space</li> <li>•No response/Do not know</li> <li>•Other (specify)</li> </ul>
Were you consulted regarding your needs before the assistance was provided?	<ul style="list-style-type: none"> <li>•Not consulted (why do you think so?)</li> <li>•Somehow consulted (why do you think so?)</li> <li>•Consulted (how did the organisation consult you?)</li> <li>•No response/Do not know</li> </ul>
How do you think that the activities you attended can better meet your changing needs?	Free-text
Do you aware of how to provide your complaints and feedback? If you have any complaints or want to share anything with the project team about anything related to the activities or people, do you know how to do it? (single selection)	<ul style="list-style-type: none"> <li>•Yes (If yes, do you feel safe using these channels?)</li> <li>•No (If no, why?)</li> <li>•No response/Do not know</li> </ul>



Do you think different children in your community were consulted? (single selection)	<ul style="list-style-type: none"> <li>•Yes (Please specify how the organisation consulted you?)</li> <li>•No</li> <li>•No response/Do not know</li> </ul>
Concerning SOS Ukraine's emergency response programme and the activities you attended, which groups should be consulted more do you think, when designing such a programme? (multi-selection)	<ul style="list-style-type: none"> <li>•Female single parents</li> <li>•Male single parents</li> <li>•Unaccompanied and separated children</li> <li>•Boys</li> <li>•Girls</li> <li>•IDPs</li> <li>•Persons with disabilities</li> <li>•No response/Do not know</li> <li>•Other (specify)</li> </ul>
<b>EFFECTIVENESS</b>	
Please select the 3 services you received and found the most useful? (multi-selection)	<ul style="list-style-type: none"> <li>•NFI</li> <li>•Health</li> <li>•MHPSS</li> <li>•Hygiene</li> <li>•Child-friendly Spaces</li> <li>•Physical and psychological trauma</li> <li>•Family reunification</li> <li>•Child protection case management</li> <li>•Relocation to a safe space</li> <li>•No response/Do not know</li> <li>•Other (specify)</li> </ul>
Please explain the reasons why you found these services useful compared to other ones, per activity	Free text
Please select the 3 services you received and found the most useful? (multi-selection)	<ul style="list-style-type: none"> <li>•NFI</li> <li>•Health</li> <li>•MHPSS</li> <li>•Hygiene</li> <li>•Child-friendly Spaces</li> <li>•Physical and psychological trauma</li> <li>•Family reunification</li> <li>•Child protection case management</li> <li>•Relocation to a safe space</li> <li>•No response/Do not know</li> <li>•Other (specify)</li> </ul>
Please explain the reasons why you found these services useful compared to other ones, per activity	Free text
Do you think these services helped you increase your emotional and/or physical well-being? (single selection)	<ul style="list-style-type: none"> <li>•Yes (Specify how?)</li> <li>•No (Specify why not?)</li> <li>•No response/Do not know</li> </ul>
If yes to above Q, how much do you think these services helped you better cope with negative feelings?	Free text
How satisfied are you with the quality of the services you received? (single selection)	<ul style="list-style-type: none"> <li>•Very satisfied (please explain which activities and why you are very satisfied)</li> <li>•Satisfied (please explain which activities and why you are satisfied)</li> <li>•Neutral (please explain which activities and why you are neutral)</li> <li>•Not satisfied (please explain which activities and why you are neutral)</li> <li>•No response/Do not know</li> </ul>
Did you receive your assistance timely? (single selection)	<ul style="list-style-type: none"> <li>•Yes (Can you elaborate on this?)</li> <li>•No (Why not?)</li> <li>•No response/Do not know</li> </ul>

Did you face any problems after receiving any of the support? (single selection)	<ul style="list-style-type: none"> <li>•Yes (Can you explain what are they?)</li> <li>•No</li> <li>•No response/Do not know</li> </ul>
If yes, can you tell me more on the problems you have faced?	Free text
<b>COVERAGE</b>	
Do you think your settlement/community was included under this emergency response programme? (single selection)	<ul style="list-style-type: none"> <li>•Yes (Can you explain?)</li> <li>•To certain extent (How?)</li> <li>•No (Can you explain why not? Which settlements should be included)</li> <li>•No response/Do not know</li> </ul>
Do you think all the services were provided to the most vulnerable? (single selection)	<ul style="list-style-type: none"> <li>•Yes (Can you explain?)</li> <li>•To certain extent (How?)</li> <li>•No (Can you explain why not? Which activities were not inclusive enough?)</li> <li>•No response/Do not know</li> </ul>
If not the previous Q, which group of people you think should be supported more do you think? (multi-selection)	<ul style="list-style-type: none"> <li>•Women</li> <li>•Men</li> <li>•Single-parent women</li> <li>•Single-parent men</li> <li>•Boys</li> <li>•Girls</li> <li>•Children/persons with disabilities</li> <li>•No response/Do not know</li> <li>•Other (specify)</li> </ul>
How do you think these groups can have better access to the services provided? What is needed to facilitate access?	Free text
<b>SELF-EFFICACY ASSESSMENT</b> I am now going to ask you some questions about how you think and feel about things, and your time here at this centre. For each question we ask you, please choose ONE of the answers provided that you most agree with:	
The staff here are welcoming and caring.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
The staff here do help me and other children.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
Through this programme, I have been able to build trust with the staff and I can share with them any personal problems and concerns I may have.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
After participating in this programme, I feel more able to deal with being stressed or angry.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
When I spend time here, I feel less sad and worried about things.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
I find that being creative, playing games and storytelling help me feel better about myself and those around me.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>



From what I have learnt here, I find I can get along better with people around me.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
From attending sessions here, I find I can communicate better with other people.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
After attending activities here, I find I am more able to express myself.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
Doing activities and learning things makes me feel better about myself and my life.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
I find talking through my problems with another person on the program helps me feel better about myself.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
When I spend time at this centre, I feel more accepted and secure in my local community.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
I have learned life skills to help me plan my day.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
I mostly envision a better future for myself.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
<b>SUMMING UP</b>	
Do you have anything else to add?	

## Surveys for the Caregivers

### Purpose:

Understand the impact of the emergency response programme from the perspective of an affected individual woman, man, boy or girl.

### Purpose:

Gather information on the beneficiaries' perceptions of the SOS Ukraine Emergency Response program and how the services provided met their most immediate needs.

### Introduction and ask for consent.

Thank you for coming here today. We sincerely appreciate you taking the time to meet with us. My name is XXX. My colleague XXX and I are working as humanitarian consultants that overtake this evaluation assignment in Ukraine on behalf of SOS Ukraine. SOS Ukraine is an international humanitarian organisation that works with more than 130 countries in the world to support the most vulnerable. We would like to ask you some questions about your community to have a better understanding of the context to inform emergency response programme of SOS Ukraine in Ukraine. We want to gather information to do better and more effective programmatic responses. Please do note it will take around 30-40 minutes. We want to assure you that all the opinions you give are completely confidential. You may refuse to answer any question. You may also leave the discussion at any point without negative consequences. However, we would greatly appreciate your opinions on these topics, which will contribute to our response program. We are not here today to register people for assistance, and we will not be distributing anything. Your participation in this session is entirely voluntary.

If you have any questions, please feel free to ask. If not, may I begin?

Basic Beneficiary Information			
Age: (single selection)		<ul style="list-style-type: none"> <li>•18-59</li> <li>•60+</li> </ul>	
Gender (single selection)		<ul style="list-style-type: none"> <li>•Women</li> <li>•Men</li> <li>•Other (please specify)</li> </ul>	
Location (single selection)		<ul style="list-style-type: none"> <li>•Lviv</li> <li>•Brovary</li> <li>•Fastiv</li> <li>•Poltava</li> </ul>	
Hromada:	Free-text		
Household Category1 (single selection)	<ul style="list-style-type: none"> <li>•Adult headed houses (18-59)</li> <li>•Child headed houses (-18)</li> <li>•Elderly headed households (60+)</li> </ul>		
Household Category2 (single selection)	<ul style="list-style-type: none"> <li>•Male headed household</li> <li>•Female headed household</li> <li>•Single female caregiver headed household</li> <li>•Single male caregiver headed household</li> </ul>		
Displacement Status (single selection)	<ul style="list-style-type: none"> <li>•IDP</li> <li>•Host Community</li> <li>•Returnee</li> </ul>		
The household is living in (single selection)	<ul style="list-style-type: none"> <li>•Rural area</li> <li>•Urban area</li> </ul>		
Disability status (single selection)	<ul style="list-style-type: none"> <li>•Yes</li> <li>•No</li> <li>•No response/Do not know</li> </ul>		



Project Activities Benefited (multi-selection)	<ul style="list-style-type: none"> <li>•Food</li> <li>•NFI</li> <li>•CVA</li> <li>•Health</li> <li>•MHPSS</li> <li>•Legal Support</li> <li>•Hygiene</li> <li>•Child-friendly Spaces</li> <li>•Physical and psychological trauma</li> <li>•Family reunification</li> <li>•Child protection case management</li> <li>•Relocation to a safe space</li> <li>•Other (specify)</li> </ul>
Please list the organisation you received support from	<ul style="list-style-type: none"> <li>•SOS Ukraine</li> <li>•Implementing Partner (Specify the name of IP)</li> <li>•Both (Specify the name of the IP)</li> </ul>
<b>RELEVANCE</b>	
Which of the activities you benefited are your top 3 (up to 3) that you found the most relevant to your needs? (multi-selection)	<ul style="list-style-type: none"> <li>•Food</li> <li>•NFI</li> <li>•CVA</li> <li>•Health</li> <li>•MHPSS</li> <li>•Legal Support</li> <li>•Hygiene</li> <li>•Child-friendly Spaces</li> <li>•Physical and psychological trauma</li> <li>•Family reunification</li> <li>•Child protection case management</li> <li>•Relocation to a safe space</li> <li>•Other (specify)</li> </ul>
To what extent you were needs were taken into consideration before the assistance was provided? (single selection)	<ul style="list-style-type: none"> <li>•Not consulted (why do you think so?)</li> <li>•Somehow consulted (why do you think so?)</li> <li>•Consulted (how did the organisation consulted you?)</li> <li>•No response/Do not know</li> </ul>
How can we ensure that the activities you attended can better meet your changing needs?	Free-text
Are you aware of how to provide your complaints and feedback? (single selection)	<ul style="list-style-type: none"> <li>•Yes (If yes, do you feel safe using these channels?)</li> <li>•No (If no, why?)</li> </ul>
Do you think there was consultation with different children within the community? (single selection)	<ul style="list-style-type: none"> <li>•Yes (Please specify how the organisation consulted you?)</li> <li>•No</li> </ul>
Concerning SOS Ukraine's emergency response programme and the activities you attended, which groups should be consulted more do you think, when designing such a programme? (multi-selection)	<ul style="list-style-type: none"> <li>•Female single parents</li> <li>•Male single parents</li> <li>•Unaccompanied and separated children</li> <li>•Boys</li> <li>•Girls</li> <li>•IDPs</li> <li>•Persons with disabilities</li> <li>•No response/Do not know</li> <li>•Other (specify)</li> </ul>
<b>EFFECTIVENESS</b>	



Please select the most 3 (up to 3) services you received and found effective?(multi-selection)	<ul style="list-style-type: none"> <li>•Food</li> <li>•NFI</li> <li>•CVA</li> <li>•Health</li> <li>•MHPSS</li> <li>•Legal Support</li> <li>•Hygiene</li> <li>•Child-friendly Spaces</li> <li>•Physical and psychological trauma</li> <li>•Family reunification</li> <li>•Child protection case management</li> <li>•Relocation to a safe space</li> <li>•Other (specify)</li> </ul>
Please explain the reasons why you found these activities ineffective, per activity	Free text
Please select the 3 services you received and found the most useful? (multi-selection)	<ul style="list-style-type: none"> <li>•Food</li> <li>•NFI</li> <li>•CVA</li> <li>•Health</li> <li>•MHPSS</li> <li>•Legal Support</li> <li>•Hygiene</li> <li>•Child-friendly Spaces</li> <li>•Physical and psychological trauma</li> <li>•Family reunification</li> <li>•Child protection case management</li> <li>•Relocation to a safe space</li> <li>•Other (specify)</li> </ul>
Please explain the reasons why you found these services useful compared to other ones, per activity	Free text
Do you think these services helped you increase your emotional and/or physical well-being? (single selection)	<ul style="list-style-type: none"> <li>•Yes (Specify how?)</li> <li>•No (Specify why not?)</li> </ul>
If yes to above Q, to what extent these services helped you better cope with adversity or negative feelings?	Free text
How satisfied are you with the quality of the services you received? (single selection)	<ul style="list-style-type: none"> <li>•Very satisfied (please explain which activities and why you are very satisfied)</li> <li>•Satisfied (please explain which activities and why you are satisfied)</li> <li>•Neutral (please explain which activities and why you are neutral)</li> <li>•Not satisfied (please explain which activities and why you are neutral)</li> <li>•No response/Do not know</li> </ul>
Did you receive your assistance timely? (single selection)	<ul style="list-style-type: none"> <li>•Yes (Can you elaborate on this?)</li> <li>•No (Why not?)</li> </ul>
Did you face any problems after receiving any of the support? (single selection)	<ul style="list-style-type: none"> <li>•Yes (Can you explain what are they?)</li> <li>•No</li> </ul>
COVERAGE	
Do you think your settlement/community was included under this emergency response programme? (single selection)	<ul style="list-style-type: none"> <li>•Yes (Can you explain?)</li> <li>•To certain extent (How?)</li> <li>•No (Can you explain why not? Which settlements should be included)</li> <li>•No response/Do not know</li> </ul>



Do you think all the services were provided to the most vulnerable? (single selection)	<ul style="list-style-type: none"> <li>•Yes (Can you explain?)</li> <li>•To certain extent (How?)</li> <li>•No (Can you explain why not? Which activities were not inclusive enough?)</li> <li>•No response/Do not know</li> </ul>
If not the previous Q, which group of people you think should be supported more do you think? (multi-selection)	<ul style="list-style-type: none"> <li>•Women</li> <li>•Men</li> <li>•Single-parent women</li> <li>•Single-parent men</li> <li>•Boys</li> <li>•Girls</li> <li>•Children/persons with disabilities</li> <li>•No response/Do not know</li> <li>•Other (specify)</li> </ul>
How do you think these groups can have better access to the services provided? What is needed to facilitate access?	Free text
<b>SELF-EFFICACY ASSESSMENT</b> I am now going to ask you some questions about how you think and feel about things, and your time here at this centre. For each question we ask you, please choose ONE of the answers provided that you most agree with:	
The staff here are welcoming and caring.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
The staff here do help me, my child and other caregivers/children	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
Through this programme, I have been able to build trust with the staff and I can share with them any personal problems and concerns I may have.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
After participating in this programme, I noticed that I am better able to manage any feelings of frustration, stress and anger.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
When I attend this program, I feel more able to manage feelings of depression / anxiety / negative thoughts.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
After attending emergency response programme, I feel I can better understand the way my child feels and acts.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
After attending emergency response programme, I feel the change in my attitude has also positively impacted my child's behaviour.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
When I attend this program, I find I can get along better with people around me.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
Learning new ideas and skills makes me feel more positive about my future.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>

Talking through my problems with other people on the program helps me feel calmer and positive about my life.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
Attending this program has made me better able to cope with life's daily challenges.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
When I spend time in the social centre, I feel more accepted and secure in my local community.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
The programme give me skills in managing my daily financial decisions.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
The centre sessions give me skills to organise daily routines.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
The centre sessions enabled me to feel connected to my family members and ensure we bring optimism and joy to our life.	<ul style="list-style-type: none"> <li>•Strongly agree</li> <li>•Agree</li> <li>•Neutral</li> <li>•Disagree</li> </ul>
SUMMING UP	
Do you have anything else to add?	



## Most Significant Change Stories

### Purpose:

Understand the impact of the emergency response programme from the perspective of an affected individual woman, man, boy or girl.

### Tool Notes:

This tool uses story telling alongside semi-structured interview questions. It is important not to lead the story telling – the hope is that this tool will help to raise issues which may not have been anticipated in designing the assessment. There may be repetition between the information that comes up in the story and some of the interview questions but ask the interview questions anyway. Remember to get informed consent from your interviewee and ask whether they wish to remain anonymous.

### Introduction

1. Thank the respondent for the interview
2. Explain the objectives and expectations of the interview
3. Outline the amount of time interview will take
4. Obtain the informant's consent to record the interview and take pictures

### Introduction and ask for consent

Thank you for coming here today. We sincerely appreciate you taking the time to meet with us. My name is XXX. My colleague XXX and I are working as humanitarian consultants that overtake this evaluation assignment in Ukraine on behalf of SOS Ukraine. SOS Ukraine is an international humanitarian organisation that works with more than 130 countries in the world to support the most vulnerable. We would like to ask you some questions about your community to have a better understanding of the context to inform emergency response programme of SOS Ukraine in Ukraine. We want to gather information to do better and more effective programmatic responses. Please do note it will take around 1.5 hours. We want to assure you that all the opinions you give are completely confidential. You may refuse to answer any question. You may also leave the discussion at any point without negative consequences. However, we would greatly appreciate your opinions on these topics, which will contribute to our response program. We are not here today to register people for assistance, and we will not be distributing anything. Your participation in this session is entirely voluntary.

If you have any questions, please feel free to ask. If not, may I begin?

Oblast:		Hromada:	
Name of the Interviewer:		Institution:	
Gender, age and other characteristics (disability, ethnicity etc) of the informant:		Date of Interview	
Mode of interview (offline/online):		Displacement Status:	<ul style="list-style-type: none"> <li>•IDP</li> <li>•Returnee</li> <li>•Host Community</li> </ul>
Start time	End time		
PARTICIPANT DETAILS			

Name of the Participant		Activities benefited from SOS Ukraine and or implementing partners (circle as applies)	<ul style="list-style-type: none"> <li>•Shelter</li> <li>•Food</li> <li>•NFI</li> <li>•CVA</li> <li>•Health</li> <li>•MHPSS</li> <li>•Legal Support</li> <li>•Hygiene</li> <li>•Child-friendly Spaces</li> <li>Physical and psychological trauma</li> <li>•Family reunification</li> <li>•Child protection case management</li> <li>•Relocation to a safe space</li> </ul>
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- When did you arrive here? From which city are you coming in Ukraine? How did you come? If this the first place you moved or have you relocated in other places before here?
- How did you choose your current location of residence? What factors affected your decision-making in choosing your current place of residence?
- What changes have you experienced since the crisis? How different things were before the crisis? How was your daily life being spent?
- How has your ability to meet your basic needs and psychological state changed since the on-set of the crisis? How has your ability to meet your/your family's/your child(ren)'s needs changed? Can you tell us by providing some examples?
- How did you hear about SOS Ukraine Emergency Response Programme? How did you engage in the activities and/or service provision?
- Can you tell us more about how the SOS Ukraine Emergency Response Programme has supported you/your family?
- Do you think the project activities/assistance provided to you were adapted in line with you changing needs?
- How the assistance provided after the crisis increased your ability to meet your basic needs and access basic services for yourself and your children? Do you think the assistance supported you to improve your and your child's wellbeing? Can you provide us with some examples from your life?
- How has the assistance helped for the protection of your child(ren)? How the programme helped meeting the needs of your child(ren)?
- Looking back, can you tell us what was the most significant positive change occurred in your life after participating in SOS Ukraine Emergency Response Programme and receiving assistance? Is there a story or anecdote that comes to mind, from your daily life?
- Were there any negative coping mechanisms you have adopted prior to your engagement with the project, and how did they change as a result, if at all? (Explain negative coping feelings clearly)
- Do you have any recommendations to make the project more impactful for the people in need?
- Do you have anything else to share with us?