Inter-Agency Coordination Platform for Refugees and Migrants from Venezuela

DESCRIPTION OF THE JOINT NEEDS ASSESSMENT PROCESS:

General steps to follow for the planning of a Joint Needs Assessment

1. Define the target population: Who to survey?

   Define the specific profiles and the required sample size, depending on the context (e.g. refugee and migrant population in-destination or in-transit).

   The eligibility criteria for the population to interview are:

   a. **Residence:** Households with the majority of their members residing in the host country
   b. **Age:** The age of the respondent must be over 18 years.
   c. **Household composition**: At least one member of Venezuelan nationality.
   d. **Intention:** They must have the intention to stay in the destination country in the short term[1].

2. Define the geographic scope.

   Defining the geographic scope is key, as we cannot reach the entire refugee and migrant population. We thus prioritize surveys in areas where the majority of our target population are located, using demographic data to identify key states or regions. The quality of information collected through our surveys will depend on wise selection of where they are conducted.

3. Document the objectives of the needs assessment.

   The regional objective of these needs assessments is to obtain unified and comparable data among R4V countries. At the national or subregional level, the data will contribute to the 2024 RMNA chapters and the national JNA reports, additionally it will help to gather updated information on access to goods and services, identifying gaps to improve the response. This will be valuable for national planning and supporting governments.

4. Identify resources to conduct the needs assessment.

   This will allow you to:
   - Define the sample.
   - Define the data collection method that will be used.

   The following should be considered in identifying resources required for this exercise:
   - Availability of staff to coordinate and track the data collection exercise.

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[1] Recommended question to identify the intention to stay: In the next month, do you or anyone in the household have the intention to change residency?

-Yes, return to Venezuela
-Yes, move to another country (other than Venezuela)
-Yes, relocate to another department/state/region within the country
-Yes, move to a different municipality/district within the current department
-Yes, move to a different neighborhood within this city
-No intention to move
-Don't know
-Prefer not to answer

- Availability and willingness of partners to participate in the exercise (at this stage, it is not crucial to know how many partners will support, but it is useful to know if there is willingness for a joint exercise).
- Capacity of partners in the field: For in-person data collection, do partners have presence in the key regions to conduct in-person surveys? Do partners have staff available to help conduct telephone surveys, in the case of a telephone method.
- Do you have the required financial resources to undertake the exercise? If yes, what is the total budget? If not, how much is needed?

5. Planning

A timeline for planning the needs assessment is crucial to determine the steps required for the execution and the timelines for each step. An example can be found in Table 1.

All internal steps necessary for the execution should be included, such as time to consult with partners, internal revisions, joint analysis, etc. The steps can normally be divided into six:

1. Preparation
2. Design (including survey pilots and enumerator training)
3. Data collection
4. Analysis
5. Preparation of final product
6. Sharing and Publication

Each step above is divided into activities (see example in Table 1 below for the preparation step).

Table 1.

Step	Who	Activity	Status	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Preparation	National Platform R4V (IM)	Identify available resources	Completed						
Preparation	National Platform R4V (IM)	Develop methodology	In process						
Preparation	National Platform R4V (Coordination)	Review methodology	Not started						
Preparation	National Platform R4V (IM)	Prepare ToRs for the provider and launch call for proposals	Not started						
Preparation	National Platform R4V (IM)	Consolidation of the data collection form	In process						
Preparation	Sectors	Validation of form	Not started						

6. Document the methodology.

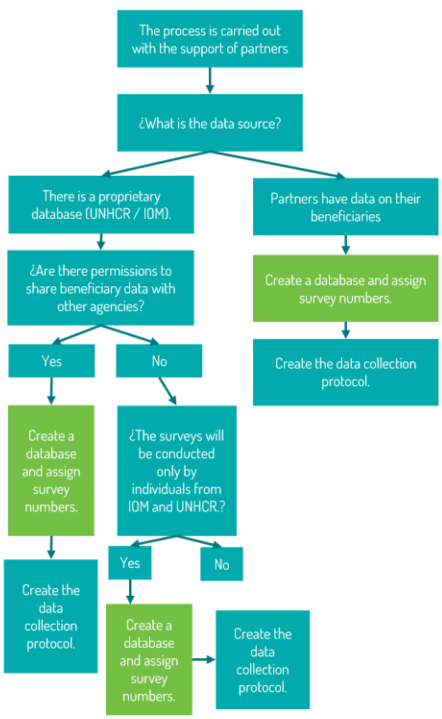
Annex 1 includes a template on how to document the methodology.

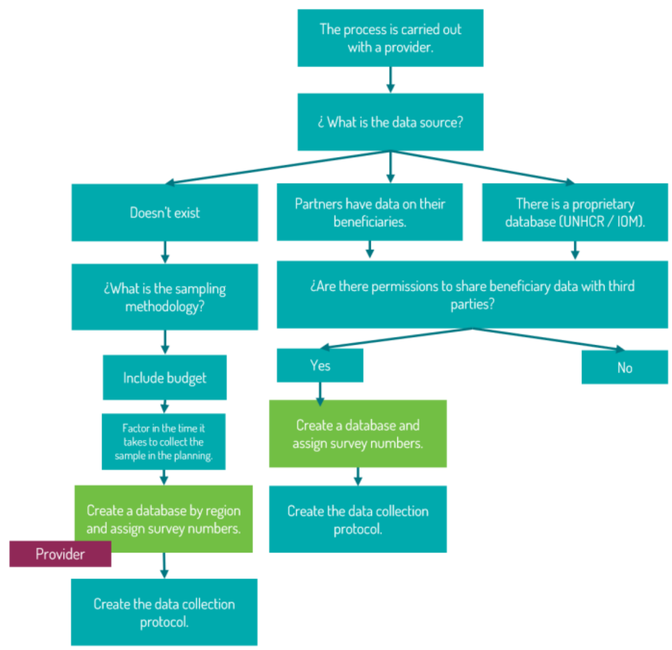
To document the methodology, you must define the data collection method. The previous steps provide the structure to develop the assessment, terms of reference for the management of the budget and logistical aspects for data collection.

Although in-person data collection is encouraged, this guide can be used for either method. It is important to take into account that the diagrams are intended as guides and may be tailored to specific exercises or processes of national platforms based on the documented methodology.

Furthermore, the methodology should include logistical planning, including the sampling design, the distribution of surveys, and the data collection. This will facilitate coordination, enumerator training, and will serve as a documented guide for internal revisions and future exercises.

Phone surveys:





For the survey distribution process, whether the data collection is done through a provider or by R4V partners, it is necessary that the master database has information of the number of contacts per state/region. This will facilitate random sampling to allocate surveys to partners/enumerators and will allow you to track the number of surveys allocated and completed by enumerators.

1. If the process is conducted with R4V partners:

- Request the number of beneficiaries that they have in each region.
- Request the number of enumerators that will be able to support this exercise.
- Request each partner to confirm how many surveys they can conduct during the data collection period (capacity)

- Create a database using the following format:

State/region	Partner A	Partner B	Partner C	Total	Distribution of sample	Target surveys
1	500		100	**600**	19%	43
2		200	50	**250**	8%	18
3	350	700	30	**1,080**	35%	78
4		50	600	**650**	21%	47
5	100	420		**520**	17%	38
Total	950	1,370	780	*3,100*	100%	**224**
Capacity	90	150	80	*320*		
Target				*224*		

<u>Distribution of surveys among partners:</u>

The first step involves determining the distribution of surveys by partner, ensuring a proportional representation to the number of beneficiaries per partner. An alternative would be to equally distribute surveys among partners, avoiding biases in the number of surveys per region/partner due to the attention of a particular partner.

The final database for survey allocation should allow you to identify the distribution like in the following example:

State/region	Partner A	Partner B	Partner C	Total	Target surveys
1	36		7		43
2		14	4		18
3	25	51	2		78
4		4	43		47
5	7	30			38
Total	950	1,370	780	*3,100*	224
Capacity	90	150	80	*320*	
Target	69	99	56	*224*	

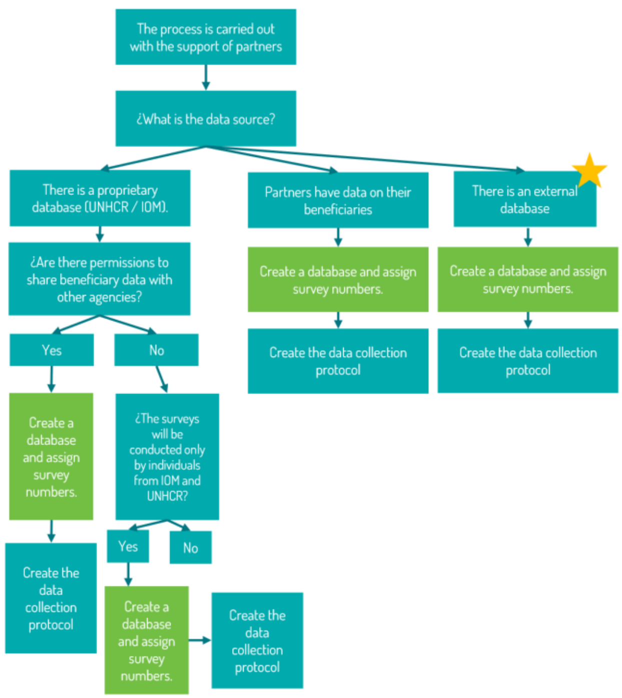
2. If the process is conducted with a provider:

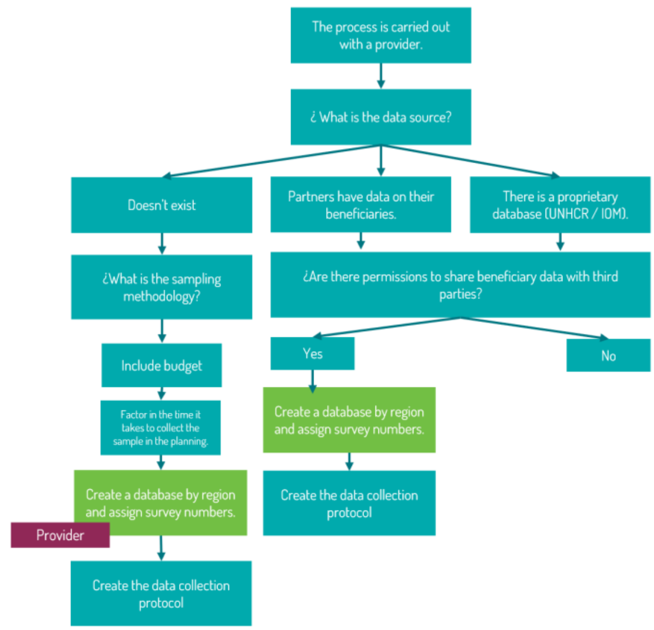
   When it is necessary to outsource the data collection, there are three options to consider:
   - That the provider be responsible to create a master database and undertake the sampling design process
   - That the provider contract enumerators to conduct the established number of surveys
   - That the provider be responsible for both of the above

   In any of these cases, it is necessary that the team leading the assessment know the number of surveys allocated to enumerators and, in the case of working with partners, that a database is created to distribute and track surveys.

- In developing the master database, it is necessary to have phone numbers to contact households before surveys.
- It is also possible to conduct zone referencing during data collection so that enumerators can locate target households for surveys using approximate locations. However, this methodology is not recommended as it can be inefficient and even unsafe for enumerators and can take an extended period of time to locate households.

In-person surveys:





1. If the process is conducted with partners:

- If UNHCR/IOM or another organization have their own beneficiary databases, it is important to compile the number of records into only one database for the distribution of surveys among enumerators. In case you are using other enumerators, you must ensure that there is a confidentiality agreement for data sharing.
- If there is a partner's database, you must compile the number of records into only one database to distribute surveys among enumerators.
- When there is an external database, it is important to assess if the database can be used as a source for sampling. Through KOBO, there is a way to share data with partners without partners being able to keep the data.

2. If the process is conducted with a provider:

- To conduct the process with a provider, it is important to document Terms of Reference (template can be requested from procurement team within your respective office). In your planning, it is important to take into account the length of time required to contract a provider, length of time required to begin working with the provider, and to provide clear direction on the project.
- If there is no database, the Terms of Reference for the provider can include the development of a sampling process to create a master database. It is important to ensure that during this exercise, a data protection protocol is used ensuring that contacts give their consent to be contacted again in the short-term for the survey.
- When meeting with the provider, you must ask how long it will take to compile the master database and include this in the work plan. This step is very important, as the database is the starting point for the exercise.

In either of these cases, whether with a provider or with partners, the coordinators of the assessment must keep a record of enumerators and the number of surveys assigned and the location or region assigned. This will ensure quality control either with the provider or the focal points of partners on the completion of the surveys. Likewise, in the case of a telephone methodology, the use of SIM cards of enumerators should be included; if SIM cards are bought by IOM or UNHCR, you will be able to know who received SIM cards.

Budget template format for telephone surveys

If the data collection is done with a provider:

Description	Unit	Total cost
Payment to enumerators	Include the # of enumerators assigned to conduct surveys (taking into account the distribution of the surveys above)	Include the total cost for enumerators. Take into account the price per hour of an enumerator in your country
Operational costs (this can be divided, but can include costs for data collection by enumerators)	Number of SIM cards (should be the same as number of enumerators)	
Sampling process		Include the cost to compile a master sample to contact the households

If the data collection is done with volunteer partners:

Description	Unit	Total cost
Operational costs (this can be divided, but can included costs for data collection by enumerators)	Number of SIM cards (should be the same as number of enumerators)	

Budget template for in-person surveys:

Description	Unit	Total cost
Operational costs (including coordination between the provider and the agency contracting the provider, field coordinator for surveys, etc.)		
Costo of enumerators (taking into account the previous database to know how many enumerators are needed. The provider will also say how many people are needed base don the target number of surveys).		
Transportation costs for enumerators		
Additional costs of provider		

7. Create a data collection protocol.

This step is related to the construction of the methodology and aims to outline how the data will be collected, where the data will be stored, who will be responsible to save data and who will be responsible for cleaning the data. As such, this document must contain:

1. Participants
2. Who is responsible for each activity
3. Duration of the survey
4. KOBO server where the data and users will be stored
5. Who will track surveys and with what tool (for example, through a dashboard and a daily revision of surveys)
6. Who is responsible for the data cleaning
7. Criteria for data cleaning

8. Consolidation of the data collection form

This step does not necessarily have to come after the creation of the data collection protocol. The form is developed in parallel during the preparation process of the joint needs assessment.

The R4V regional information management team shares the basis of the form to be implemented with mandatory questions needed to calculate the Persons in Need (PiN) and recommended questions by regional sectors.

National platforms are able to include additional questions if they have the capacity to do so, as long as they fulfill the regional requirements.

Finally, national platforms can adapt the language of the questions to their context to make the survey more understandable, without changing the meaning of the questions.

9. Pilots

Once national platforms have the KOBO ready and approved by national sectors for implementation, a pilot of the form should be conducted.

To conduct the pilot, we recommend that the survey be undertaken exactly as it would be for the real exercise. For example, those countries that choose to use a phone methodology would do a telephone pilot with real contacts, simulating the real exercise by enumerators. Likewise, for in-person surveys.

The objective of the pilot is to identify potential challenges or elements to manage during the data collection. It is recommended to leave at least one week in between the pilot and the launch of the data collection to make any necessary adjustments and discuss the pilot results with stakeholders as needed. Additionally, it is recommended to document the lessons learned during the pilot and share them with the regional information management team (this would be an essential input to create a regional enumerator manual).

10. Enumerator training

One or two days must be planned for enumerator training. Generally, enumerators do not have enough time to dedicate to this space, so it is better to divide the training into two sessions of around three hours each.

The training should include:

1. Assessment's objectives and reach
2. A summary of data collection methodology, to understand the "why" of this exercise.
3. Data collection protocol:

3.1 Explain how surveys were allocated among enumerators and the target number of surveys.

3.2 Who are the focal points per organization or who can be contacted if needed

3.3 How to use the KOBO application, show remote option with the survey link.

4. Protection protocol: for this phase, it is important to involve the protection sector and PSEA focal points who provide guidance on how to interact with survey participants, explain the scope and limitations of the survey, avoiding creating expectations about receiving assistance, reminding individuals of the assessment's objective, and addressing any questions they may have about the research, how to read the informed consent form, what are the duties as humanitarian actors during data collection and finally, all necessary recommendations in specific cases, such as violence or unaccompanied children.
5. Explain the form: We recommend that trainers use KOBO to explain the form and that sectors that have knowledge of their questions participate where possible. This part could take around two hours.
6. Finally, we recommend doing a quiz with the questions that may generate the most confusion for enumerators. This is a good way to confirm that the information was understood. Slido is a useful tool for this and you can also simulate an actual survey between an enumerator and household and discuss how they would answer the questions or what action they would take.

It could be useful to also develop a written national guide for enumerators along with this training that they can consult if they have any questions.

11. Primary data collection and tracking surveys

Prior to beginning the data collection process, it is crucial for the person conducting the survey to confirm the location where the survey will be take place. Pre-fieldwork safety protocols are highly recommended to prevent any setbacks. Ensuring the confidentiality of the data, emphasizing that the survey is voluntary and anonymous, and clarifying that there will be no compensation provided are essential steps to avoid creating expectations among the population.

During the primary data collection process, it is very important and necessary to track the surveys daily. To do this, you can designate one person for the revision and for sending enumerator-related recommendations to the respective partner so that they can share with the enumerators. During the tracking process, it is important that feedback be incorporated immediately, or where this is not possible, that all points to be adjusted be documented during the data cleaning.

Another important step is the creation of a dashboard or a visual tool for tracking surveys, which will ensure progress and allow partners and enumerators to see how many surveys they have completed in order to reach their targets.

12. Data cleaning

The data collection protocol will be very useful for this phase, as well as the tracking undertaken during the data collection. It is important to document all steps undertaken for the data cleaning.

13. Data analysis

The joint assessment is valuable in this phase. Document the perspective of enumerators during the surveys, as well as of other sectoral experts and stakeholders that can contribute to the analysis.

14. Publishing results

Once the data analysis is complete, the next step is to communicate the results of the assessment. Please be reminded that you cannot publish the results of the assessment before the launch of the Refugee and Migrant Needs Analysis (RMNA); however, you are able to share results internally before this date. During the publication phase, it is important to have the following elements ready to be published and shared with those who are interested:

1. Methodology
2. Form
3. Clean and anonymized database

We encourage you to do this through meetings and presentations to communicate the main findings of the assessment with partners and that the findings contribute to planning of activities for next year.

All related products can be published on the R4V website.

Annex I: Template to document methodology

Joint Needs Assessment for In-Destination Venezuelan Population
2024 Methodology

1. Reach

   Target population: Households of Venezuelan refugees and migrants with the intention to stay in the country
   Definition of "In-destination": Venezuelan refugees and migrants residing in the host country, whose short-term intention is to stay in that country.
   Unit of analysis: Households that have at least one member of Venezuelan nationality, regardless of their kinship within the home.
   Unit of measurement: Household
   Definition of "household": A household is a group of persons that usually share a living space, food, income, and expenses. A household may have one or more heads, understood as "the person(s) that, for their age, for being the main income bearer, for taking decisions in the household, or for other reasons, they are recognized by household members as such." A head of household may be a man or a woman.
   Geographic scope: [Each country to include]

2. Objectives

   Survey households of refugees and migrants from Venezuela in-destination to:

   1. Inform the 2024 Refugee and Migrant Needs Analysis (RMNA)
   2. Inform strategic planning of the R4V response through the Regional Refugee and Migrant Response Plan 2025-2026

3. [Each country to include other specific objectives of the assessment]

   Issues that the assessment will address:

   - Population profile and household composition
   - Perspectives of the population regarding their needs/Access to goods and services and rights
   - Effective Access to documentation and regularization in the destination country
   - Access/barriers to accessing goods, services and rights
   - Coping mechanisms
   - Access and satisfaction with humanitarian response interventions.

4. Methodology

In this section, you should describe the entire process that was undertaken to obtain the sample, distribute the surveys among enumerators by location, the logistical process (broadly), who was eligible, and the duration of the data collection process.

5. Cleaning and analysis

Describe who was in charge of the data cleaning process and how this process was undertaken, as well as the data analysis process. Highlight points that you had to take into consideration in interpreting the data.

6. Limitations

Document all limitations of the assessment, such as, due to the sampling process the data gathered are not representative and therefore must not be considered absolute of the entire Venezuelan population. Another limitation with using the measurement unit of household is that the information is collected from a head or member of household on behalf of other members. This creates limitations when analyzing and interpreting the data collected.