

## ANNEX 5 – CPE DATA COLLECTION TOOLS

### MASTER INTERVIEW GUIDE

The following is a master interview questions’ guide. It includes an **exhaustive list** of interview questions which can be directed to UNFPA management and staff, to UNFPA Implementing Partners (IPs) –non-governmental organizations (NGOs) and Government institutions-, Government stakeholders, relevant UN Agencies and other stakeholders as pertinent to the UNFPA Iraq program evaluation<sup>1</sup>. For each interview, the Evaluation Team/Interviewee will select the questions appropriate to the specific stakeholder group being interviewed (marked by X in the below table), as relevant to his involvement with UNFPA Iraq program for the period 2016-2018.

**Stakeholder Group:** Broadly speaking, this guide provides the framework for the interview questions to be carried out with key informants from:

- 1- UNFPA Iraq program management and staff from the Erbil, Baghdad, Sulaymaniyah and Dohuk offices.
- 2- Implementing Partners (IPs)– government and non-governmental organizations who implemented programs with UNFPA funding during the period 2016- 2018
- 3- Relevant UN Agencies such as UNICEF, UNOCHA, UNHCR, UN Women, Health and Protection clusters.
- 4- Government stakeholders: Iraqi ministries and directorates as relevant to the UNFPA mandate and areas of interventions.
- 5- Other stakeholders such as organizations implementing similar programs.

**Note:** The phrasing of some of the below questions will be adapted during the data collection phase to agree with the type of involvement and experience of the interviewed stakeholder with the UNFPA program.

**Introduction of the Meeting:** The evaluation team to start the interview by introducing themselves, (name and position in the evaluation team) and the objective of the meeting: “This meeting is part of an overall evaluation process seeking to assess the UNFPA program interventions during the period 2016-2018 with the objective of supporting organizational learning, accountability and strategic decisions that will inform the following country program.

We would like to ask you some questions and are very interested to hear your opinion. Please feel free to discuss and share your perspective. The information you give us is completely anonymous, and we will not associate your name with anything you say during this meeting.,

EVALUATION QUESTION	STAKEHOLDERS’ GROUP				
	UNFPA staff	IPs	Gov’t Stakeholders	UN Agencies	Others
<b>INTRODUCTION</b>					
- When did you join UNFPA and what’s your position / work responsibilities in the program?	X				
- Can you give us a brief overview of the work that you / your organization is doing?	X	X	X	X	X
- When did your organization start cooperating – working with UNFPA?		X	X	X	X

<sup>1</sup> Other specific interview guides will be implemented with the RH, GBV or youth centers’ management and staff.

- Or what do you know about the UNFPA program in Iraq? - In what ways does your organization work relate to UNFPA program / mandate in Iraq?					
- Can you summarize for us the work that you implemented with UNFPA funding support (financial, technical or in-kind)? - Or can you give us an overview of your cooperative relationship with UNFPA		X	X	X	X
- Are you still currently working / cooperating with UNFPA (for the year 2019)?		X	X		
<b>(1) Relevance:</b> To what extent was the UNFPA country program (2016 - 2019) and its four Outcomes relevant to the emergent needs of target population(s) and adaptable to the changing humanitarian context in Iraq? Was UNFPA able to respond and adapt its interventions to the changing humanitarian and development needs?	<b>UNFPA staff</b>	<b>IPs</b>	<b>Gov't Stakeholders</b>	<b>UN Agencies</b>	<b>Others</b>
- What are the services that you provide to your program beneficiaries? - Or what type of support (financial, technical, in-kind, or capacity building) do you provide to implementing partners-IPs (or directly)?	X	X	X		X
- When did you start offering these services to your 'beneficiary' group? - Or when did you start providing this support to IPs? - Did you approach UNFPA or did UNFPA approach your organization to support funding of your program(s)?	X	X	X		X
- Does UNFPA cover the full (or partial) cost of your program? What does the UNFPA funding or technical support cover?	X	X	X		
- How did you identify or prioritize the needs of your target population? - Did these needs or the urgency of these needs change over time (since 2016)? If yes can you explain how? If no, can you explain why? - In your opinion, are these needs still outstanding up till now? To what extent and why?	X	X	X		
- Did you adapt your program / services over time in response to a changing context or beneficiary needs? Please elaborate - Did you / UNFPA respond in a <b>timely manner</b> to IP requests for support to address the needs of the 'target populations'? Were delays encountered? If yes, what were the reasons? How can UNFPA enhance timely support in the future?	X	X	X		
- What are suggestions / recommendations to improve the relevance and adaptability of UNFPA program to the needs of the target population?	X	X	X	X	
<b>(2) Coverage:</b> To what extent did UNFPA interventions reach the population groups with the greatest need for reproductive health, gender-based violence services and marginalized youth, in particular, the most vulnerable as defined by HCT?	<b>UNFPA staff</b>	<b>IPs</b>	<b>Gov't Stakeholders</b>	<b>UN Agencies</b>	<b>Others</b>
<b>Outreach to target population groups and selection criteria (if applicable) and geographical coverage</b>	X	X	X		X

- How did you identify your 'program' beneficiary group? Do you apply a selection / prioritization criteria and if yes, what is this criteria?					
- How do you outreach to your 'program' beneficiary group? Do you have an identified outreach approach? If yes, what is your outreach approach?		X	X		X
- What is the geographical coverage of your program /services? How did you determine this coverage? Do you feel that you target the geographical area most in needs of your program services? Do you feel this geographical coverage is adequate? Did the geographical coverage of your services change over time (since 2016)? If yes, please explain	X	X	X		X
- Do you receive more demand for your program services than you can provide / support? If yes, how do you determine which requests to respond to? - Did the demand for your services decrease over time? With the changing country context? If yes, to what extent?	X	X	X		X
- Do you keep records of your program / services provided to beneficiaries? Is this data disaggregated by sex, age? How do you ensure the confidentiality of your beneficiary data?		X	X		
<b>(3) Effectiveness: a-</b> To what extent did the UNFPA program in Iraq achieve planned program Outputs and is likely to contribute to program outcomes in the area of: <b>- Increased access to and utilization of quality reproductive health, including maternal health services, for the target population in Iraq;</b>	<b>UNFPA staff</b>	<b>IPs</b>	<b>Gov't Stakeholders</b>	<b>UN Agencies</b>	<b>Others</b>
What are the issues that your project has addressed (is still addressing) in the area of RH? How did your project address these issues? What did UNFPA support to your work / project cover?	X	X	X	X	X
Were program outputs achieved as planned in AWP's? If no, what were challenges encountered and how did you address these challenges?	X	X			
Was UNFPA support provided in a timely manner (in-kind, financial & technical)? Were delays encountered? Why? Did that affect project effectiveness?	X	X			
- Did UNFPA monitor the implementation of the project? How and how often? What did the monitoring activities cover? - Do you monitor the service delivery through the 'centers' in the camps and or other regions? What are the 'issues' that you monitor (technical, staff, beneficiaries, records, implementation of protocols...?)	X	X			
Did UNFPA provide technical assistance to your organization / program staff? Trainings? If yes, what are the topics or in which areas? Do you provide technical assistance and training to the project 'centers' and staff? In which topics or areas?	X	X	X		X
How many of the existing health facilities under your supervision have integrated youth friendly services? What type of services is provided to youth population? Have both girls and boys benefited from the services?	X	X			
Do the delivery rooms comply with EmONC criteria, if not what are the shortages and challenges? How efficient	X	X			

UNFPA support has been to the facilities with delivery rooms?					
What are the <b>benefits / changes / impact</b> that your project delivery is managing to achieve within the complex context of RH, FP, ANC and PNC? - Can you provide concrete examples of changes on the personal lives of beneficiaries? - Community level changes / awareness and perception of the problem? Community level support to address the problem? Did you notice an increase in reported data? - Public advocacy, increased government' commitment, laws, policies, research...?	X	X			
- Do you attend coordination meetings / working groups? In your opinion, to what extent did UNFPA contribute "to enhanced capacities of government and civil society to deliver integrated high-quality reproductive health services that meets the needs of vulnerable populations"?	X	X	X	X	X
- In your opinion, to what extent did UNFPA support contribute to " increased access to and utilization of quality reproductive health, including maternal health services"?	X	X	X	X	X
- How do you view the role played by UNFPA within the broader context of Integrated Reproductive Health actors? With the government of Iraq/Ministry of Health?	X	X	X	X	X
- What would be your suggestion/recommendations for enhanced effectiveness of UNFPA support in the area of RH+FP and capacity building of government and civil society? - Is the extent of needs still the same? Increasing? Decreasing with the returnee movement?	X	X			
What will happen if UNFPA support decreases? Or stops all together? Will your organization be able to maintain its work in RH? Secure other sources of funding?	X	X			
<b>(3) Effectiveness: b-</b> To what extent did the UNFPA program in Iraq achieve planned program Outputs and is likely to contribute to program outcomes in the area of: <b>- Enhanced mitigation and response to gender based violence and harmful practices, with special focus on vulnerable women and girls in humanitarian settings;</b>	<b>UNFPA staff</b>	<b>IPs</b>	<b>Gov't Stakeholders</b>	<b>UN Agencies</b>	<b>Others</b>
What are the issues that your project has addressed (is still addressing) in the area of SGBV? How did your project address these issues? What did UNFPA support to your work / project cover?	X	X	X	X	X
Were program outputs achieved as planned in AWP's? If no, what were challenges encountered and how did you address these challenges?	X	X			
Was UNFPA support provided in a timely manner (in-kind, financial & technical)? Were delays encountered? Why? Did that affect project effectiveness?	X	X			
- Did UNFPA monitor the implementation of the project? How and how often? What did the monitoring activities cover? - Do you monitor the service delivery through the 'centers' in the camps and or other regions? What are the 'issues' that you monitor (technical, staff, beneficiaries, records...?)	X	X			

Did UNFPA provide technical assistance to your organization / program staff? Trainings? If yes, what are the topics or in which areas? Do you provide technical assistance and training to the project 'centers' and staff? In which topics or areas?	X	X			
What are the <b>benefits / changes / impact</b> that your project delivery is managing to achieve within the complex context of SGBV? - Can you provide concrete examples of changes on the personal lives of beneficiaries? - Community level changes / awareness and perception of the problem? Community level support to address the problem? Did you notice an increase in the number of reported cases? - Public advocacy, increased government' commitment, laws, policies, research...?	X	X	X	X	X
- Do you attend coordination meetings / working groups? In your opinion, to what extent did UNFPA contribute "to enhanced capacities of government and civil society to mitigate and respond to gender based violence and harmful practices"?	X	X	X	X	X
- In your opinion, to what extent did UNFPA support contribute to "Enhanced mitigation and response to gender based violence and harmful practices"?	X	X	X	X	X
- How do you view the role played by UNFPA within the broader context of SGBV actors? With the government of Iraq?	X	X	X	X	X
- What would be your suggestion/recommendations for enhanced effectiveness of UNFPA support in the area of SGBV and capacity building of government and civil society? - Is the extent of needs still the same? Increasing? Decreasing with the returnee movement?	X	X	X	X	X
What will happen if UNFPA support decreases? Or stops all together? Will your organization be able to maintain its work in SGBV? Secure other sources of funding	X	X			
<b>(3) Effectiveness: c-</b> To what extent did the UNFPA program in Iraq achieve planned program Outputs and is likely to contribute to program outcomes in the area of: <b>- Improved outreach to vulnerable young people with programs on reproductive health, social cohesion and civic engagement;</b>	<b>UNFPA staff</b>	<b>IPs</b>	<b>Gov't Stakeholders</b>	<b>UN Agencies</b>	<b>Others</b>
What are the issues that your organization / department is addressing in the youth thematic area? How is your organization / department addressing these issues? What is the type of support that UNFPA has provided / is providing in support of your work?	X	X	X	X	X
Were program outputs achieved as planned in AWP's? If no, what were challenges encountered and how did you address these challenges?	X	X			
Was UNFPA support provided in a timely manner (in-kind, financial & technical)? Were delays encountered? Why? Did that affect project effectiveness?	X	X			
- Did UNFPA monitor the implementation of the project? How and how often? What did the monitoring activities cover? - Do you monitor the service delivery through the 'centers' in the camps and or other regions? What are	X	X			

the 'issues' that you monitor (technical, staff, beneficiaries, records...?)					
Did UNFPA provide technical assistance to your organization / program staff? Trainings? If yes, what are the topics or in which areas? Do you provide technical assistance and training to the project 'centers' and staff? In which topics or areas?	X	X			
- What are the <b>benefits / changes / impact</b> that your organization / department aims to achieve in the youth thematic area? In your opinion, to what extent did you achieve your goal/ aim? - Can you provide concrete examples of changes on the personal lives of youth beneficiaries? - Can you provide examples of changes on youth community engagement? - Can you provide examples of changes on youth engagement 'in decision making? Planning? - Public advocacy, increased government' commitment, laws, policies, research...?	X	X	X	X	X
- Does your organization / department' work involve also advocacy with government on youth issues? If yes, please explain what your advocacy initiatives are aiming to achieve.	X	X		X	X
- Do you attend coordination meetings / working groups? In your opinion, to what extent did UNFPA support contribute to "Improved outreach to vulnerable young people with programs on reproductive health, social cohesion and civic engagement"?	X	X	X	X	X
- How do you view the role played by UNFPA within the broader context of 'Youth' actors? With the government of Iraq?	X	X	X	X	X
- What would be your suggestions/recommendations for enhanced effectiveness of UNFPA support in the area of youth/adolescents?	X	X	X	X	X
What will happen if UNFPA support decreases? Or stops all together? Will your organization be able to maintain its work in the youth thematic area? Secure other sources of funding? Please explain		X			
<b>(3) Effectiveness: d- Increased national capacity for the production of quality disaggregated data to inform policies and programs</b>	<b>UNFPA staff</b>	<b>IPs</b>	<b>Gov't Stakeholders</b>	<b>UN Agencies</b>	<b>Others</b>
- Did UNFPA fund or support activities or interventions in the area of population dynamics (PD), research, and or technical capacity building of national governments in PD for the past 3 years?	X		X		
- Who are UNFPA main IPs (government directorates) for the Population Dynamics technical area?	X				
- What are these interventions? How were needs for these interventions assessed? Why were they selected for implementation: i.e. what were the results / benefits to be generated from supporting or funding these interventions?	X		X		
- Were expected results achieved? How? please elaborate and provide specific evidence.	X		X		

- Did UNFPA support the production of research? What type of research was supported during the emergency / humanitarian crisis and why? In what ways do they relate to UNFPA mandate?	X		X		
- Did research results inform public policies? Which ones? Were these policies endorsed and applied?	X		X		
- Did UNFPA support in the PD area involve capacity building of national governments? If yes, in which technical areas? How were needs for capacity building assessed, prioritized? Did UNFPA track, assess the impact / results of the capacity building interventions?	X		X		
- Did UNFPA interventions in the area of population dynamics improve national capacities in the production of quality disaggregated data? How and to what extent? Please elaborate and provide specific evidence.	X		X		
<b>(3) Effectiveness: e- Enhanced capacity of government and civil society organizations to design programs and deliver quality services that meet the needs of vulnerable populations?</b>	<b>UNFPA staff</b>	<b>IPs</b>	<b>Gov't Stakeholders</b>	<b>UN Agencies</b>	<b>Others</b>
- Do you provide / did you receive direct capacity building (training, mentorship, coaching, technical assistance) through UNFPA? If yes, what type of capacity building and in which subject matters?	X	X	X		
- Did you provide / did you receive indirect capacity building throughout your cooperation with UNFPA? If yes, how and in which subject matters?	X	X	X		
- Do you feel that working with funding support from UNFPA provided you/your organization with new knowledge and skills? - Did it improve the organization's effectiveness in the provision of services to the target beneficiaries? - Can you provide an example of how working with UNFPA has enhanced your organizational capacities?	X	X	X		
- Does your organization have outstanding needs for capacity building to deliver quality services that meet the needs of beneficiary groups? If yes, what are they...in which subject matters?	X	X	X		
<b>(4) What is the main UNFPA added value in the country context as perceived by national stakeholders?</b>	<b>UNFPA staff</b>	<b>IPs</b>	<b>Gov't Stakeholders</b>	<b>UN Agencies</b>	<b>Others</b>
- Within the humanitarian context of Iraq, where do you feel that UNFPA has the most value?	X	X	X		
- Within the human development sector of Iraq, where do you feel UNFPA has the most value?	X	X	X		
- Besides funding, what is the added value that UNFPA can or does bring? (technical specialty, technical resources, advocacy for policy making, service delivery, procurement...) Is UNFPA currently delivering on this 'specialized' value? How?	X	X	X		
- Within the spectrum of UN Agencies active in Iraq, where do you see the most value added for UNFPA interventions	X			X	
<b>Gender Equality and Human Rights Principles</b>	<b>UNFPA staff</b>	<b>IPs</b>	<b>Gov't Stakeholders</b>	<b>UN Agencies</b>	<b>Others</b>

<b>(5)</b> To what extent did the implementation of the UNFPA program in Iraq take into account gender equality and human rights principles?					
- Are you aware of gender equality and human rights principles in programming? Did UNFPA train implementing partners on the integration of human rights principles and gender equality in their programs? Is UNFPA monitoring IPs for the integration of human rights principles and gender equality in their programming and service delivery to the target population?	X	X			
- Did IP program design and implementation consider the social norms, roles and responsibilities of women and men in the target population and the effects these may have had on their ability to fully access and participate in the program? How?	X	X			
- Were persons-with-disabilities, female or male, provided with equal access to services? Did they benefit from the program equally? If so, how were persons with disabilities outreached? What provisions were made for them to join, and benefit from, the program? What more could have been done to ensure greater representation of persons with disabilities?	X	X			
- Were beneficiary opinions of the program / services provided ever assessed? What, if any, changes to the program design or implementation were made as a result of this assessment?	X	X			
- Was there a system in place for beneficiaries to provide feedback on the program/services, anonymously or otherwise? What was this system? How did the program respond to feedback? Can you give a specific example of when this system was used? How could it have been improved?	X	X			
- Did the program / IP services cause any tensions within households or communities in any way? If yes, what were the causes for these tensions? How were they addressed? What more could have been done to mitigate this tension? Please explain	X	X			
- Was there a clear referral system in place for the referral of SGBV survivors? Was it known to all those involved? Were standard operating procedures clearly documented? Were codes of conduct regarding confidentiality and information-sharing adhered to by IP staff?	X	X			
- Did the program have any unintended negative consequences for target beneficiaries or the wider community? What were they? What effect did they have on those involved? What effect did they have on the program? How were negative consequences dealt with? - What factors contributed to unintended negative consequences? How could they have been mitigated?	X	X			
<b>Efficiency (6):</b> To what extent was UNFPA efficient in mobilizing resources –human, financial and technical- and securing partnerships for a timely response to the emergent humanitarian needs?	<b>UNFPA staff</b>	<b>IPs</b>	<b>Gov't Stakeholders</b>	<b>UN Agencies</b>	<b>Others</b>

- Resource mobilization: Has the country office mobilized enough financial resources vis-à-vis what was needed to implement planned program outputs? What was the rate of planned resources versus what was raised? If no, what can be done to improve CO resource mobilization strategies?	X				
- Did the country office devote the required human and technical resources for an efficient program implementation? For a timely disbursement of allocated funds? To support implementing partners in the technical areas of their programs? What were challenges or impediments and how can they be addressed in future programs?	X	X			
- Were the institutional arrangements and operational mechanisms conducive to efficient operations in emergency humanitarian context? In what ways? If not, what can be changed to enhance efficiency? Did the program manage to secure the partnerships (NGOs and government) needed to respond to the emergent needs of the target population in a timely manner? To reach the geographical areas most in needs of UNFPA assistance?	X	X			
- Did the program manage a timely disbursement of funds to implementing partners to support provision of services to the target populations? What were challenges or impediments to a timely disbursement of funds and how can they be addressed in future programs?	X	X			
<b>Efficiency (7):</b> To what extent was UNFPA efficient in establishing different partnerships to ensure good use of its comparative strengths in the achievement of the program outcomes? Did UNFPA financial support to IPs enable an efficient and timely delivery of services and support to the target populations?	<b>UNFPA staff</b>	<b>IPs</b>	<b>Gov't Stakeholders</b>	<b>UN Agencies</b>	<b>Others</b>
- What are UNFPA' comparative strengths in the areas of reproductive health, gender-based violence, youth and population dynamics? How did UNFPA use its comparative strengths to respond to the emergent needs?	X	X	X		
- Did UNFPA select IPs with the proper management, technical expertise and geographic reach to enable an efficient implementation of the country program? What were challenges encountered and how were they addressed?	X	X			
- Did UNFPA financial support to IPs enable an efficient and timely service delivery to target populations? What are hindrances and challenges encountered? How can they be addressed?	X	X			
- Were partners able to disburse allocated funds in a timely manner? What were challenges encountered in IPs disbursement of funds and provision of planned services?	X	X			
<b>Connectedness (8) Resilience – Sustainability:</b> To what extent did UNFPA humanitarian activities support or contribute to the transitioning towards longer-term (i.e., developmental and/or resilience-related) goals of the affected populations?	<b>UNFPA staff</b>	<b>IPs</b>	<b>Gov't Stakeholders</b>	<b>UN Agencies</b>	<b>Others</b>

- In your opinion, does the need for <b>emergency</b> humanitarian interventions in your area of work still exist? Please elaborate	X	X	X	X	X
- In your opinion, is the need for humanitarian interventions in <b>specific geographic areas</b> of Iraq or for <b>specific population groups</b> still exist? Please explain	X	X	X	X	X
- Is the (UNFPA) support for humanitarian interventions in your area of work still acute/critical? To what extent and why? Please explain?	X	X	X	X	X
- What might be intended and or unintended consequences of UNFPA ending its humanitarian support to the affected population groups? How can they be mitigated?	X	X	X		
- How can UNFPA phase out its humanitarian interventions (in your area of work) towards more developmental objectives? What are 'activities' that can support a transitioning away from humanitarian towards developmental outcomes?	X	X	X		
- How can UNFPA build capacities of IPs –NGOs and Governments- to facilitate the transition from humanitarian to development?	X	X	X		
- What should be the role and responsibilities of UNFPA in a more developmental context as compared to a humanitarian context?	X	X	X		
- Is UNFPA currently providing support for developmental activities along with its support to humanitarian interventions? If yes, what are they? And in what ways do they provide a bridge to more development outcomes?	X	X	X		
- What are outstanding challenges / impediments to the resilience of government institutions and NGOs in maintaining provision of services to the affected population groups?	X	X	X		
- What are outstanding challenges / impediments to UNFPA support to more development outcomes?	X				
<b>Coordination – Value added - (9)</b> To what extent was the UNFPA program in Iraq aligned with and contributing to the priorities of the wider humanitarian and development system as set out in the UNDAF, successive Iraq Humanitarian Response Plans and the Regional Refugee Response Plan, and the UNFPA mandate and policies?	<b>UNFPA staff</b>	<b>IPs</b>	<b>Gov't Stakeholders</b>	<b>UN Agencies</b>	<b>Others</b>
What were the mechanisms of coordination between different stakeholders to achieve tangible results of the RH and GBV-related advocacy efforts?	X	X	X	X	
Is there RH sub working group? If yes, what mechanism has it adopted to build the bridge between the main government partners of UNFPA, MoH and MoSA aiming at responding to maternal mortality, CMR, FGM?	X	X	X	X	
To what extent has the UNFPA interventions contributed to: 1- Raising awareness on GBV in Iraq 2: Positioning this theme on national agenda	X	X	X	X	
To what extent support to advance gender equality (along with government and other UN agencies efforts)	X	X	X	X	

contributed to improve of the GBV: FGM, child marriage, etc.					
What are the main challenges of coordination especially in those sub clusters UNFPA leads?	X	X		X	
<b>Coordination – Value added- (10)</b> To what extent has the country office contributed to the functioning and consolidation of UNCT and HCT coordination mechanisms?	<b>UNFPA staff</b>	<b>IPs</b>	<b>Gov't Stakeholders</b>	<b>UN Agencies</b>	<b>Others</b>
What is UNFPA's role in UNCT and HCT coordination mechanisms? In what ways is UNFPA contributing to the existing coordination mechanism?	X			X	
What are the main UNFPA comparative strengths in the country – particularly in comparison to other UN agencies working in similar areas i.e. UNICEF, UN Women, WHO and UNDP? (what is the achievement or change that without UNFPA contribution would not have happened)	X		X	X	
To what extent UNFPA has organized its interventions to maximize the HCT joint effects, e.g. with GBV programs of UNHCR and RH ones with UNICEF?	X			X	

## **UNFPA IRAQ**

### **Evaluation of Country Programme over 2016 – 2018**

#### **MAIN INTERVIEW QUESTIONS for UNFPA staff**

*Updated to 9 June 2019*

##### **Effectiveness of the programme**

1. What are the main successes and achievements of the 5th UNFPA Country Programme in Iraq so far?
2. What were the main internal weaknesses of the programme and what were the most important external challenges?
3. What was done by UNFPA Iraq and what was done by partners to address those weaknesses or challenges?
4. Do you think that the CP is covering all the needs in your programme area? Are there any areas which should be reoriented or added to better address the needs and achieve results?

##### **Partnerships**

5. What is the quality of UNFPA's partnerships with implementing agencies and what can be done to improve them?
6. What is the quality of UNFPA's partnerships with government authorities supported and what can be done to improve them?
7. Which other partners do you think UNFPA Iraq work with in the future to achieve better programmes?

##### **Sustainability**

8. To what extent did the programme help to establish building blocks/factors for future sustainability of SRH / youth / gender / GBV and population services in Iraq, and for the interventions implemented by partners which were supported by the programme? If yes, how?
9. Can the Government of Iraq and other stakeholders continue implementing current interventions without UNFPA support? Please elaborate.
10. Which are the main lessons learned of the programme for UNFPA and for government authorities?

##### **Recommendations**

11. What should be the focus areas of the new / next UNFPA Country Programme in Iraq?
12. What are your recommendations to government authorities and partners for strengthening and scaling up SRH, gender / GBV and population programmes to national level?

##### **RESOURCE MATERIALS**

13. PLEASE PROVIDE ANY RESOURCE MATERIALS demonstrating the achievements of your programme: national strategies, policies, SOPs, reports on trainings/workshops.

## INTERVIEW GUIDE – QUESTIONNAIRE - REPRODUCTIVE HEALTH

**Stakeholder Target Group:** This interview will be carried out with the managers/staff of the reproductive health facilities supported by UNFPA.

**Introduction:** The evaluator begins the meeting by introducing themselves (name and organization-UNFPA) and the objective of the interview: “This interview is part of an overall evaluation process seeking to assess UNFPA support in reproductive health. The objective is organizational learning, accountability and strategic decisions to inform the next program cycle.

We would like to ask you some questions and are very interested to hear your opinion. If there is any question that you are not comfortable answering, please let us know. We will not ask you to share any information of a sensitive or confidential nature with us. The information you give us is completely anonymous, and we will not associate your name with anything you say during this meeting.”

<b>RH Facility Name</b>				
<b>Organization managing the facility</b>	(government or NGOs)			
<b>Location</b>	(Region, City, Town, Camp)			
<b>Type of location</b>	IDP Camp	Refugee Camp	Host Community	Other
<b>Field date:</b>				
<b>Number of Catchment area population</b>				

Interview Questions	
1.	What are the operation date/hours of the centre?
2.	Number of staff of the facility <ul style="list-style-type: none"> <li>- Gynecologists</li> <li>- Nurse</li> <li>- GP</li> <li>- Admin</li> </ul>
3.	What type of RH services are you providing? <ul style="list-style-type: none"> <li>- ANC</li> <li>- PNC</li> <li>- FP</li> <li>- Delivery</li> <li>- Curative</li> <li>- GBV including CMR</li> </ul>
4.	When did UNFPA started supporting this clinic?
5.	What type of support you are receiving from UNFP? Infrastructures Supplies (medical supplies, medical instrument and medication) Capacity Building Incentive for Staff Other
6.	Do you receive supplies and medication in a timely manner? Please give an example
7.	Can you please describe data collection method?
8.	How many beneficiaries in the catchment area as of now? Pregnant and lactating mothers Users of Contraception
9.	If there is delivery room? does it comply with EmONC?

10.	What is the community perception of RH services especially FP?
11.	Is there an integrated youth-friendly services? Please elaborate how the youth are reached and what type of services do you provide to youth?
12.	Have service providers been trained to provide adolescent-friendly services?
13.	Are there specific clinic times or spaces set aside for adolescents? If yes, please elaborate more.
14.	Do the following guidelines exist? - RH Unit: Guidelines for STI, ANC, PNC, FB, CMR are available? - Delivery Room: Guidelines for the management of delivery, including complications, Referral guidelines, Occupational hazard policy, Health Care Waste Management, including for placenta?
15.	What are the trainings the core staff has taken before starting or during your work in the center? Was MISP included <sup>‡</sup> ? Has UNFPA support included training for staff? What type of training? Who provided it? What was the quality of the training? Did it improve staff effectiveness in service delivery?
16.	Is there any women center providing SRH awareness? If yes, how you are connected to them?
17.	Are referral mechanisms in place? (for medical emergencies, for mental health and psychosocial support, etc.) If yes, can you describe the procedure?
18.	How do you approach the targeted population for health awareness? What are the main challenges you are facing?
19.	Do you receive more or less demand for your services than you can supply? For which services? Please elaborate
20.	What are your most outstanding needs at the present time? Please explain why
21.	What are your recommendations moving forward?

<sup>‡</sup> MISP: Minimum Initial Service Package – reproductive health activities to be implemented during the emergency phase - coordinate RH service delivery, prevent and respond to sexual violence, reduce HIV transmission, prevent excess maternal and perinatal mortality, plan for comprehensive RH services.

## Reproductive Health Evaluation Tools - Beneficiary Survey

### Stakeholder Target Group: Women Beneficiaries of RH services.

This survey will be carried out with the women – beneficiaries of the RH facilities supported by UNFPA. The women will be selected randomly from the group of women who are present at the facility at the time of the evaluation field visit. Women will be invited to respond to the survey questions voluntarily, acceptance or refusal will be accepted regardless.

**Introduction:** The evaluator begins the survey by introducing themselves (name and organization- UNFPA) and the objective of the survey: “This survey is part of an overall evaluation process seeking to assess UNFPA support in reproductive health. The objective is organizational learning, accountability and strategic decisions to inform the next program cycle.

We would like to ask you some questions and are very interested to hear your opinion. If there is any question that you are not comfortable answering, please let us know. We will not ask you to share any sensitive personal information with us. The information you give us is completely anonymous, and we will not associate your name with anything you say during this meeting.”

<b>RH Facility Name</b>				
<b>Organization managing the facility</b>				
<b>Location</b>				
<b>Type of location</b>	IDP Camp	Refugee Camp	Host Community	Other
<b>Field date:</b>				

<b>RH Beneficiary Survey</b>				
1.	Status	a- IDP	b. Refugee	c. Host community
2.	Beneficiary age	(number of years)		
3.	Marital Status	a- Single	b. Married	c. widowed d. Divorced
4.	Sex	a. Male	b. Female	
5.	How many pregnancies have you had?	(number)		
6.	What is the spacing among the pregnancies?	(Number: months or years)		
7.	Have you had pregnancy in the last tow years?	a. Yes	b. No	
8.	Have you heard about any of the following?	ANC	a. Yes	b. No
		PNC	a. Yes	b. No
		FP	a. Yes	b. No
9.	How often have you visited the health centre/ any other RH related facility during last pregnancy? Never Once	(number of times)		
10.	How do you assess the following:			
	Access to the center	a. Very Good	b. Satisfactory	c. Not good
11.	Time staff spent with you	a. Very Good	b. Satisfactory	c. Not good
12.	Privacy	a. Very Good	b. Satisfactory	c. Not good
13.	Staff experience	a. Very Good	b. Satisfactory	c. Not good
14.	Overall satisfaction with the services received	a. Very Good	b. Satisfactory	c. Not good
15.	Have you ever used any contraceptive method?	a. Yes	b. No	

16.	If no, why	a. I wanted to have a child	
		b. My husband or others in the family disapprove	
		c. Don't know how to use the contraceptives	
		d. Don't know where to get contraceptives	
		e. Cannot afford it	
		f. Others	
17.	Did the health provider ask which medical/preventive choice was best for you?	a. Yes	b. No
18.	Have you ever participated in any awareness raising session?	a. Yes	b. No
19.	If yes, how many times?	(number of times)	
20.	Do you have any suggestions on how the services in this facility can be improved?		

## Reproductive Health Evaluation Tools - Observation Checklist

### Reproductive Health Facilities

<b>RH Facility Name</b>				
<b>Organization managing the facility</b>				
<b>Location</b>				
<b>Type of location</b>	IDP Camp	Refugee Camp	Host Community	Other
<b>Field date:</b>				

1- Facility grounds and buildings	a- Satisfactory	b- Medium	c- Poor
	- Is there a functioning and clean toilet for staff and beneficiaries?		
	- Is there adequate seating and space for waiting patients?		
	- Do counseling and treatment rooms allow for privacy (both visual and auditory)?		
	- Is the waiting area protected from rain and heat?		
2- Records, Reports	a- Satisfactory	b- Medium	c- Poor
	- ANC, PNC, FP log books and cards available and used		
	- Schedule for follow up visit is documented		
	- Pregnant women have visit record card		
3- Human Resource	a- Satisfactory	b- Medium	c- Poor
	- Availability of health staff? How many and type		
4- Service delivery	a- Satisfactory	b- Medium	c- Poor
	- Access / location of the center		
	- Number of women attending the RH clinic at the time of the visit		
	Did the health worker display the following actions? <ul style="list-style-type: none"> <li>○ Greeted the patient in a friendly manner</li> <li>○ Encouraged questions and listening well</li> <li>○ Ensured privacy</li> </ul>		
5- Basic equipment / Supplies RH	a- Satisfactory	b- Medium	c- Poor
	- Examination couch, - Privacy Curtains, - Fetal Heart Doppler, - Stethoscope, - Sphygmomanometer, - Weight scale, - Step, - clean sheet, - Urine strips, - Urine cups, - Tourniquet, Syringes, - Gloves, - Sharp item container, - Hand disinfectant		
6- Delivery Facility	a- Satisfactory	b- Medium	c- Poor
	- Obstetric delivery couch, - patient bed 2 section fixed, - baby bassinette mobile w shelf, - tape measurement plastic, - weighing scale hanging type for home delivery, - infant measuring rod (cradle measure), - Infant scale non-digital.		

7- IEC materials	a- Satisfactory	b- Medium	c- Poor
	Posters, Flip chart, Brochure/pamphlet counseling cards		
Any other observation:			

## INTERVIEW GUIDE – QUESTIONNAIRE - GBV

**Stakeholder Target Group:** This interview will be carried out with the managers/staff of the women centers (GBV) supported by UNFPA.

**Introduction:** The evaluator begins the meeting by introducing themselves (name and organization-UNFPA) and the objective of the interview: “This interview is part of an overall evaluation process seeking to assess UNFPA support in the “prevention and response to gender based violence.” The objective is organizational learning, accountability and strategic decisions to inform the next program cycle.

We would like to ask you some questions and are very interested to hear your opinion. If there is any question that you are not comfortable answering, please let us know. We will not ask you to share any information of a sensitive or confidential nature with us. The information you give us is completely anonymous, and we will not associate your name with anything you say during this meeting.”

<b>Center’s Name</b>				
<b>Organization managing the facility</b>	(government or NGOs)			
<b>Location</b>	(Region, City, Town, Camp)			
<b>Type of location</b>	IDP Camp	Refugee Camp	Host Community	Other
<b>Field date:</b>				

Interview Questions	
1.	What are the type of services / activities that you offer at this center? When did you start offering these services?
2.	Is UNFPA the only organization supporting the operation and management of services at this center? Or do you have other sources of support? Other donors? If yes, who are they and what do they cover? And what does UNFPA support cover?
3.	How do you outreach to women? How do you convince women to come to the center? What are the challenges that you faced? Do you receive referrals from other centers?
4.	What are the SGBV issues that you most frequently encounter and attempt to address at this center?
5.	In what ways is this center addressing these SGBV issues? What are the benefits / positive effects that you perceived on women beneficiaries throughout your work managing this SGBV center and providing services to the target population?
6.	In your opinion, what are the center’s services/activities that provide the most benefit/impact on women’ lives and why?
7.	In your opinion, what are the center’s services / activities that have the least benefit / impact on women’s lives and why?
8.	What are the challenges that you encountered / is encountering in the management of this center and delivery of services to the target population? Are there any unintended negative consequences? If yes, what are they and how did you or are you addressing them?
9.	What are the ‘community’ perceptions of this center? Overwhelmingly positive? Negative? Neutral? Please elaborate
10.	Did you get any technical assistance from UNFPA for the operation of this center? For the provision of services to the women beneficiaries? If yes, what type of technical assistance did you receive?
11.	Did you or any of the center’s staff receive any training through UNFPA support? If yes, what type of training? Did the UNFPA training improve the effectiveness of the center in responding to needs of women SGBV?

12.	In your opinion, is the center's staff still in need of training and or capacity building to enhance its work performance? If yes, in what areas?
13.	Do you feel that the center should provide additional / different services to the target population? If yes, what are they and why?
14.	Were financial resources secured to conduct the activities on time? Were delays encountered? If yes, how often?
15.	How do you insure the confidentiality of your beneficiaries' information?
16.	Do you receive more demand for the center services than you can accommodate? In such a case, what do you do? Did you perceive any change (more or less) in the demand for the center's services? If yes, what is the reason for the change?
17.	Do you have coordination with other stakeholders for case referral? What method of case referral do you use? How do you respond to the referred cases outside the women center?
18.	<b>Suggestions/recommendations:</b> How do you see your cooperation with UNFPA going forward? What would you suggest needs to be changed / added?
19.	What will happen if UNFPA support decreases? Or stops all together? Will your organization continue operating this center? Secure other sources of funding

## Gender- Based Violence Evaluation Tools - Beneficiary Survey

### Stakeholder Target Group: Women Beneficiaries of GBV services – Women Center

This survey will be carried out with the women – beneficiaries of the GBV – women centers supported by UNFPA. The women will be selected randomly from the group of women who are present at the facility at the time of the evaluation field visit. Women will be invited to respond to the survey questions voluntarily, acceptance or refusal will be accepted regardless.

**Introduction:** The evaluator begins the survey by introducing themselves (name and organization- UNFPA) and the objective of the survey: “This survey is part of an overall evaluation process seeking to assess UNFPA support to women – GBV centers. The objective is organizational learning, accountability and strategic decisions to inform the next program cycle.

We would like to ask you some questions and are very interested to hear your opinion. If there is any question that you are not comfortable answering, please let us know. We will not ask you to share any personal or sensitive information with us. The information you give us is completely anonymous, and we will not associate your name with anything you say during this meeting.”

<b>GBV Center Name</b>				
<b>Organization managing the Center</b>				
<b>Location</b>				
<b>Type of location</b>	IDP Camp	Refugee Camp	Host Community	Other
<b>Field date:</b>				

<b>GBV Women Center Beneficiary Survey</b>				
1.	How old are you?			(Number of years)
2.	Status	a- IDP	b- Refugee	c- Host community
3.	How many times have you visited this center in the past month?			(number of times)
4.	How did you know about this Women Support Center?			a- Poster/brochure
				b- Friends / Neighbor
				c- Awareness or camp sessions
				d- Referral from other centers
5.	Which services are you receiving from the Women Support Center?			a- Information session /awareness raising session (specify)
				b- Recreational activity (specify)
				c- Psychosocial support (individual or group)
				d- Others (specify)
6.	In your opinion, which of the center services or activities benefitted you the most?			a- Information session /awareness raising session (specify)
				b- Recreational activity (specify)
				c- Psychosocial support (individual or group)
				d- Others (specify)

7.	Have received dignity kits?	a- Yes	b- No
8.	Are you overall satisfied with the quality of the activities / services you receive here at the center?	a- Very satisfied	c- Not satisfied
		b- Average satisfied	
9.	Are you overall satisfied about the staff behavior (friendly, listening, making time...)?	a- Very satisfied	c- Not satisfied
		b- Average satisfied	
10.	Are you overall satisfied about the type of services you receive here at the center?	a- Very satisfied	c- Not satisfied
		b- Average satisfied	
11.	Which additional services would you like to be offered at this center (if any)?		
12.	Have you been referred to other centers for other services centers which are not available here?	a- Yes	b- No
		If yes, which services?	
13.	Is the location of this center suitable to you?	a- Yes	c- No
		If no, please explain	
14.	Is the time schedule of this center suitable to you	a- Yes	b- No
		If no, please explain	
15.	Do you encounter challenges, face impediments when visiting this center?	a- Yes	b- No
		Please explain	
16.	What's the overall perception of your family about this center and its services?	a- Overall positive	c- Overall negative
		b- Neutral	
17.	What's the overall perception of your 'community' about this center and its services ?	a- Overall positive	c- Overall negative
		b- Neutral	
18.	What are your recommendation (s) to improve the services offered to women here at this center?		

## Gender- Based Violence Evaluation Tools - Observation Checklist

### GBV Center

<b>GBV Center Name</b>				
<b>Organization managing the Center</b>				
<b>Location</b>				
<b>Type of location</b>	IDP Camp	Refugee Camp	Host Community	Other
<b>Field date:</b>				

1.	Is there a manager	a- Yes	b- No
2.	Other personnel in the center?	a- Yes	b- No
2.1	How many? (number)	Male staff:	Female staff:
3.	Number of social worker available at the at the center?	(number)	
4.	Availability of drinking water	a- Yes	b- No
5.	Availability of Toilet units	a- Yes	b- No
6.	Availability of electricity/power facilities	a- Yes	b- No
7.	Are case management and other sensitive files kept in a lockable cabinet?	a- Yes	b- No
8.	Number of women and girls in the catchment area of Women Safe Space (WSS) / Women Community Center (WCC)	(number)	
9.	Is the separate room for case management / counseling?	a- Yes	b- No
10.	Does the room provide auditory privacy?	a- Yes	b- No
11.	Does the room provide visual privacy?	a- Yes	b- No
12.	Are there separate Room for awareness activities?	a- Yes	b- No
13.	Activity implementation against scheduled times match	a- Yes	b- No
14.	Women present in the center at the time of the visit? How many?	(number)	
15.	Are there educational materials/posters available in the waiting area?	a- Yes	b- No
16.	What type of educational materials are available?	(list)	
17.	Any activity was being conducted at the time of the visit?	a- Yes	b- No
17.1	If yes, what type of activity (awareness/recreational activities)	Information session/awareness raising session (which topic?)	
		Recreational activity	
		Psychosocial support (individual or group)	

		Other:	
18.	Does the center have the signs of the NGO, UNFPA and other donors?	a- Yes	b- No
18.1	Which signs?		
Any other observation:			

## FOCUS GROUP GUIDE - YOUTH AND ADOLESCENTS

**Stakeholder Target Group:** This interview will be carried out with youth and adolescent – beneficiaries of UNFPA supported programs in recreational, vocational, and youth engagement (Y Peer trainings, Y Peer Network),

**Introduction:** The focus group discussion is expected to take between 60 and 90 minutes and this guide is only a guiding tool for the discussions. To avoid overwhelming the participating beneficiaries with too many questions, the number of questions in this guide are kept at 10 or below. The moderator is expected to build on these questions with follow ups such as “can you come with an example of this behavior”, or “how did you deal with that” etc. Special focus should be given to include shy and quiet participants in the discussion.

The moderator(s) will first present themselves to the participants and this will be followed by an introduction to the exercise:

“We have asked you here to today to discuss the UNFPA program. We know that you have all participated in or are currently participating in some of its activities and would appreciate to hear your opinion about some aspects of your participation. We would like to ask you some questions. Please feel free to discuss and share your perspective.

If there is any question that you are not comfortable answering, please let us know. We will not ask you to share any personal information with us, other than your name. The information you give us is completely confidential, and we will not associate your name with anything you say during this meeting.”

**Facilitator Name (s):** \_\_\_\_\_

**Name of Organization & Location of Center:** \_\_\_\_\_

**Group and Size:** \_\_\_\_\_ (Male / Female / Age)

**Location/District/Camp/Non-Camp**\_\_\_\_\_

**Date:** / April / 2019

1. Please describe the activities that you attended / or benefitted from throughout your enrolment in this center and or through this organization?
2. Do you come to this youth center on a regular basis? How regular? Do you face challenges to visit the center or to participate in its activities? If yes, what are these challenges and how do you address them?
3. How did you hear about this center / organization’ activities / programs? And what motivated you to participate / enroll i.e. what did you aim to learn, achieve, what were your expectations when you enrolled?
4. Did you attend awareness training, training of trainers or any other related awareness raising activities? What were the subject matters – topics? Did you feel that these topics relate / respond to your own needs, life circumstances or other? Please discuss, provide an example
5. To what extent is this youth center’ programs responsive to the youth needs/ expectations, and or development outlook? What would be your suggestions, recommendations to improve the center’s responsiveness to youth expectations?
6. How did you benefit? What did you gain? What did you learn? What changed in your life (attitudes, behavior, outlook on life? As a result of participating in this center activities/ programs/ trainings?

7. Are you overall satisfied of the services that you are receiving at this center? Please elaborate
8. How responsive are the center's staff to your queries / problems / issues? Did they respond in a timely manner and to your satisfaction?
9. Did you contribute in any way to your community following your participation in this center activities or awareness raising trainings? If yes, please describe how? (did you provide training or awareness raising to others? Did you get engaged in a community committee or other? ...)
10. In your opinion what are the main challenges that youth are facing nowadays? In what ways can these challenges be addressed? Do you feel that this center with UNFPA's support is addressing some of these challenges? What would you change or do differently?