

Annex 1. Outcome Reporting 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

Indicators	Baseline	Target ¹	Actual Data Previous Reporting Period	Actual Data This Reporting Period (year)	Actual Data Cumulative	Analysis of Progress/Variance
Ultimate Outcome 1000: Improved stability, increased resilience and preparedness to COVID-19 pandemic and renewed military action, enjoyment of human rights, and gender equality, of conflict-affected population, especially women and vulnerable or marginalized groups, of Donetsk, Luhansk and most affected oblasts across Ukraine ²						
1000.1. Percentage of people at check points and along the contact line claiming improved ease of access to administrative and other public services (disaggregated by gender, migration status, geographical location, age, disabilities)	0	70%	NA	NA	NA	The assessment was cancelled after the full-scale invasion of Ukraine by the Russian Federation. Provision of administrative and other public services by mobile service units in Donetsk and Luhansk oblasts is currently suspended.
1000.2. Percentage of people at check points and along the contact line satisfied with the timeliness and quality of services provided by modular and mobile service units (disaggregated by gender, migration status, geographical location, age, disabilities)	0	70%	NA	NA	NA	The assessment was cancelled after the full-scale invasion of Ukraine by the Russian Federation. Provision of administrative and other public services by mobile service units in Donetsk and Luhansk oblasts is currently suspended.
1000.3. Reduced case-handling timeframes by mobile TsNAPs staff (average number of days)	50 days	20 days	8.1 days (based on 8 most popular services)	NA	NA	The assessment was cancelled after the full-scale invasion of Ukraine by the Russian Federation. Provision of administrative and other public services by mobile service units in Donetsk and Luhansk oblasts is currently suspended.
1000.4. Percentage of women, among the customers served by the modular and mobile service units, who claim greater relevance of services to their specific needs	0	70%	NA	NA	NA	The assessment was cancelled after the full-scale invasion of Ukraine by the Russian Federation. Provision of administrative and other public services by mobile service units in Donetsk and Luhansk oblasts is currently suspended.
1000.5. Level of satisfaction of the conflict-affected women and men with the provision of administrative services in Donetsk, Luhansk and most affected oblasts across Ukraine (disaggregated by gender and geographical location)	7.3 (Chernihiv – 6.9 (6.9 – women; 6.9 – men), Dnipropetrovsk – 7.5 (7.4 – women; 7.6 – men), Kharkiv – 7.1 (7.3 – women; 6.9 – men), Mykolaiv – 7.1 (7.0 – women; 7.2 – men), Sumy – 7.1 (7.2 – women; 7.1 – men) oblasts)	At least 0.5 improvement on a 0-10 scale	-	7.3 (Chernihiv – 6.9 (6.9 – women; 6.9 – men), Dnipropetrovsk – 7.5 (7.4 – women; 7.6 – men), Kharkiv – 7.1 (7.3 – women; 6.9 – men), Mykolaiv – 7.1 (7.0 – women; 7.2 – men), Sumy – 7.1 (7.2 – women; 7.1 – men) oblasts)	7.3 (Chernihiv – 6.9 (6.9 – women; 6.9 – men), Dnipropetrovsk – 7.5 (7.4 – women; 7.6 – men), Kharkiv – 7.1 (7.3 – women; 6.9 – men), Mykolaiv – 7.1 (7.0 – women; 7.2 – men), Sumy – 7.1 (7.2 – women; 7.1 – men) oblasts)	New indicator. The first round of the SHARP survey was conducted in 2022 (data are used as a baseline).

These are Project's end targets. Their milestone values are available in the Project document.

²The outcome statements and targets have been updated, and new indicators added according to the Addendum 3 and are available in the new Performance Management Framework.

Indicators	Baseline	Target ¹	Actual Data Previous Reporting Period	Actual Data This Reporting Period (year)	Actual Data Cumulative	Analysis of Progress/Variance
1000.6. Level of satisfaction of the conflict-affected women and men with the provision of health care services in Donetsk, Luhansk and most affected oblasts across Ukraine (disaggregated by gender and geographical location)	7.0 (Chernihiv – 7.2 (6.9 – women; 7.5 – men), Dnipropetrovsk – 7.1 (7.1 – women; 7.2 – men), Kharkiv – 6.9 (7.0 – women; 6.8 – men), Mykolaiv – 6.9 (7.0 – women; 6.7 – men), Poltava – 6.8 (6.8 – women; 6.7 – men), Sumy – 7.2 (7.0 – women; 7.3 – men), Zaporizhzhia – 7.0 (7.2 – women; 6.7 – men) oblasts)	At least 0.5 improvement on a 0-10 scale	-	7.0 (Chernihiv – 7.2 (6.9 – women; 7.5 – men), Dnipropetrovsk – 7.1 (7.1 – women; 7.2 – men), Kharkiv – 6.9 (7.0 – women; 6.8 – men), Mykolaiv – 6.9 (7.0 – women; 6.7 – men), Poltava – 6.8 (6.8 – women; 6.7 – men), Sumy – 7.2 (7.0 – women; 7.3 – men), Zaporizhzhia – 7.0 (7.2 – women; 6.7 – men) oblasts)	7.0 (Chernihiv – 7.2 (6.9 – women; 7.5 – men), Dnipropetrovsk – 7.1 (7.1 – women; 7.2 – men), Kharkiv – 6.9 (7.0 – women; 6.8 – men), Mykolaiv – 6.9 (7.0 – women; 6.7 – men), Poltava – 6.8 (6.8 – women; 6.7 – men), Sumy – 7.2 (7.0 – women; 7.3 – men), Zaporizhzhia – 7.0 (7.2 – women; 6.7 – men) oblasts)	New indicator. The first round of the SHARP survey was conducted in 2022 (data are used as a baseline).

Intermediate Outcome 1100: Enhanced equitable and safe delivery of needs-based, gender-responsive administrative, legal, psychosocial, home care, medical and information services by mobile unit staff and volunteers that meet the needs of conflict- and COVID-19 affected people of Donetsk, Luhansk and most affected oblasts across Ukraine, especially women and vulnerable or marginalized groups

1100.1. Cumulative number of people in Donetsk, Luhansk and most affected oblasts across Ukraine served by mobile service units (disaggregated by gender, migration status, type of service, age, geographical location, disabilities)	0	200,000 (70% women)	4,685 (70% women; 23% - 50-59 years; 29% - 60+ years; 4% - IDPs)	32,887 (45% women) (2,000 (65% women) – administrative services; 30,887 (44% women) – medical services)	38,078 (48% women) (7,191 (68% women) – administrative, psychosocial, home care services; 30,887 (44% women) – medical services)	The provision of administrative and other public services by mobile service units in Donetsk and Luhansk oblasts is suspended. During the reporting period, some 32,887 (45% women) have been served by the mobile service units. More specifically, mobile ASC relocated from Kurakhove to Borshchiv, Kyiv Oblast, served 2000 (65% women) people since October 2022. Mobile medical units (Dnipro and Stryi, Lviv Oblast) served 307 (210 women) people since their launch in February 2023. The 8 ambulances in Chernihiv, Kharkiv, Odesa and Sumy oblasts served 30,580 (43% women) since July 2022.
1100.2. Cumulative number of people crossing at checkpoints served by the mobile ASCs and modular service centres at EECPs (disaggregated by gender, migration status, type of service, age, geographical location, disabilities)	0	70,000 (75% women)	0	0	0	The EECPs have been closed since March 2020. Provision of administrative and other public services by mobile service units in Donetsk and Luhansk oblasts is currently suspended following the full-scale invasion of Ukraine by the Russian Federation.

Indicators	Baseline	Target	Actual Data Previous Reporting Period	Actual Data This Reporting Period (year)	Actual Data Cumulative	Analysis of Progress/Variance
Immediate Outcome 1110: Enhanced and efficient capacity and infrastructure in place to deliver needs-based gender-responsive services to conflict- and COVID-19 affected people in Donetsk, Luhansk and most affected oblasts across Ukraine, especially women and vulnerable or marginalized groups						
1110.1. Cumulative number of mobile service units with fully functional infrastructure in place	0	58	11	10	27	<p>The Project delivered 10 mobile ASCs to Kurakhove, Mariinka, Mariupol, Siversk and Vuhledar communities in Donetsk Oblast, and Hirske, Novooaidar, Popasna, Sievierodonetsk and Stanytsia Luhanska in Luhansk Oblast; 2 mobile units for social and psychological support to Donetsk and Luhansk oblasts; 3 vehicles to render home and palliative care at home to Vuhledar in Donetsk Oblast and Lysychansk, Popasna in Luhansk Oblast, 2 minibuses for EECs (Hirske and Mariinka). 2 mobile medical units for the hospitals relocated from Donetsk and Luhansk oblasts to Stryi (Lviv Oblast) and Dnipro correspondingly, and 8 class B ambulances for Chernihiv, Kharkiv, Sumy and Odesa oblasts.</p> <p>To date, the provision of administrative and other public services by mobile service units in Donetsk and Luhansk oblasts is suspended.</p>
1110.2. Percentage of regional/local governments, which endorsed the mobile service units model and earmarked budgets for their operations	0	90%	100% (12/12)	100% (10/10)	100% (27/27)	<p>For those mobile units already delivered, all regional/local governments endorsed the mobile service units' model and earmarked budgets for their operations.</p> <p>Provision of administrative and other public services by mobile service units in Donetsk and Luhansk oblasts is suspended.</p>
Immediate Outcome 1120: Immediate Outcome 1120: Increased knowledge and skills of target local governments to deliver needs-based gender responsive services to conflict- and COVID-19 affected people in Donetsk, Luhansk and most affected oblasts across Ukraine, especially women and vulnerable or marginalized groups, through mobile service units						
1120.1. Percentage of end-users satisfied with dedication and competence of mobile service units' staff and volunteers (disaggregated by gender, geographical locations, migratory status and age)	0	90%	NA	NA	NA	<p>The assessment has been cancelled after the full-scale invasion of Ukraine by the Russian Federation.</p> <p>Provision of administrative and other public services by mobile service units in Donetsk and Luhansk oblasts is suspended.</p>
1120.2. Number of communities enabled to regularly collect and analyze up-to-date data for evidence-based coordination of recovery and development at the local level	0	4	-	0	0	New indicator. Activities are planned to be launched in 2023.

Indicators	Baseline	Target	Actual Data Previous Reporting Period	Actual Data This Reporting Period (year)	Actual Data Cumulative	Analysis of Progress/Variance
Intermediate Outcome 1200: Increased equitable usage of administrative, legal, psycho-social, home care, medical and information services by conflict- and COVID-19 affected people of Donetsk, Luhansk and most affected oblasts across Ukraine, especially women and vulnerable or marginalized groups						
1200.1. Percentage of users served by mobile service units who are satisfied with the quality and relevance of the information system (disaggregated by gender, migration status, age, geographical location, disabilities)	0	75%	NA	NA	NA	The assessment was cancelled after the full-scale invasion of Ukraine by the Russian Federation. Provision of administrative and other public services by mobile service units in Donetsk and Luhansk oblasts is suspended.
Immediate Outcome 1210: Enhanced access to needs-based gender responsive services by conflict- and COVID-19 affected people in Donetsk, Luhansk and most affected oblasts across Ukraine, especially women and vulnerable or marginalized groups						
1210.1. Cumulative number of mobile service units providing access to the information platform	0	10	4	10	10	As of February 2022, all mobile ASCs provided access to the information platform. To date, provision of administrative and other public services by the mobile units in Donetsk and Luhansk oblasts is suspended.
1210.2. Percentage of mobile service units' clients using the information platform (disaggregated by gender, migration status, geographical location and age)	0	75%	NA	NA	NA	The assessment was cancelled after the full-scale invasion of Ukraine by the Russian Federation. Provision of administrative and other public services by mobile service units in Donetsk and Luhansk oblasts is suspended.
1210.3 Cumulative number of war-affected people who received psychological support by the mental health professionals (disaggregated by gender)	0	1,000 (50% women)	-	800 (63% women)	800 (63% women)	New indicator. During the reporting period some 800 people (63 per cent women) have received professional consultations via the all-Ukrainian psychological aid hotline.
1210.4. Cumulative number of people who received the services of the public health and recovery centres	0	2,400	-	0	0	New indicator. Activities are planned for 2023.
Immediate Outcome 1220: Increased awareness by conflict- and COVID-19 affected people in Donetsk, Luhansk and most affected oblasts across Ukraine , especially women and vulnerable or marginalized groups, about the availability of services provided through mobile service units and online services						
1220.1. Percentage of mobile service units' clients using the feedback system (disaggregated by gender, geographical location and age)	0	75%	NA	NA	NA	The assessment was cancelled after the full-scale invasion of Ukraine by the Russian Federation. Provision of administrative and other public services by mobile service units in Donetsk and Luhansk oblasts is suspended.
1220.2. Percentage of 50+ people trained in computer literacy centres claiming ability to independently access public services online	0%	75%	NA	0%	0%	The assessment was not conducted as operation of the established computer literacy centres in Donetsk and Luhansk oblasts was suspended. The establishment of the new Social Adaptation Centres is planned for August 2023.

Indicators	Baseline	Target	Actual Data Previous Reporting Period	Actual Data This Reporting Period (year)	Actual Data Cumulative	Analysis of Progress/Variance
1220.3. Cumulative number of people, reached by the community-led initiatives, who increased awareness of preparedness/immediate coordinated response to an escalation of the conflict (disaggregated by gender and geographical location)	0	750	-	0	0	New indicator. Activities are planned to be launched in 2023.