

# Outputs and Activities Matrix Worksheet

**Project Title:**

Mobile Service Delivery for Conflict-Affected Population in Eastern Ukraine

**Project Number:**

P006554

**Budget:**

CDN \$17,500,000

**Country / Region:**

Ukraine / Europe

**Implementing Organization:**

United Nations Recovery and Peacebuilding Programme (UN RPP)

**Project Duration:**

27 March, 2019 – 30 June, 2025

	Output statement from the PMF <sup>1</sup>	Indicator(s) from the PMF <sup>2</sup>	Annual target from the annual workplan	Actual data (reporting period)	Actual data (cumulative)	End of project target	Status to date
<b>Immediate Outcome 1110</b>							
Output 1111	Modular service units at EECs installed and vehicles acquired and fitted to the needs of the target population, with a focus on psychosocial and medical service delivery	1111.1. Cumulative number of target group representatives involved in the development of the mobile ASCs physical set-up and equipment (disaggregated by gender, geographical locations and age)	0	0	347 (239 women)	200 (60% women)	Completed
Activity 1111.1	Conduct an assessment of market opportunities for acquiring mobile ASCs, together with the equipment required for them						Completed
Activity 1111.2	Develop Terms of References (TORs) for the provision of mobile ASCs, based on the feedback provided by target group representatives during roundtables and focus group discussions						Completed
Activity 1111.3	Complete the procurement of 10 vehicles (mobile ASCs) fully equipped with necessary equipment and tools, including computers, furniture and specialized equipment.						Completed
Activity 1111.4	Ensure the establishment of secure Internet connections between mobile ASCs and the State Migration Service						Suspended
Activity 1111.5	Complete the required certification and attestation procedures						Completed
Activity 1111.6	Construction and arrangement of 2 modular units at EECs, addressing different needs of women and men from diverse groups (PwDs, with children, etc.)						Ongoing
Activity 1111.7	Establishment of 2 mobile emergency psychological response service units						Completed
Activity 1111.8	Establishment of 3 mobile units for the comfort and care of vulnerable population						Completed
Activity 1111.9	Establishment of 2 mobile medical stations; purchase and installation of medical equipment, based on the feedback from the target audience						Completed
Activity 1111.10	Complete the procurement of specially equipped vehicles to provide psychosocial and emergency health services to conflict-affected populations (previously 1111 A. Modular service units at EECs installed)						Ongoing
Activity 1111.11	Vehicles acquired and fitted to the needs of the target population, with a focus on psychosocial and medical service delivery						Ongoing
Activity 1111.12	Provide logistical support for ambulance stations						Ongoing
Output 1112	Computerised case handling system set up and effectively operating between mobile service units and main facilities	1112.1. Cumulative number of mobile service units linked in LANs with main ASCs and other service providers	0	0	10	10	Completed
		1112.2. Percentage of mobile service units that have stable data transfer facilities with main service providers	0%	0%	83%	100%	Suspended
Activity 1112.1	Identify a set of required equipment for mobile vehicles, including for GPS location, energy suitcase, video system and internet connection, to ensure connectivity between the mobile units with the main ASCs.						Completed
Activity 1112.2	Set up a passport processing system in the mobile ASCs						Suspended
Activity 1112.3	To establish Internet connection between the stationary and mobile ASCs						Completed

<sup>1</sup> The new output statements from Addendum No 3 are available in the updated Logic Model.

<sup>2</sup> Indicators and targets have been updated according to the amended Performance Management Framework.

	Output statement from the PMF	Indicator(s) from the PMF	Annual target from the annual workplan	Actual data (reporting period)	Actual data (cumulative)	End of project target	Status to date
Output 1113	Mobile service units needs-based, gender-responsive service package developed and adapted to the context of COVID-19 and a potential new acute phase of the conflict	1113.1. Cumulative number of target group representatives directly involved in the design of the mobile units' service package (disaggregated by gender, geographical locations and age)	0	0	347 (239 women)	200 (130 women)	Completed
		1113.2. Cumulative number of local governments representatives directly involved in the design of the mobile units' service package	35	35 (30 women)	251 (179 women)	50	Completed
Activity 1113.1	Organize surveys and consultations with potential end users, mainly women, to ensure that the offered services are relevant to their needs						Completed
Activity 1113.2	Develop terms of reference for mobile ASCs, based on a feedback from representatives of the target groups						Completed
Activity 1113.3	Developed service packages discussed and approved by relevant stakeholders during roundtables at the oblast level						Completed
Activity 1113.4	Mobile service units needs-based, gender-responsive service package developed and adapted to the context of COVID-19 and a potential new acute phase of the conflict						Ongoing
Output 1114	Institutional/legal statutes and ownership of mobile service units established in line with the needs of the target population	1114.1. Cumulative number of men and women involved in the institutional design of mobile service units (disaggregated by gender, geographical locations, age, functions)	0	0	221 (173 women)	100 (60 women)	Completed
Activity 1114.1	The statutes of mobile ASCs (ASCs) are developed, agreed and endorsed with local authorities. Consultations with the authorities of the two Oblast Administrations should be held, including with their legal departments.						Completed
Activity 1114.2	Conduct a review of the national legislation and best practices in providing administrative and legal services						Completed
Activity 1114.3	Organize workshops on the issue of the Institutional/legal status of mobile ASCs, in line with the needs of conflict-affected women and men.						Completed
Output 1115	State Emergency Service units supported to operationalize mobile population aid points for provision of immediate assistance to the target population in the context of a potential new acute phase of the conflict	1115.1. Cumulative number of mobile aid points employees trained to provide immediate assistance to the conflict-affected population (disaggregated by gender)	0	0	0	28	Ongoing
Activity 1115.1	To procure equipment for outfitting of the population support point in Zaporizhzhia Oblast						Ongoing
Activity 1115.2	Provide training for population support point staff						Planned
<b>Immediate Outcome 1120</b>							
Output 1121	Mobile unit personnel assigned and has required knowledge and skills to deliver competent services to the Ukrainian people, especially women and vulnerable or marginalized groups	1121.1. Percentage of mobile service units personnel equipped with relevant knowledge and skills to provide quality administrative, legal, psycho-social, home care and medical services (disaggregated by gender, geographical locations and age)	0	0	83%	85%	Completed
		1121.2. Percentage of women in management positions within the mobile service units	0	0	90%	70%	Completed
Activity 1121.1	Assist in preparation of the ToRs for each position						Completed

	Output statement from the PMF	Indicator(s) from the PMF	Annual target from the annual workplan	Actual data (reporting period)	Actual data (cumulative)	End of project target	Status to date
	Activity 1121.2	Support the selection process of mobile ASC staff					Completed
	Activity 1121.3	Provision of relevant training to the selected staff. Training will include (but will not be limited to) such themes as: working with the public, in-depth knowledge of administrative procedures, knowledge of relevant legislations, advisory and consulting (including information provision) skills, handling security issues, etc.					Completed
	Activity 1121.4	Assess the change in knowledge and skills among the staff of mobile ASCs					Suspended
	Activity 1121.5	Conduct baseline and final surveys to measure impacts of EECPs intervention, including sex and vulnerability disaggregated data and gender analysis for planning, development and M&E efforts					Suspended
Output 1122	Legal aid experts, medical and home care professionals assigned and integrated into the mobile service units framework	1122.1. Cumulative number of experts and professionals engaged on a part-time basis in the work of modular and of mobile units (disaggregated by gender, geographical location and age)	0	0	4	50	Ongoing
		1122.2. Percentage of recruited experts and professionals with enhanced knowledge and awareness of security issues (disaggregated by gender, geographical location, age)	0%	0%	0%	80%	Planned
	Activity 1122.1	Develop and test a system of "joint routes" of mobile ASCs and state-funded legal aid providers					Suspended
	Activity 1122.2	Organize consultations with representatives of target groups, in particular women, on the development of a system of "joint routes"					Suspended
	Activity 1122.3	Identify and recruit legal aid specialists and service providers to the mobile ASCs					Suspended
	Activity 1122.4	Organize training sessions on security issues for newly recruited legal aid specialists					Suspended
	Activity 1122.5	Assist in preparation of MOUs between the local authorities and the Coordination Centre for Legal Aid Provision					Suspended
	Activity 1122.6	Develop regulatory documents (through expert work, round tables, working groups) for the mobile social, palliative and home care service units					Ongoing
Output 1123	Mobile unit staff and volunteers are trained to use the information platform	1123.1. Percentage of mobile service units' staff and volunteers with required knowledge and skills of efficient use of new information technology	0%	0%	50%	100%	Suspended
	Activity 1123.1	Train mobile unit staff and volunteers to present and promote the use of the information platform among mobile ASCs clients					Suspended
	Activity 1123.2	Assess the competences of the trained mobile unit staff and volunteers on the use of the information platform					Suspended
Output 1124	Clients' feedback is used to improve the quality and delivery of services by mobile service units	1124.1. Cumulative number of mobile service units which systematically collect and analyse the feedback data for service improvement and reporting	0	0	13	18	Suspended
	Activity 1124.1	Develop a user-friendly feedback questionnaire to be used by the system					Completed
	Activity 1124.2	Strengthen the skills and competences of the mobile ASCs staff and volunteers to effectively use the results of the feedback mechanism to update and improve their services					Suspended
	Activity 1124.3	Develop the capacities of stationary and mobile ASCs to carry out regular reporting on the population served, the services provided and the effectiveness and efficiency of this service provision					Suspended

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Activity 1124.4	Provide recommendations and support to ASCs to present this reporting to the public in a user-friendly manner						Suspended
Output 1125	Mobile service units' personnel specifically trained in gender sensitization, human rights, COVID-19 prevention and handling of vulnerable population	1125.1. Percentage of mobile service units' staff equipped with relevant knowledge and skills in gender sensitization, human rights, COVID-19 prevention and handling of vulnerable population	0%	100%	100%	85%	Completed
Activity 1125.1	Develop a tailored training programme on gender sensitization, human rights, and handling of vulnerable population gender sensitization, human rights, and handling of vulnerable population for ASCs personnel						Completed
Activity 1125.2	Train ASCs personnel on gender sensitization, human rights, and handling of vulnerable population						Suspended
Activity 1125.3	Assess the competences of the trained ASCs personnel on gender sensitization, human rights, and handling of vulnerable population						Suspended
Output 1126	Ad hoc data control centres in pilot communities for evidence-based coordination and management set up and operational	1126.1. Number of workplaces established in local communities for data collection and evaluation	0	0	0	20	Planned
Activity 1126.1	Procure four damage assessment vehicles						Planned
Activity 1126.2	Install workplaces of the GIS systems operators at the local level						Planned
Activity 1126.3	Upgrade the Diia Centres Platform (with Ministry of Digitalization)						Planned
<b>Immediate Outcome 1210</b>							
Output 1211	SMS notification system & GPS tracking App developed and deployed	1211.1. Cumulative number of mobile service units with operational SMS notification system and GPS tracking App	0	0	10	10	Completed
Activity 1211.1	Develop the TOR describing the key characteristics of the SMS notification system & GPS tracking App, based on a feedback of target group representatives						Completed
Activity 1211.2	Test and launch the SMS notification system & GPS tracking App						Completed
Activity 1211.3	Train mobile ASCs staff to use the SMS notification system & GPS tracking App						Suspended
Activity 1211.4	Complete the technological development of the SMS notification system & GPS tracking App						Completed
Output 1212	Clients' feedback system is established and is operational	1212.1. Cumulative number of mobile service units providing access to their feedback system to visitors	0	0	8	10	Suspended
Activity 1212.1	Organize joint consultations and round table discussions to collect user feedback on the design of the information platform						Completed
Activity 1212.2	Carry out an analysis of technology-based clients feedback systems operating in Ukraine and abroad						Completed
Activity 1212.3	Develop a clients' feedback system adapted to the needs of the region's target groups (in particular of those of women directly affected by the conflict)						Completed

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Activity 1212.4	Test and launch the clients' feedback system						Suspended
Output 1213	Information platform is established with relevant, up-to-date and practical information	1213.1. Cumulative number of target group representatives involved in the design of the Information Platform (disaggregated by gender, geographical location and age)	0	0	125 (97 women)	120 (90 women)	Completed
Activity 1213.1	Review national and international good practices in providing technology-based information on administrative and legal aid services						Completed
Activity 1213.2	Carry out short surveys at checkpoints and in areas visited by the mobile service units to get the targeted population, mainly women, views on the type of necessary and relevant information and the manner in which it should be delivered						Completed
Activity 1213.3	Develop the TOR describing the key characteristics of the information platform, based on a feedback of target group representatives						Completed
Activity 1213.4	Test and launch the information platform						Completed
Activity 1213.5	Support the development and testing of the national platform "Centre Diia", which will be a part of the Diia website and will provide the citizens with all necessary information regarding the services rendered by the ASC						Completed
Output 1214	Emergency legal and psychosocial assistance provided to the target population, with a focus on specific needs resulting from a potential escalation of the conflict	1214.1. Cumulative number of mental health professionals with increased capacity to provide psychosocial support to the war-affected population (disaggregated by gender)	50 (30 women)	58 (51 women)	58 (51 women)	100 (60 women)	Ongoing
		1214.2. Cumulative number of civil society organizations with increased capacity to provide free legal aid support to war-affected population	20	20	20	20	Ongoing
Activity 1214.1	Provide in-kind support (software and equipment) for school psychologists working with IDPs and other vulnerable groups						Ongoing
Activity 1214.2	Train school psychologists working with IDPs and other vulnerable groups on "Cognitive - procedural therapy"						Ongoing
Activity 1214.3	Render specialized grants to build capacities of civil society organizations to provide free legal aid to war affected populations						Ongoing
Output 1215	Centres of Public Health and Recovery Centres especially for women and vulnerable groups set up and effectively operating	1215.1. Number of Public Health and Recovery Centres established and operational in the target locations	0	0	0	6	Ongoing
		1215.2. Cumulative number of Public Health and Recovery Centres staff with increased knowledge on provision of medical services (disaggregated by gender and geographical location)	0	0	0	120	Ongoing
Activity 1215.1	Support the establishment of the 6 Public Health and Recovery Centres (PHRC)						Ongoing
Activity 1215.2	Train PHRC personnel						Ongoing

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Activity 1215.3	Organize study visit on best practices and approaches in public health for the PHRC staff						Planned
Activity 1215.4	Provide 20 infection control units (equipment and furniture)						Ongoing
Activity 1215.5	Create 2 laboratories for epidemiological control (furniture and equipment)						Ongoing
Activity 1215.6	Train PHRC personnel on epidemiological surveillance of infectious diseases						Ongoing
Output 1216	Transition of public services to an online format further supported and a network of medical call centres expanded	1216.1. Cumulative number of LSG staff with improved skills on public services provision (disaggregated by gender and geographical location)	0	0	0	100	Planned
		1216.2. Cumulative number of call centres personnel with improved communication skills and knowledge on services provision (disaggregated by gender and geographical location)	0	0	0	80	Planned
Activity 1216.1	Ensure digital transformation of access to public services of IDPs and persons living in the areas not under the control of the Government of Ukraine						Planned
Activity 1216.2	Train LSG staff on efficient public services provision						Planned
Activity 1216.3	Create 8 call centres in hospitals						Planned
Activity 1216.4	Train call centre personnel on communication skills and service provision						Planned
<b>Immediate Outcome 1220</b>							
Output 1221	Mobile service schedules/ routes designed in a participatory way and advertised through SMS/Tracking App and other inclusive means to reach vulnerable or marginalized groups	1221.1. Cumulative number of mobile units advertising their schedules and routes through SMS notification/Tracking App	0	0	10	10	Suspended
Activity 1221.1	Design schedules and routes of mobile ASCs in a participatory way						Completed
Activity 1221.2	Ensure timely upload of all relevant, accurate and up-to-date information through the SMS notifications system and GPS tracking App						Suspended
Activity 1221.3	Develop capacity of information and communication specialists to work with the SMS notifications system and GPS tracking App						Suspended
Activity 1221.4	Construction of special stops in remote areas and on the EECPs to support operations of mobile service units						Suspended
Output 1222	Young people are mobilized to raise awareness and help the target group access services provided by mobile service units	1222.1. Percentage of volunteers with enhanced skills and competence for information service provision (disaggregated by gender, geographical location and age)	0%	0%	30%	85%	Suspended
Activity 1222.1	Carry out mobilisation events throughout the GCAs of Donetsk and Luhansk oblasts to identify potential volunteers						Suspended

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Activity 1222.2	Train identified volunteers in information provision skills and competences, handling security issues, etc.						Suspended
Activity 1222.3	Assess the capacities of trained volunteers on information service provision						Suspended
Output 1223	Conflict- and COVID-19 affected population living close to or crossing the contact line, especially women and vulnerable or marginalized groups, have easily available information about various mobile services through advertising and outreach	1223.1. Percentage of trained mobile service units' staff and volunteers with enhanced skills and competence to promote the platform (disaggregated by gender, and age)	0	0	100%	85%	Suspended
Activity 1223.1	Share Project's results and lessons learnt at the local, regional and national levels						Suspended
Activity 1223.2	Identify the most efficient means of communication and information sharing on the availability of administrative and legal services to the representatives of project's target communities						Completed
Activity 1223.3	Train mobile unit staff and volunteers to motivate the target population to use the information platform						Suspended
Output 1224	Conflict- and COVID-19 affected population, especially women and vulnerable or marginalized groups, have the required digital skills to engage with service providers	1224.1. Number of 50+ people trained in computer literacy centres (disaggregated by gender and age)	0	90 (72 women)	367 (327 women)	1,900 (65% women)	Ongoing
Activity 1224.1	Purchase of furniture and minor repairs at 8 Social Adaptation Centres						Ongoing
Activity 1224.2	Purchase of equipment, technical devices, computers						Ongoing
Activity 1224.3	Build capacity and digital skills of vulnerable and marginalized population						Ongoing
Activity 1224.4	Attracting volunteers to support the work of computer literacy centres						Completed
Activity 1224.5	Creation of 18 Social adaptation centres						Ongoing
Output 1225	Conflict-affected population, especially women and vulnerable groups, increase awareness on preparedness/immediate coordinated response to an escalation of the conflict	1225.1 Cumulative number of community-led initiatives implemented in partnership with the State Emergency Service through community mobilization mechanisms (disaggregated by geographical location)	0	0	0	15	Planned
Activity 1225.1	Provide in-kind and grant support to community-led mini-initiatives in support of the State Emergency Services of Ukraine identified via community mobilization mechanisms such as the Community Security Working Groups in target communities.						Planned