

Final External Evaluation of “Protecting vulnerable migrants and stabilizing communities in Libya – Phase II” (EUTF) Program

Inception Report

SREO Consulting Ltd.

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About SREO Consulting Ltd. (SREO)

SREO Consulting Ltd. (SREO), based in Istanbul, Turkey, is an independent monitoring & evaluation and research consultancy committed to serving humanitarian, stabilization and development actors operating in the most challenging environments around the world by providing unbiased and actionable data, analysis and research. Our international team combines local insight with interdisciplinary expertise to deliver information from those in need to those who need it most.

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List of Abbreviations

ARB	Arabic
DAC	Development Assistance Committee
DCIM	Directorate for Combatting Illegal Migration
DTM	Displacement Tracking Matrix
ENG	English
FC	Field coordinator
FGD	Focus Group Discussion
GNU	Government of National Unity
HNO	Humanitarian Needs Overview
IDP	Internally Displaced Person(s)
IOM	International Organization for Migration
KII	Key Informant Interview
M&E	Monitoring and evaluation
MoL	Ministry of Labour and Rehabilitation
OECD	Organization for Economic Cooperation and Development
PDSU	Programme Development and Support Unit
QuIP	Qualitative Impact Assessment Protocol
SoP	Standard Operating Procedure
SREO	SREO Consulting Ltd.
SSI	Semi Structured Interview
TBD	To Be Determined (In consultation with IOM)
TVET	Technical and Vocational Training
YESS	Youth Employment One Stop Shop

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1. Introduction

This Inception Report summarizes the review of documentation and roundtable undertaken by SREO, as part of the final external evaluation of project “Protecting vulnerable migrants and stabilizing communities in Libya – Phase II”, funded by the European Union. This report explains the scope of the evaluation, proposes methodology including the evaluation approach and sampling, talks about the limitations, deliverables, data collection, evaluation questions, project team composition, data analysis and data quality insurance, and contains the list of reviewed documents as well as the data collection tools to be used.

The purpose of this evaluation to assess and measure the extent to which the project implemented in Libya has achieved its intended short-, medium- and long-term objectives, as well as the extent to which the interventions and delivery strategies were adequate to address the problems at hand, with the aim to determine what worked and what did not work under what circumstances. The findings and recommendations from evaluation will be used to inform further program development and in particular the upcoming new phase of the programme started in November 2022 that will ensure sustainability of IOM interventions,

The sections of the report is as follows:

- Introduction
- Methodology
- Program of work
- Annex I: Desk Review
- Annex II: Data Collection Tools

1.1. Background and context

The past year has brought Libya several tangible developments that have benefitted the population including the most vulnerable. The cessation of major hostilities codified in the Ceasefire Agreement of October 2020, the subsequent resumption of oil exports at scale and the eventual opening of the coastal road in mid-2021 opened the door for people to resume their lives and livelihoods. The formation of the Government of National Unity (GNU) in March 2021 led to the reunification of some of Libya’s governmental institutions. Objective indicators demonstrated progress made, most notably a reduction by 36% in the number of people requiring some form of humanitarian assistance, from 1.3 million to just over 800,000¹. Of the 278,000 Libyans internally displaced at the start of 2021, almost one-third were able to return home.

In addition to the widespread conflict-induced forced displacement within Libya, the country is also a key transit and destination point for migrants from Libya’s southern neighbors and beyond. The 2021 Humanitarian Needs Overview (HNO) estimated that around 232,000 migrants and 43,000 refugees face extreme vulnerability². The many migrants and refugees are particularly vulnerable to poverty, deteriorating health and other protection risks such as arbitrary detention, exploitation, trafficking, forced labour and sexual abuse. The devastating human rights and living conditions of displaced people within and outside detention centers have been widely documented. With the outbreak of the corona virus, the travel and movement restrictions introduced have further limited the mobility of migrants and IDPs in Libya compounding their protection risks and further threatening access to services.

¹ Humanitarian Response Overview – HNO 2022, Libya

² UNOCHA Libya, [Humanitarian Needs Overview](#) (March 2022)

Lack of a determined legal status for many migrants, and lack of recognition of refugee status by Libyan authorities reinforces multiple obstacles to protection of migrants, refugees, and asylum seekers. Security operations, targeting migrants and refugees, beginning in early October 2021, resulted in mass arrests with more than 10,000 individuals forced into detention centers managed by the Ministry of Interior's Directorate for Combatting Illegal Migration (DCIM). The number of migrants and refugees held without due process in severely over-crowded detention centers in degrading and inhuman conditions increased significantly over the year. At the same time growing tensions between Libyan and non-Libyan communities have been observed leading to outbursts of violence underpinned by accusations of increasing crime rates in areas where migrants and refugees reside like the July 2021 expulsion incidents in Zwara and significant increase of hate speech in Libyan social media especially focusing on Tripoli.

The last IOM Displacement Tracking Matrix (DTM) Libya identified a total of 649,788 migrants from over 41 nationalities in the 100 Libyan municipalities. Migrants are predominantly irregular, which eradicates nearly all their rights and access to public services in the country. In addition, there are 159,996 Internally Displaced Persons (IDPs) in Libya, primarily displaced due to the deterioration of the security situation³.

Protection challenges are multiple in Libya for all people affected by the crisis, including migrants, refugees, IDPs and vulnerable host communities. The needs are primarily driven by exposure to risks and threats, trauma, vulnerability, inability to cope with conflict and violence human rights violations and abuses, contamination from explosives and major challenges related to impediments to access critical services and essential goods and commodities. Refugees and migrants are specially affected, facing specific protection issues including human rights violations and abuses by state and non-state actors due to their irregular status, lack of domestic support networks, impunity for crimes committed against foreign nationals, racism, and xenophobia.

Within the urban settings, protection needs are mainly linked to the lack of documentation and stay permits (as migrant workers or refugees) which are further increased through the exposure to conflict and violence over recent years, displacement during the armed clashes, interruption of access to basic services and robbery and looting, mostly in Tripoli, Sirt, Derna, and Benghazi. Armed clashes have displaced people and interrupted access to basic services such as healthcare, education, and access to functional safe water supplies. Gender-based violence, taking various forms, was already widespread in Libya before the conflict and has been exacerbated by it. Approximately 40% of respondents to a 2017 assessment survey⁴ indicated that SGBV was either very common or common. Protection risks are further compounded by financial pressures faced by many migrants in Libya, as 46% of DTM-surveyed migrants reported in 2019 having taken on debt to finance their journey, a factor that often increases their risks to exposure and exploitation.⁵

IDPs, after being forced to move from their homes as a result of insecurity and conflict, mostly live with family members and host families in other locations, such as rented properties, informal settlements, abandoned buildings, public buildings, and private spaces affording very limited coping mechanisms and high levels of vulnerability. Conditions of life in these circumstances are often quite poor. As a result, people face serious protection and health risks, and severe difficulties accessing basic goods and commodities, including food and essential household items. The majority of people displaced and living

³ IOM Libya, [IDP and Returnee Report 41](#) (April 2022)

⁴ 2018 Secondary Data Review – HNO 2019.

⁵ IOM Libya (December, 2019). Migrant Humanitarian Needs & Vulnerability Assessment.

in informal settlements and other precarious situations are located in Tripoli, Sebha, Benghazi and Murzuq.

IOM seeks to ensure a cohesive and integrated approach to protection and sustainable assistance to vulnerable and stranded migrants. IOM aims to protect, assist and support vulnerable migrants, including enhancing social cohesion between migrants and host communities while also promoting a more effective and organized labor migration to promote longer term development in Libya. The overarching objective is to support an enabling environment where authorities can assume the responsibility of implementing policies and programs related to the protection and reintegration of migrants and ultimately improve the governance of migration in the country.

The EUTF intervention in Libya aims to reinforce protection and resilience of migrants and host communities in Libya while supporting an improved migration management along migration routes in the country. Therefore, it is framed around the following objectives:

- **Specific Objective 1: Strengthened protection environment for vulnerable populations in Libya, with specific focus on migrants**
- **Specific Objective 2: Improved stability, resilience, and employability in diverse and migrant dense communities in Libya**
- **Specific Objective 3: Improved stability, resilience, and employability in diverse and migrant dense communities in Libya**

1.2. Evaluation objectives

The evaluation of the EUTF program aims to assess and measure the extent to which the project implemented in Libya has achieved its intended short-, medium- and long-term objectives, as well as the extent to which the interventions and delivery strategies were adequate to address the problems at hand, with the aim to determine what worked and what did not work under what circumstances. The evaluation is also expected to assess the project overall logic and implementation processes to determine how the project was adequate to local needs. It will evaluate the overall project performance, its impact on the beneficiaries and how it integrated cross-cutting issues such as gender and human rights. SREO will use the OECD-DAC criteria to evaluate the project. The evaluation will cover the entire period of project implementation which began on 1 September 2021, and ended 31 October 2022. Specifically, the objectives are to:

- **Assess the adequacy of the implementation strategy and approach**
- **Determine how relevant the project was in terms of timing, targeting and design**
- **Assess whether resources were used effectively in addressing the needs of the beneficiaries and to what proportion of those in need**
- **Document the efficiency and effectiveness of the intervention based on results achieved**
- **Identify indicators of success including beneficiaries' views on the benefits and impact of the activities**
- **Understand the impact of activities, the level of engagement of local communities and readiness to expand this component in future interventions related to mobile service delivery and continuity of care and protection in the country.**

The evaluation findings and recommendations will contribute towards design and implementation of ongoing and future programming in addition to identifying priorities for future resource mobilization.

1.3. Scope of the Evaluation

The evaluation will cover the entire period of project between the 1st of September and to 31st of October 2022.

The evaluation will take a participatory, gender and vulnerability-sensitive approach to understand the extent to which the stated objectives and results were achieved, the overall impact (positive/negative, intended/unintended) and who benefited from the interventions. SREO will evaluate the implementation process to document lessons and good practices that are mutually beneficial. The findings and recommendations from evaluation will be used to inform further program development and in particular the upcoming new phase of the programme started in November 2022 that will ensure sustainability of IOM interventions, either through scaling up or through the development of a follow up phase to maximize the momentum created by the project. The users of this evaluation will thus include IOM Libya, particularly the project Management team and PDSU interested in integrating recommendations, lessons, good practices into on-going programs and identified priorities into future resource mobilization initiatives as well as the project team. It will also be targeted towards the donors interested in understanding the effectiveness and efficiency of the projects.

To answer the evaluation questions and complete evaluation objectives, the approach will rely heavily on qualitative methods to obtain rich and useful data. SREO will also review IOM's internal beneficiary survey data and analysis to complement the overall approach. SREO will place a special emphasis on the vast array of protection services provided by IOM (specialized assistance, protection case management assessments, community-based protection activities, awareness-raising and information dissemination among affected populations, etc.). SREO will aim to cover the following component units across the different data collection tools:

- Protection Case Management Assessments
- CBP (Community-Based Protection)
- MRRM (Migrant Resource and Response Mechanism)
- DA (Direct Assistance)
- IBM/SAR (Integrated Border Management/Search and Rescue)
- MHD (Migration Health Division)
- CS (Community Stabilization)
- MHPSS (Mental Health and Psycho-Social Support)
- LMI (Labor Mobility and Social Inclusion)

2. Methodology

2.1. Evaluation Approach

Given that the evaluation will primarily rely on qualitative methods, the methodology will be underpinned by the [Qualitative Impact Assessment Protocol \(QuIP\)](#) approach. This approach was developed at the University of Bath in the UK "to address the challenge of assessing the impact of multi-faceted interventions in complex or rapidly changing contexts."⁶ The QuIP strategy questions how a certain type of impact, planned for or not, came about and why. QuIP, as a story-based method, generates both formative/exploratory and summative/confirmatory data at the same time that can help gather rich information on the interventions, the delivery strategies and their short-, medium- and long-term impacts.

⁶ Copestake, J., Morsink, M., and Remnant, F., 2019. [Attributing Development Impact: The Qualitative Impact Protocol \(QuIP\) Case Book](#), Warwickshire: Practical Action Publishing.

QuIP is a form of outcome harvesting that works “backwards” through **narrative causal statements from direct and indirect beneficiaries and implementers**. Detailed interviews bring about **findings in a participatory and people-oriented way**. Using interview guidelines that are both open-ended but thematically structured, QuIP allows for comparison of cases or groups of similar / divergent cases between each other and to the program’s objectives. Themes or areas of inquiry used to structure the interview guides and analysis will be designed during the inception phase but will generally be informed by OECD-DAC criteria and the goals of the program, e.g., migrant protection, increased awareness on migration practices and risk, access to services, social cohesion, local capacity building, etc. The QuIP approach will thus guide the Key Informant Interviews and Semi-structured Interviews to gather in-depth information on the interviews. It will also complement SREO’s analysis of the quantitative data from the beneficiary satisfaction surveys administered by IOM.

2.2. Sampling

SREO plans to conduct **25 KIIs** in total. The KIIs will gather important information about the project, its design and implementation, the challenges faced as well as the informant’s views on the project’s impact and suggestions for improvement. At minimum, the key informants will include:

- IOM Project staff, M&E staff, field staff
- Local partners
- Libya government representatives
- Municipal Councils
- Community leaders
- Donor representatives
- CSO groups
- IOM Project staff, M&E staff, field staff

To understand the impact of the intervention through the diverse lived experiences of the affected community members, SREO will also conduct **45 SSIs** in Arabic, English, and French languages. Semi-structured Interviews (SSIs) operate similarly to KIIs but are conducted with individuals who are directly or indirectly impacted by an intervention/event/phenomenon. SREO will ensure that individuals from different demographics are interviewed, with specific consideration of gender, disability, services received and country of origin of migrant.

2.3. Limitation and Proposed Mitigation Strategies

Qualitative Methodology: Given that the evaluation will rely only on qualitative field methods, the findings cannot be taken as generalizable or representative. While we will obtain qualitative data on the impact and change that can be attributed to the project, findings do not measure magnitude of impact and are not a form of self-evaluation for project participants. The approach is participatory but not fully so because interviewees and staff representatives do not take part in the data analysis or data management. Risk of responder bias and bias towards positive responses is high as stakeholders commissioning the assessment are intricately involved in the selection of study participants. However, such an approach meets IOM’s evaluation objectives to avail in-depth understanding of the overall impact and extent to which the project goals were achieved. Another strength of the proposed approach is that it helps observe systems level impact in complex environments and helps outline context specific pathways that cannot be captured in such a nuanced, subtle, and layered way by research based on conventional quantitative methodologies. The diverse set of informants, their “insider knowledge”, and

community wisdom help bring to surface unintended consequences that project designers and implementers cannot foresee.

2.3.1. COVID-19

SREO is acutely aware of the potentially devastating impact of COVID-19 on already vulnerable conflict-affected populations and has thus adapted its field approach in line with Do No Harm principles as well as globally followed health measures to ensure field staff, partners, beneficiaries, and local communities are not spreading and/or exposed to the risk of contracting the virus. SREO is in daily communication with the field supervisors, who continue to monitor the situation throughout Libya. As the situation evolves in Libya, SREO will adapt its field work protocols accordingly. SREO follows sector-specific guidelines on COVID-19 preparedness and response shared by UN agencies for humanitarian operations in Libya. SREO’s field approach is informed by the health and safety measures shared by the WHO and the US Center for Disease Control. These measures have been communicated to all field staff located globally, and are as follows:

Table 1: COVID-19 Guidelines

COVID-19 Guidelines
<ul style="list-style-type: none"> • Staff feeling ill or with flu-like symptoms must inform their Coordinator immediately; • He/she will not conduct any field work and will undergo home quarantine for 14 days; • Maintain social distancing of at least 1 m (ideally 2 m) during field work and otherwise; • Avoid conducting Focus Group Discussions to limit social gathering; • Conduct / record interviews over phone, Zoom, Skype, etc. where possible and/or where restrictions are in place; • In-person interview environments should be in a well-ventilated space (ideally outdoors), which can facilitate 2 m social distancing. • Engage in regular and thorough washing of hands with soap and water for at least 20 seconds; • Wear PPE (masks), and keep hand sanitizers during field work • Avoid contact with at-risk populations (pregnant, elderly, those with underlying conditions)

2.4. Deliverables

The following table presents an initial work plan for the assessment. SREO sent a document checklist and inception questionnaire based on the ToR to IOM on November 4th, 2022. An inception (Kick-off) meeting took place on the 10th of November 2022, between SREO and IOM. IOM shared the filled inception questionnaire and requested documentation on the 14th of November 2022. Those meetings and the shared documentation informed the development of this Inception Report. The project will be divided into three phases of work: inception and tool drafting phase, data collection phase, and reporting phase.

Table 2: Deliverables of the evaluation

Deliverable	Description	Due date
Inception report	Review documents and prepare a detailed inception report, including data collection tools.	December 19, 2022
Draft analytical evaluation report	First draft of analytical report, based on data collected, assuming approval of Inception Report and provision of full beneficiary lists by December 21, 2022	January 17, 2023

<p>Final analytical evaluation report</p>	<p>The Final evaluation report will focus on analytical comparison of implementation approaches and achievements of the EUTF project implemented in the project locations. The report will include critical information such as project background, methodology, challenges & limitations, findings based on quantitative/qualitative analysis, evidence-based conclusions and recommendations, and relevant annexes. This timeline assumes review and receipt of all IOM feedback within 7 calendar days of draft report submission.</p>	<p>January 31, 2023</p>
<p>Evaluation Brief</p>	<p>A two-pager Evaluation Brief. The Evaluation Brief that outlines key findings and recommendations.</p>	<p>January 31, 2023</p>

2.5. Data Collection Tools

2.5.1. Desk review

SREO will first conduct a desk review of project documentation and secondary data to familiarize the research team with the context and scope of the evaluation and map out relevant stakeholders. Desk review is an ongoing process that informs tool design, sampling, and analysis. Desk review of project documents, data and related secondary literature will be integral during the study design and data analysis. During the inception phase, the desk review provides critical information about the state of ongoing projects such as implementation progress, beneficiary targeting and locations, etc. as well as study objectives, methods, and feasibility.

IOM shared on the 14th of November 2022 a group of project documents. Details of the desk review of this documentation undertaken at time of this inception report submission can be seen in (Annex I - Desk Review).

2.5.2. Key Informant Interviews

Key informant interviews (KIIs) are individual interviews conducted with people, who are particularly knowledgeable and reliable sources on specific topics. The key informants will be purposively selected by SREO in concert with the IOM team to ensure a variety of stakeholder perspectives are included. Each interview guide will include 15-20 questions (mostly open-ended) and take no more than 45-60 minutes. KIIs are audio-recorded with a participant’s verbal informed consent. The KIIs will gather important information about the project, its design and implementation, the challenges faced as well as the informant’s views on the project’ impact and suggestions for improvement.

Based on the understanding from the inception discussions, and the list of potential interviewees shared by IOM, SREO proposes to conduct **25 Key Informant Interviews** across the evaluation, as follows. The Tool Number following each interlocutor type corresponds to the tools in Annex II. In addition, SREO intends to conduct less formal scoping interviews with relevant officials, IOM, and INGO staff, as appropriate.

- Protection Case Management Assessments/MRRM – Tool 1
 - Randa Muhsen, Social Worker Amazonat
 - Mahmoud Ibrahim, MRRM team leader – Sebha
 - Abdulmajeed Yousif, MRRM Case Worker/ Acting Team Leader

- Direct Assistance (DA) – Tool 2
 - Adel Gtit, T. Alsikka Detention Center Manager

- Abdulaziz Tawerghi, Ministry of Social Affairs
- Integrated Border Management/Search and Rescue (IBM/SAR) – Tool 2
 - Masoud Abdelsamad, Head of Libyan Coast Guard (LCG) operations room
 - Zaineb Ali, General Administration of Coastal Security (GACS) HQ
 - Abdelsalm Aliwan, Directorate for Combatting Illegal Migration (DCIM) HQ
- Migration Health Division (MHD) – Tool 3
 - Dr. Ashraf Aldaly, IOM Medical Officer
 - Dr. Mohamad Alfaqeh, PCHI Migration Health Unit
 - Ahmed Saed Alghanodi, Head of Medical affairs Subratha hospital
 - Muhammad Saad Shashua, Director General of Gagem General Hospital
- Community Stabilization (CS) – Tool 7
 - Shuaib Borabih, Principal of Omar Ibn Alkhattab School (Kufra)
 - Amna Khamis, Director Lighting Lamp Organization (Kufra)
- Mental Health and Psycho-Social Support (MHPSS) – Tool 4
 - Kholud Hamd, Future Makers Society PSS Worker
 - Mohammed Alcilini, International Organization for the Protection of Children and People with Disabilities Program Manager
 - Naima Alhasi, Al-Tomoooh Organization for the Care of Women and Child Rights and Charitable Activities Program Manager
 - Ahmed Benomran (IOM)
- Labor Mobility and Social Inclusion (LMI) – Tool 5
 - Abdulmman Eiaad, Trainer from Edah Training Center
 - Ammarah Alnaas, Ministry of Labor
- Community-Based Protection (CBP) - Tool 7
 - Community Mobilizers (TBD) (1-2)
- CMC/POC – Tool 8
 - Community Management Committee member(s) (TBD) (1-2)
- Livelihood – Tool 9
 - Livelihood Supporting Organization (TBD) (1-2)
- Additional Scoping Interviews, Ideally in English:
 - Gemma Sanmartin, Previous Head of Coordination in Libya
 - Ms. Elka Leidel, Head of Office for Libya, ECHO
 - Sébastien Moretti, Senior Durable Solutions Adviser, UN RC's Office
 - Mr. Belgasim Algantri, Ministry of State for IDP's / HR Affairs
 - Giacomo Terenzi, IOM
 - Orlane Mathieu-Maincent, IOM
 - Hajer Khetrish, IOM

2.5.3. Semi Structured Interviews - Tool 10

Semi-structured Interviews (SSIs) operate similarly to KIIs but are conducted with individuals who are directly or indirectly impacted by an intervention/event/phenomenon. Researchers design semi-structured interview guides in the same way to allow the facilitator to guide the discussion but also explore other topics as needed. They explore the “why” and “how” of discussion topics, offering a richer picture of the intervention that represents a specific individual or group’s experience. Each interview will run a maximum of 60 minutes to prevent participant fatigue. They are audio-recorded with each participant’s verbal informed consent.

To understand the impact of the interventions through the diverse lived experiences of the affected community, **SREO will conduct 45 SSIs**. SREO will purposefully select participants from additional IOM-provided beneficiary lists to ensure both genders and different countries of origin are adequately represented. The following individuals already identified by IOM in the KII roster provided will be included in the SSIs:

- Abdulmonam Ibrahim Alhaj, Sudanese Community Leader, in Gatroun
- Ahmed Trouble Yagoub, Chadian Community Leader, in Gatroun
- Mr. Bensio, Nigerian Community Leader, in Sebha
- Haj Ibrahim, Malian Community Leader, in Sebha
- Fawzia Kater, Migrant (Sudan), in Gatroun
- Madam Thrya, Migrant (Sudan), in Sebha
- Khadija Rahma, Migrant (Niger), in Sebha
- Morris Eronosele, Migrant MHPSS BNF (Nigeria)
- Mohammed Abdulrahim, Migrant, community leader, MHPSS BNF (Sudan)
- Rawya Adam, Migrant and LMI Trainee BNF, (Sudan), in Tripoli
- Esther Oyinlola, Protection Migrant BNF
- Doud Ntensibe, Protection Migrant BNF
- ***Additional 33 Migrant BNFs (TBD)***

2.6. Evaluation questions

The evaluation findings will be organized according to the OECD-DAC criteria. Hence, the evaluation matrix below will be key to our overall analysis.

Table 3: Evaluation matrix

Criteria	Questions/statements
Relevance/Appropriateness	<p>Extent to which the project’s objective and intended results remain valid and pertinent either as originally planned or as subsequently modified.</p> <ul style="list-style-type: none"> ● Do the intended results align with and support government officials building of capacities? ● Has the project responded to the needs of the target beneficiaries, especially of migrants? ● Has the project targeted beneficiaries – especially migrants - in the most effective way? ● Is the project aligned with and supportive of IOM national, regional and/or global strategies and the Migration Governance Framework and the IOM Libya Strategic Framework 2021-2024? ● Are there any identifiable ways that the approach should be revised in future, or is it evident that additional or complementary activities or projects will need to be implemented?

	<ul style="list-style-type: none"> Is the project well designed according to IOM project development guidelines in a way that address local priority needs?
Effectiveness	<p>Extent to which a project translated resources and activities into its intended short, medium – and long-term results.</p> <ul style="list-style-type: none"> To what extent has the project successfully translated the resources (inputs) into tangible and quality outputs and outcomes in accordance with the stated plans? <ul style="list-style-type: none"> To what extent has the project and its outputs enhanced the migrants access to basic services and the capacities of Government officials on protecting vulnerable migrants? Were the activities sufficiently well implemented to reach intended results? Would other activities have been more effective in reaching the results? To what extent has the project and its outputs met stakeholder expectations, both government and participants? To what extent has the project adapted to changing external conditions in order to ensure project outcomes are achieved? What were the major external factors influencing the achievement of the project’s expected outputs and outcomes, including both contextual factors and other related interventions?
Efficiency	<p>How well human, physical, and financial resources are wisely used to undertake activities, and how well these resources are converted into outputs.</p> <ul style="list-style-type: none"> To what extent were resources (time, funds, expertise) used wisely and adequately to address the most compelling priorities and achieve the outputs? Is the cost worth it? How does this project align with and complement other related initiatives, whether implemented by IOM, the government, or other national and international actors? What is the added value, if any, of this project compared to those other efforts? Were the project activities undertaken as scheduled and were outputs delivered on time and in expected quantity? If not, what was the reasons?
Impact	<p>An evaluation criterion that assesses the positive and negative, primary, and secondary long-term effects produced by a project, directly or indirectly, intentionally, or unintentionally.</p> <ul style="list-style-type: none"> What long-term changes (whether intended or unintended, positive, or negative) can be observed, if any? To what extent can they be attributed to the project interventions?
Sustainability	<p>Refers to the durability of the project’s results or the continuation of the project’s benefits once external support ceases.</p> <ul style="list-style-type: none"> To what extent were the project and its results supported by local institutions and embedded in institutional structures that are surviving beyond the life of the project?
Cross Cutting Issues	
Criteria	Definition

Gender and Human Rights	<p>Extent to which the intervention(s) integrated issues like gender, protection mainstreaming, durable solutions, human rights etc.</p> <ul style="list-style-type: none"> ● To what extent were gender mainstreaming issues considered in design and implementation? ● To what extent were differences, needs, roles and priorities of women, men and specific vulnerable groups considered during planning and implementation? ● Were any barriers to equal gender participation identified in design or implementation, and was anything done to address these barriers? ● To what extent did rights and dignity of beneficiaries uphold by project and its partners throughout the implementation?
<p>SREO also suggests incorporating the following cross-cutting themes within the scope of the evaluation:</p>	
Coverage	Extent to which the intervention provided or is likely to provide major population groups with assistance and protection, proportionate to their need.
Connectedness	Extent to which the intervention ensures that activities of a short-term emergency nature are carried out in a context that takes longer-term and interconnected problems into account.

2.7. Project team composition

The project is overseen at the highest level by SREO’s Managing Director who provides technical advice and contract management. In terms of data collection, SREO Field Coordinator overseeing the company’s data collection work in Libya will be in charge of assigning, training and managing field researchers for this project. He will also design work plans for each component and coordinate between the field team and researchers. The research team consists of two researchers who will be in charge of reviewing the IOM survey tool, coding them into Kobo Collect, coordinating with field teams, reviewing and cleaning data, and reporting. They will deliver all complete and cleaned datasets, the draft and final reports as well as progress updates to IOM. SREO’s Translation Team is responsible for translating tools and data between source and target languages. SREO’s translators are Syrian, Lebanese, and Iraqi nationals who speak and write fluent Arabic, French, and English. The project teams are supported by SREO’s finance and human resources teams, which handle financial transactions and provide HR services, respectively. These support teams are located at SREO’s headquarters in Istanbul, Turkey. Note, all staff assigned to this project are directly contracted by SREO.

2.8. Data analysis

Analysis steps include 1) data cleaning, 2) data processing (translation, cleaning, flagging issues), and finally 3) data analysis using appropriate quantitative and qualitative methods and software. For this evaluation the primary analysis methods used will be content analysis, contribution analysis and cross-comparative analysis.

During the Desk Review, the team will analyze IOM-collected quantitative data to determine emergent themes, broad patterns, and any other contextual factors. The main analysis will be based on qualitative analysis and thematic coding of interviews conducted by SREO in the project locations. SREO will also refer to IOM's internal data and analysis in tandem for reframing, triangulation, and contextualization of findings. In order to reduce researcher bias, three SREO research specialists will be assigned to separately code interviews by themes. For more robust and replicable data analysis, particularly for qualitative data which requires interpretation and somewhat subjective critical analysis skills, the mobilization of two analysts ensures a reduction in researcher bias. Coding will then be cross-referenced and substantiated with field insight and observations collected through field notes and visual documentation. The first-hand testimonies from beneficiaries, implementers and other stakeholders

will be cross compared to not only understand how the project performed in the targeted locations but also how different groups' experiences contributed towards the project results. The analysis will highlight results based on frequency of emerging themes but also outlier analysis. The final phase of analysis will emphasize de-codification and synthesis. SREO researchers will clearly document their subjective choices and prioritization of themes for maximum transparency and accountability. The strength of this methodology's data analysis will also lie in the triangulation of findings between participant interviews, staff interviews, stakeholder interviews, IOM surveys, and desk review.

2.9. Data quality assurance

2.9.1. Pre-Data Collection Measures

Training: The FC trains field enumerators on the specific project sampling methodology. The team prepares a flexible sampling strategy and elaborates an adaptive sampling method to ensure reaching proportions of respondents as prescribed and required by IOM.

Tool Piloting: Tools are tested in all relevant languages by FCs and researchers prior to deployment. They are tested for content and question sequencing, translation accuracy / clarity, length, and appropriateness for intended study participants. This will first happen internally to assess coherence, tool consistency, and linguistic appropriateness. The tools may be modified based on the feedback from the piloting stage.

Staff Structure: SREO's outcome-based management and payment structure incentivizes field enumerators to follow data collection methodologies and do their best to collect valid and reliable data. They are not paid based on the time they spend on a project but on their completion of tasks after a client approves a product, the same as SREO as a company. It is therefore in the whole project team's interest to collect quality data according to client specifications on time. Field team training and data review reinforce this structure.

2.9.2. In Field / Post-Data Collection Measures

Review / Translation on Rolling Basis: The FC checks the completeness of all datasets including tool conducted and length. This can be done quickly by looking at the recording timestamp and field enumerator reports. Participants will provide their basic demographic information at the beginning of the tool. Translators also detect errors in quality by flagging skipped or incomplete questions, poor group dynamics, participation drop-out or other discrepancies.

Stagger Fieldwork: When working in multiple locations, SREO staggers fieldwork when time allows such that translators and researchers can check data more thoroughly to catch errors in methodology or particular field challenges not identified before.

Data cleaning: Before data analysis, researchers will ensure coherence of entered data and adjust outlier responses if necessary.

3. Program of work

The project will be divided into five phases of work: inception phase, data collection, draft analytical evaluation report, and final analytical evaluation report.

Table 4: Key Evaluation Questions

Inception Phase (1 week): November 14, 2022, to December 19, 2022

In this phase, SREO conducted a thorough desk review, collaborates with IOM to develop a rigorous data collection tool, study framework, sampling plan, and overall workplan. After tools are approved, SREO will translate them into different languages. Meanwhile, the FC will coordinate permissions and logistics for each fieldwork location, delegate work plans and train field teams.

Data collection (2 weeks): December 20, 2022, to January 3, 2023

This phase, to begin after formal approval of the Inception Report and provision by December 21 of final beneficiary lists for SSI recruitment, includes data collection and cleaning. Fieldwork will be conducted according to established SoPs and agreed upon methodologies. If the security situation allows, at least two field researchers will be deployed to every location, if not, remote data collection will take place instead. Tools will be developed and integrated into paper tools. The interviews will be recorded. Male and female field researchers will be used to conduct data collection ensuring gender-parity throughout the process, unless not relevant. Field Supervisors also fill out a Site Visit Report for each location detailing the informant selection, work conducted, and any challenges encountered. This contextual information is crucial for report writers and is often incorporated into reports. All data is uploaded via internet connections supplied by SREO to cloud-based servers outside Turkey.

Data Translation (1 week): January 3, 2023, to January 10, 2023

SREO's in-house translation team will translate data collected from Arabic and French into English for analysis.

Draft analytical evaluation report (1 week): January 10, 2023, to January 17, 2023

Researchers will analyze collected data and synthesize findings into an analytical evaluation report. Findings will be reviewed by IOM team and approved before finalization. Final analytical evaluation report will be adjusted based on the review of IOM team.

IOM Feedback on Draft Report (1 week): January 17, 2023 to January 24, 2023

IOM is expected to review and respond to the Draft Report within 1 week.

Final analytical evaluation report: January 24, 2023 to January 31, 2023

The report will be supported by annexes of quantitative/qualitative analysis complemented with case studies. It will focus on analytical comparison of implementation approaches and achievements of the project implemented in the targeted areas. The report will highlight how the lessons learnt from one project have impacted the other and formulating cross-cutting recommendations that will benefit the sustainability of the overall EUTF approach.

Evaluation Brief (delivered the same day as the final report): January 24, 2023 to January 31, 2023

A two-pager evaluation brief which outlines key findings and recommendations will be developed concurrently with the final version of the analytical report.

Annex I - Desk Review

01. M&E files and analysis	
1	01.1. M&E Dashboard_GBV Training_Evaluation Survey (Benghazi)_DP.2377_EUTF II
2	01.2. ME Dashboard_Host Families Training_Evaluation Survey (Tripoli)_DP.2377_EUTF II
3	01.3. M&E Dashboard_EUTF II_IBM_Management of Dead Bodies and Data Management Albayda_DP.2377
4	01.4. M&E Dashboard_EUTF II_IBM_Management of Dead Bodies and Data Management Benghazi_DP.2377
5	01.5. M&E Dashboard_EUTF II_IBM_Partum Care Training_DP.2377
6	01.6. Protection Mainstreaming Training Tripoli 8 - 9 August 2022 and 21 – 22 September 2022 information sheets
7	01.7. Labor Migration Governance Training Tripoli 5 – 8 of June 2022
8	01.8. IOM Labour Mobility and Social Inclusion (LMI) – Labour Migration Governance Trainings Collection of Pre, Post assessments and Final Evaluation Surveys
9	01.9. M&E Data Analysis_LMI YESS _Behavioral Evaluation Surveys_EUTF II_DP2377
10	01.10. M&E Data Dashboard_LMI YESS _Behavioral Evaluation Surveys_EUTF II_DP2377
11	01.11. Monthly reporting_ EUTF II_May
12	01.12. EUTF II Visibility Plan
13	01.13. List of key informants_per unit
14	01.14. IOM cover letter
15	01.15. Addendum no: 1 to contribution agreement
16	01.16. Revised description of the action
17	01.17. Revised workplan
18	01.18. Revised logical framework and activity matrix
19	01.19. Revised budget and justification of the budget for action
20	01.20. M&E Dashboard_IBM Capacity Building _Language Courses for DCIM, LCG, LRC, MFA_EUTF 11_DP.2377
21	01.21. M&E Dashboard_CS_Alkufra Activity CIP_EUTF II_DP.2377
22	01.22. SREO_IOM_Libya_EUTF II_Final Evaluation_Inception Questionnaire Document Checklist

Annex II – Data Collection Tools

Tool 1 - IOM Caseworker KII

- The session should be conducted in a **private and quiet area where the participants will feel comfortable.**
- Leave a **contact number should participants have any additional information** they wish to share.

(Please make sure the following information is stated in the audio recording of the KII and in SVR so that translators can note down the information).

Date of interview	
Name of FR	
Location of interview	Governorate: District: Subdistrict: Community/village/camp:
Gender of informant (do not explicitly ask)	
If applicable, role and responsibility in community	

Introduction *(Please read out loud everything starting from now).*

Hello, my name is [FR name], I work for SREO Consulting as a field researcher. SREO is an independent research organization. We have been tasked to independently find and analyze information regarding your participation in the [EUTF project] with [IOM]. I would like to ask you questions on your experience participating in [IOM’s] activities, what the activity was like, how you felt, what you gained out of the experience, and how it could have been done better. I will also ask you a few questions about how your participation in those activities have impacted your personal life, that of your family and friends, and also your community. I would also like to better understand the context in which these activities played out. I would like to hear your opinion and thoughts about this with no judgement. I am not seeking specific answers so please feel free to answer as you wish and as genuinely as possible. Your answers will not impact your ability to participate in future activities. Your answers will not be shared with your community and peers. Your answers will be shared with organizations involved in implementing the project activities you participated in to help them improve their projects and activities in the future.

Your participation in this discussion is completely voluntary. At any point in the discussion you may choose to end the session, skip a question, or not discuss any details that make you feel uncomfortable. The information you provide will not be anonymous and your identity is associated with your responses. In order to facilitate the discussion, I would like to take notes and record your audio. This discussion will last one hour.

Do you understand and consent to participate in this discussion?

Questions:

INFORMATION ABOUT THE PROJECT

1. What is your position in your organization?
2. Could you tell me what you know about the EUTF project?
3. Do you know if there are other actors implementing similar activities to IOM's EUTF project in the area?
4. From what you know, how relevant, if at all, do you think IOM's EUTF project was for the context and issues at hand? Why or why not?

INVOLVEMENT in project activities

5. Could you please tell me what kind of activities you were involved in, during IOM's EUTF project?
 - 5.1 What is the size of your team?
 - 5.2 Do you think the size of your team is enough to conduct the activities effectively?
6. Do you conduct regular visits to the migrants and to the host families? If yes, please describe the process.
 - 6.1. How often are the visits conducted?
 - 6.2. To what extent, if at all, do MHPSS and medical staff accompany you to ensure tailored assistance is provided? If yes, please explain in detail.
 - 6.3. How effective, if at all, are these visits?
7. Can you explain in detail how the IOM case management service operates?
 - 7.1. Please describe the protection case management assessment and individual in-depth assessment processes, including how effective you feel they are and how they might be improved.
 - 7.2. What steps are taken in the follow-up procedures? How often, if at all, do you check up on the case in order to ensure that beneficiaries have received requested help?
 - 7.3. What challenges, if any, have you encountered in the follow-up process?
 - 7.4. When is a case considered closed?

Project Evaluation:

8. To what extent, if at all, have the project activities responded to the needs of the target beneficiaries, especially of migrants?
9. To what extent, if at all, do you think these projects benefited individuals – especially migrants - in the most effective way?
10. To what extent, if at all, have the project activities enhanced the migrants' access to mental health/psychological support services?
11. To what extent, if at all, do you think the projects' activities were undertaken as scheduled and were delivered on time?
 - 11.1. If not, what were the main reasons?
 - 11.2. What long-term changes (whether intended or unintended, positive or negative) have you observed in terms of IOM's work here, if any?

12. Please tell me about the referral mechanism put in place by the EUTF project.
 - 12.1. Do you have an up to date service map?
 - 12.2. How do you identify the cases?
 - 12.3. What steps are taken in the referral procedures? How often do you check up on the case in order to ensure that beneficiaries have received requested help from the referred service provider?
 - 12.4. Do you refer beneficiaries to other organizations? If yes, please explain.
 - 12.5. What challenges have you encountered in the referral process?
 - 12.6. Is the referral mechanism put in place by the EUTF project resilient enough to continue after the projects end?
13. Please tell me about the assistance and protection services provided to VoTs, victims of abuse, exploitation and other persons at risk.
14. Did you conduct any protection assessments?
 - 14.1. If yes, please share the numbers of vulnerability assessments, best interest, child protection assessments, and trafficking assessments.
 - 14.2. How many study visits did you conduct?
15. Did IOM provide any counselling services to migrants interested in returning to their countries?
 - 15.1. If yes, please explain.
16. What kind of community-based protection activities were conducted by IOM?

Cross Cutting Issues:

17. To what extent, if at all, were different needs and priorities of women, men and specific vulnerable groups considered during the provision of mental health and psychosocial support?
18. What, if any, barriers to equal gender participation were identified in implementation, and was anything done to address these barriers?
19. If beneficiaries had any problems or recommendations with the projects, what feedback mechanism did the projects provide for the beneficiaries?
20. How, if at all, did the project implementors receive and process complaints?

Lessons Learned and Good Practices:

21. To what extent, if at all, do you think the gains or impacts of the EUTF project will be sustained over time?
 - 21.1. If yes or no, why do you think so?
22. What kind of assistance do you think is the most urgent and needed in this community?

Conclusion

23. Do you have any questions for me?

Thank you for your time answering my questions. If you have any follow-up inquiries, please contact: [XXX] at this number [XXX]. I appreciate your responses and they were very valuable for our study.

Tool 2- Government Officials KII

- The session should be conducted in a **private and quiet area where the participant will feel comfortable**.
- Leave a **contact number should participants have any additional information** they wish to share.

(Please make sure the following information is stated in the audio recording of the KII and in SVR so that translators can note down the information).

Date of interview	
Name of FR	
Location of interview	Governorate: District: Subdistrict: Community/village/camp:
Gender of informant (do not explicitly ask)	
If applicable, role and responsibility in community	

Introduction *(Please read out loud everything starting from now).*

Hello, my name is [FR name], I work for SREO Consulting as a field researcher. SREO is an independent research organization. We have been tasked to independently find and analyze information regarding your participation in the [EUTF project] with [IOM]. I would like to ask you questions on your experience participating in [IOM's] activities, what the activity was like, how you felt, what you gained out of the experience, and how it could have been done better. I will also ask you a few questions about how your participation in those activities have impacted your personal life, that of your family and friends, and also your community. I would also like to better understand the context in which these activities played out. I would like to hear your opinion and thoughts about this with no judgement. I am not seeking specific answers so please feel free to answer as you wish and as genuinely as possible. Your answers will not impact your ability to participate in future activities. Your answers will not be shared with your community and peers. Your answers will be shared with organizations involved in implementing the project activities you participated in to help them improve their projects and activities in the future.

Your participation in this discussion is completely voluntary. At any point in the discussion, you may choose to end the session, skip a question, or not discuss any details that make you feel uncomfortable. The information you provide will not be anonymous and your identity is associated with your responses. In order to facilitate the discussion, I would like to take notes and record your audio. This discussion will not last more than one hour.

Do you understand and consent to participate in this discussion?

Questions:

1. Introduction

1.1. Please tell me your role and what you do in your position?

2. Libya migration flows: challenges and history

2.1. Can you explain the nature and extent of migration flows in Libya at the beginning of the program/interventions?

2.2. In what ways did the EUTF programming affect the migrants and the host communities?

2.2.1.Prompts: Health, protection, mental well-being, social cohesion.

3. EUTF program design, implementation and understanding

3.1. How and when did you learn about IOM's EUTF project?

3.2. How would you describe the goals of the IOM EUTF project?

3.3. Please tell me about your involvement with IOM's EUTF project? Which aspects of the project were you involved with?

3.4. What did you think were the key priorities for effectively responding to migration flows and human trafficking and smuggling of migrants in Libya? For example, health care, protection, psychosocial support, information campaign, other?

3.5. Did the priorities for support to migrants and host communities change over time? If so, why?

3.6. With the benefit of hindsight, is there anything you think could have been done differently?

3.7. Have you received any training from IOM?

3.7.1. If yes, how many workshops/training have you attended?

3.7.2. If yes, please describe the different topics covered during the session(s)?

3.7.3.To what extent were these topics relevant to your work, if at all?

3.7.4.What other topics, if any, would be useful to have trainings or capacity building activities around?

3.8. Please tell me about the community engagement programming of IOM, including Community Based Protection (CBP) efforts.

- 3.8.1. What does it cover? What are the Community Stabilization (CS) initiatives?
- 3.8.2. How, if at all, does the CS initiative assist the municipalities in creating conditions that contribute to the restoration of normal social and economic life for Libyan communities and migrants?
- 3.8.3. Are you aware of any community improvement projects implemented in the area? If yes, please explain.
- 3.9. Are you a member of “Community Management Committees”?
- 3.9.1. If yes, please explain.
- 3.10. Did IOM conduct any “Conflict Sensitivity Assessments (CSAs)” in the area? If yes, how did you contribute and what were the findings?
- 3.11. Were any capacity building or community engagement activities conducted, to your knowledge, to strengthen social cohesion?
- 3.11.1. Please tell me about the capacity building on labor mobility and human development.
- 3.12. To the extent that you are aware of them, please tell me about the support IOM provided for establishing youth centers and enhancing youth services.
- 3.13. Have you conducted any Labor Migration Governance capacity-building services provided to relevant public and local administrations?
- 3.13.1. If yes, please describe them.
- 3.13.2. How many have you conducted?
- 3.13.3. How many people attended? Please specify their duties.
- 3.13.4. What were the key messages delivered at these sessions?
- 3.13.5. What worked well in these sessions?
- 3.13.6. How, if at all, could they have been improved?

4. Relevance

- 4.1. If you were involved in these capacity building sessions, how useful were they to you for your job?
- 4.1.1. Why do you say that?

5. Coordination and Communication/Efficiency

- 5.1. How closely did IOM work with you in supporting the priorities of the local authorities in your area of responsibility?
- 5.2. How efficiently were the training sessions organized?
- 5.2.1. Why do you say that?

- 5.3. To what extent have the priorities of the local authorities in your area of responsibility been achieved?
- 5.3.1. What, if anything, remains to be done?
- 5.4. To what extent, if at all, do you feel the partnership between the local authorities and IOM has strengthened local capacities to effectively respond to migration flows and human trafficking and smuggling of migrants? Please explain.
- 5.5. What, if any, specific challenges did you experience during your coordination/communication with IOM?

6. Effectiveness

- 6.1. To what extent, if at all, do you feel your understanding of issues related to migration have improved or broadened as a result of your participation in the project? (Migration governance, labor migration, migration/refugee law, trafficking etc.)
- 6.2. To what extent, if at all, have you had the opportunity to use the training you received? If so, how useful did you find it? Please provide examples.
- 6.3. To what extent, if at all, did you share the information you received with your colleagues?
- 6.3.1. If yes, how useful, if at all, did they find it?

7. Impact

- 7.1. What, if any, measures been taken, as a result of the project, to improve the coordination and management of migration flows by your department? If yes, please provide details.
- 7.2. What, if any, measures have been introduced by the government to respond to particularly vulnerable groups like unaccompanied children, women, victims of trafficking and abuse, people with disabilities, elderly etc., as a result of this project? Please explain.
- 7.3. What, in your opinion, was the most significant positive change due to the project?
- 7.4. What, in your opinion, what was the worst or most challenging part of this project?
- 7.5. What, if any, long-term changes can be observed as a result of the project?

8. Sustainability

- 8.1. In your opinion, to what extent, if at all, is the project supported by your department and other local institutions? Please explain.
- 8.2. To what extent, if at all, will the learning from this project be applied to the government's overall response to mixed migration after the end of the project intervention?

9. Accountability

- 9.1. To what extent, if at all, have you been able to provide feedback, comments, and/or complaints to IOM?
 - 9.1.1. If so, how did you do this?
- 9.2. What do you feel remains still to be done in Libya to effectively respond to migration flows, human trafficking, and the smuggling of migrants?
 - 9.2.1. What activities do you think are or should be a priority for IOM to continue, going forward?
- 9.3. What, if anything, would you suggest to improve similar projects in the future?

10. Final Comments

- 10.1. Do you have anything you would like to add or discuss in addition to what you have contributed so far?

Thank you for your time answering my questions. If you have any follow-up inquiries, please contact: [XXX] at this number [XXX]. I appreciate your responses and they were very valuable for our study.

Tool 3 - Health Worker KII

- The session should be conducted in a **private and quiet area where the participants will feel comfortable.**
- Leave a **contact number should participants have any additional information** they wish to share.

(Please make sure the following information is stated in the audio recording of the KII and in SVR so that translators can note down the information).

Date of interview	
Name of FR	
Location of interview	Governorate: District: Subdistrict: Community/village/camp:
Gender of informant (do not explicitly ask)	
If applicable, role and responsibility in community	

Introduction *(Please read out loud everything starting from now).*

Hello, my name is [FR name], I work for SREO Consulting as a field researcher. SREO is an independent research organization. We have been tasked to independently find and analyze information regarding your participation in the [EUTF project] with [IOM]. I would like to ask you questions on your experience participating in [IOM's] activities, what the activity was like, how you felt, what you gained out of the experience, and how it could have been done better. I will also ask you a few questions about how your participation in those activities have impacted your personal life, that of your family and friends, and also your community. I would also like to better understand the context in which these activities played out. I would like to hear your opinion and thoughts about this with no judgement. I am not seeking specific answers so please feel free to answer as you wish and as genuinely as possible. Your answers will not impact your ability to participate in future activities. Your answers will not be shared with your community and peers. Your answers will be shared with organizations involved in implementing the project activities you participated in to help them improve their projects and activities in the future.

Your participation in this discussion is completely voluntary. At any point in the discussion, you may choose to end the session, skip a question, or not discuss any details that make you feel uncomfortable. The information you provide will not be anonymous and your identity is associated with your responses. In order to facilitate the discussion, I would like to take notes and record your audio. This discussion will last one hour.

Do you understand and consent to participate in this discussion?

Questions:

INFORMATION ABOUT THE PROJECT

1. What is your position in your organization?

2. For how long have you been working in this position?
3. How did you learn about IOM's EUTF project?
4. From what you know, how relevant do you think IOM's EUTF project was for the context and issues at hand?
 - 4.1. Why do you say that?

INVOLVEMENT in project activities

5. Could you please tell me what kind of activities you were involved in, during IOM's EUTF project?
 - 5.1. Do you think the size of the team was enough to cover the needs?
 - 5.2. How well do you feel the mobile team was equipped to cover the needs of the beneficiaries?
 - 5.3. What, if any, shortages did you face in terms of medical supply? If yes, how did you overcome the situation?
6. Please tell me about the provision of basic health care services and specialized assistance.
 - 6.1. Could you please tell me about the role of mobile outreach clinic in these projects?
 - 6.2. Please explain the process for identifying and referring health cases? What health or facilities do you refer cases to?
 - 6.3. How do you handle referral cases for individuals who have difficulty accessing the necessary health facility? For example, persons with difficulty traveling, PWDs, etc.
 - 6.4. What individuals or groups in the community do you try, in particular, to reach?
7. What, if anything, can you tell me about IOM's role assessing public health risks and health care delivery capacity in detention centers and at disembarkation points?
8. Did you attend the "Migration Sensitive Health Services" workshops conducted? If yes, please describe the experience.
9. What, if anything, do you know about the support IOM has provided to public health facilities?
10. What have been the most commonly diagnosed health issues in the migrant community?
11. What, if any, health services do you not provide to the migrant community that you feel should be provided?
12. How, if at all, did the project activities help to reduce people's vulnerability to COVID-19?

Project Evaluation:

13. How difficult, if at all, do you find it to access certain individuals or groups in the community who may need access to health services? For example, vulnerable persons, PWDs or people in more remote locations? If so, how do you try to access these individuals or groups?

14. To what extent, if at all, do you think resources (time, funds, expertise) were used wisely and adequately to address the most compelling priorities of the beneficiaries? How could this be improved?

15. Please tell me about the referral mechanism put in place by the EUTF project.

15.1. Do you have an up-to-date health service map?

Cross Cutting Issues:

16. To what extent, if at all, were different needs and priorities of women, men and specific vulnerable groups considered during the provision of healthcare services?

17. What, if any, barriers to equal gender participation did you identify during provision of health-related services in the EUTF project?

17.1. What, if anything, was done to address these barriers?

18. If beneficiaries had any problems or recommendations with the projects, what feedback mechanism did the projects provide for the beneficiaries?

19. How did the projects process complaints?

Lessons Learned and Good Practices

20. To what extent, if at all, do you feel the gains or impacts of the EUTF project will be sustained over time?

20.1. What do you say that?

21. What kind of assistance do you think is the most urgent and needed in the migrant community?

22. Do you have any suggestions for IOM EUTF project that would make you more effective in your role, or increase migrants and host communities' access to health services?

Conclusion

23. Do you have any questions for me?

Thank you for your time answering my questions. If you have any follow-up inquiries, please contact: [XXX] at this number [XXX]. I appreciate your responses and they were very valuable for our study.

Tool 4 - MHPSS KII

- The session should be conducted in a **private and quiet area where the participants will feel comfortable**.
- Leave a **contact number should participants have any additional information** they wish to share.

(Please make sure the following information is stated in the audio recording of the KII and in SVR so that translators can note down the information).

Date of interview	
Name of FR	
Location of interview	Governorate: District: Subdistrict: Community/village/camp:
Gender of informant (do not explicitly ask)	
If applicable, role and responsibility in community	

Introduction *(Please read out loud everything starting from now).*

Hello, my name is [FR name], I work for SREO Consulting as a field researcher. SREO is an independent research organization. We have been tasked to independently find and analyze information regarding your participation in the [EUTF project] with [IOM]. I would like to ask you questions on your experience participating in [IOM’s] activities, what the activity was like, how you felt, what you gained out of the experience, and how it could have been done better. I will also ask you a few questions about how your participation in those activities have impacted your personal life, that of your family and friends, and also your community. I would also like to better understand the context in which these activities played out. I would like to hear your opinion and thoughts about this with no judgement. I am not seeking specific answers so please feel free to answer as you wish and as genuinely as possible. Your answers will not impact your ability to participate in future activities. Your answers will not be shared with your community and peers. Your answers will be shared with organizations involved in implementing the project activities you participated in to help them improve their projects and activities in the future.

Your participation in this discussion is completely voluntary. At any point in the discussion, you may choose to end the session, skip a question, or not discuss any details that make you feel uncomfortable. The information you provide will not be anonymous and your identity is associated with your responses. In order to facilitate the discussion, I would like to take notes and record your audio. This discussion will last **one** hour.

Do you understand and consent to participate in this discussion?

Questions:

INFORMATION ABOUT THE PROJECT

1. What is your position in your organization?

2. What, if anything, could you tell me about the EUTF project activities?
3. Do you know if there are other actors implementing similar activities to IOM's EUTF project in the area?
4. From what you know, how relevant, if at all, do you think IOM's EUTF project was for the context and issues at hand?
 - 4.1. Why do you say that?

INVOLVEMENT in project activities

5. Could you tell me what kind of activities you were involved in, during IOM's EUTF project?
 - 5.1. What was the size of your team?
 - 5.2. Do you think the size of the team was enough to cover the needs?
6. In what ways did migration flows affect the physical security and mental wellbeing of both migrants and host communities?
 - 6.1. How, if at all, were adults impacted?
 - 6.2. How, if at all, were children impacted?
 - 6.3. What, if any, vulnerable group (women, girls, elders, people with disabilities, or specific nationalities) do you feel has been more frequently psychologically affected?
7. Can you explain how migration flows, if at all, may have contributed to anxiety, depression, or distress for migrants?
 - 7.1. Have migrants seen a doctor or health worker, gone to hospital, or taken medicines for their distress? (i.e., mental, or emotional health)
8. Please tell me about the provision of mental health and psychosocial support in terms of migration flows?
 - 8.1. Where was the mental health and psychosocial support services provided?
 - 8.2. How, if at all, did the provision of mental health and psychosocial support vary according to the specific needs of the beneficiaries? (For example, specific actions taken for men, women, children, vulnerable groups etc.)
 - 8.3. Who were key target groups for MHPSS that it was most important to reach?
 - 8.3.1. Why do you say that?
 - 8.4. Which, if any, groups were not reached whom you think could have benefited from MHPSS?
 - 8.5. How, if at all, did you collaborate with the protection and health units to ensure that the services are adequately coordinated in a coherent and responsive manner?
 - 8.6. Did IOM establish a hotline number? If yes, how effective was it?
9. Please tell me about the provision of Psycho-Social Support services through mobile teams.

Project Evaluation:

10. How well, if at all, have these activities responded to the needs of the target beneficiaries, especially of migrants?
11. What were the major external factors, if any, influencing the achievement of the project's expected outputs and outcomes, including both contextual factors and other related interventions?

12. To what extent, if at all, do you think the resources (time, funds, expertise) were used wisely and adequately to address the most compelling priorities of the beneficiaries?

12.1. To what extent, if at all, do you think the projects' activities were undertaken as scheduled and were delivered on time? If not, what were the main reasons?

13. Please tell me about the referral mechanism put in place by the EUTF project.

13.1. Do you have an up-to-date protection service map?

13.2. Can you tell me how you identify the cases?

13.3. What steps are taken in the referral procedures? How often do you check up on the case in order to ensure that beneficiaries have received requested help from the referred service provider?

13.4. What challenges have you encountered in the referral process?

13.5. Is the referral mechanism put in place by the EUTF project resilient enough to continue after the projects end?

14. What, if any, have been the key challenges and barriers (internal and external) to implementing MHPSS in Libya?

15. What, if any, factors, expected or unexpected, have benefited the implementation of MHPSS?

16. To what extent, if at all, did MHPSS activities help migrants recover from the distress of exposure to the threat of human trafficking and smuggling?

17. To what extent, if at all, do you feel that those activities contributed to migrants' mental wellbeing? Can you give any specific examples?

Cross Cutting Issues:

18. What, if any, barriers to equal gender participation were identified in project implementation, and what, if anything, was done to address these barriers?

19. To the extent that beneficiaries had any problems or recommendations with the projects, what feedback mechanism did the projects provide for the beneficiaries?

20. How, if at all, did the project implementors process and respond to complaints?

Sustainability:

21. To what extent, if at all, do you think the gains or impacts of the EUTF project will be sustained in time?

21.1. Why do you say that?

22. What kind of assistance do you think is the most urgent and needed in this community?

23. What, if anything, do you think still needs to be done to improve the MHPSS services offered in Libya?

23.1. What, if anything, can civil society do?

23.2. What, if anything, can authorities/medical services do?

24. After the provision of project services, what, if any, long-term changes (whether intended or unintended, positive, or negative) can be observed, if any?

Conclusion

25. Do you have any questions for me?

Thank you for your time answering my questions. If you have any follow-up inquiries, please contact: [XXX] at this number [XXX]. I appreciate your responses and they were very valuable for our study.

Tool 5 - Trainer KII

- The session should be conducted in a **private and quiet area where the participants will feel comfortable**.
- Leave a **contact number should participants have any additional information** they wish to share.

(Please make sure the following information is stated in the audio recording of the KII and in SVR so that translators can note down the information).

Date of interview	
Name of FR	
Location of interview	Governorate: District: Subdistrict: Community/village/camp:
Gender of informant (do not explicitly ask)	
If applicable, role and responsibility in community	

Introduction *(Please read out loud everything starting from now).*

Hello, my name is [FR name], I work for SREO Consulting as a field researcher. SREO is an independent research organization. We have been tasked to independently find and analyze information regarding your participation in the [EUTF project] with [IOM]. I would like to ask you questions on your experience participating in [IOM's] activities, what the activity was like, how you felt, what you gained out of the experience, and how it could have been done better. I will also ask you a few questions about how your participation in those activities have impacted your personal life, that of your family and friends, and also your community. I would also like to better understand the context in which these activities played out. I would like to hear your opinion and thoughts about this with no judgement. I am not seeking specific answers so please feel free to answer as you wish and as genuinely as possible. Your answers will not impact your ability to participate in future activities. Your answers will not be shared with your community and peers. Your answers will be shared with organizations involved in implementing the project activities you participated in to help them improve their projects and activities in the future.

Your participation in this discussion is completely voluntary. At any point in the discussion, you may choose to end the session, skip a question, or not discuss any details that make you feel uncomfortable. The information you provide will not be anonymous and your identity is associated with your responses. In order to facilitate the discussion, I would like to take notes and record your audio. This discussion will last one hour.

Do you understand and consent to participate in this discussion?

Questions:

INFORMATION ABOUT THE PROJECT

1. What is your position in your organization?
2. How were you hired/selected to work on the EUTF project?

INVOLVEMENT in project activities

3. Could you please tell me about your understanding of the vocational and business management trainings and toolkits?
 - 3.1. Please tell me what you can about the small business and entrepreneurship sessions conducted.
 - 3.2. Please tell me what you can about the home generator maintenance and repair trainings conducted.
 - 3.3. Do you know if any e-learning sessions have been implemented in this project? If yes, please elaborate.

4. Please tell me what you can about the capacity building component on labor mobility and human development within the EUTF project.
 - 4.1. What are the key messages delivered?

5. Please tell me about any support IOM provided for establishing youth centers and enhancing youth services.
 - 5.1. Are the YESS centers easily accessible?
 - 5.2. Please tell me about the training courses you know of that are conducted by YESS centers.
 - 5.3. To what extent, if at all, do you feel that participants have been able to apply learned knowledge to set up their own business?

6. To what extent, if at all, were migrant-inclusive outreach events promoted for employability?
 - 6.1. Please tell me whatever you may know about the one-on-one sessions conducted by IOM with migrant community leaders.

7. Did you develop any bridge TVET modules for skills training?
 - 7.1. If yes, please explain.
 - 7.2. Which curriculums were used?
 - 7.3. What kind of support was provided to MoL in upgrading TVET centers in locations where YESS centers are established?
 - 7.4. Please tell me about provided soft skills and hard skills trainings.
 - 7.5. Did you refer any beneficiaries to the TVET centers? If yes, how many?
 - 7.6. To what extent did the TVET modules help in expanding the training opportunities for youth in the area?
 - 7.7. To what extent did the TVET modules increase the chances of securing employment opportunities for beneficiaries?

8. Did you provide any training of trainers sessions?
 - 8.1. If yes, please elaborate.

Project Evaluation:

9. To what extent do you think resources (time, funds, expertise) were used wisely and adequately to address the most compelling priorities of the beneficiaries? How could this be improved?

10. To what extent were the projects and their results supported by local institutions?

Cross Cutting Issues:

11. Did you identify any barriers to equal gender participation during provision of services?
 - 11.1. If yes what was done to address these barriers?
12. What, if anything, was done to uphold the rights and dignity of beneficiaries throughout the implementation?
13. If beneficiaries had any problems or recommendations with the projects, what feedback mechanism did the projects provide for the beneficiaries?
14. How, if at all, did the project implementors receive and process complaints?

Lessons Learned and Good Practices

15. To what extent, if at all, do you think the gains or impacts of the EUTF project will be sustained in time?
 - 15.1. Why do you say that?
16. What kind of assistance do you think is the most urgent and necessary in this community?

Conclusion

17. Do you have any questions for me?

Thank you for your time answering my questions. If you have any follow-up inquiries, please contact: [XXX] at this number [XXX]. I appreciate your responses and they were very valuable for our study.

Tool 6 - IOM M&E KII

- The session should be conducted in a **private and quiet area where the participants will feel comfortable**.
- Leave a **contact number should participants have any additional information** they wish to share.

(Please make sure the following information is stated in the audio recording of the KII and in SVR so that translators can note down the information).

Date of interview	
Name of FR	
Location of interview	Governorate: District: Subdistrict: Community/village/camp:
Gender of informant (do not explicitly ask)	
If applicable, role and responsibility in community	

Introduction *(Please read out loud everything starting from now).*

Hello, my name is [FR name], I work for SREO Consulting as a field researcher. SREO is an independent research organization. We have been tasked to independently find and analyze information regarding your participation in the [EUTF project] with [IOM]. I would like to ask you questions on your experience participating in [IOM's] activities, what the activity was like, how you felt, what you gained out of the experience, and how it could have been done better. I will also ask you a few questions about how your participation in those activities have impacted your personal life, that of your family and friends, and also your community. I would also like to better understand the context in which these activities played out. I would like to hear your opinion and thoughts about this with no judgement. I am not seeking specific answers so please feel free to answer as you wish and as genuinely as possible. Your answers will not impact your ability to participate in future activities. Your answers will not be shared with your community and peers. Your answers will be shared with organizations involved in implementing the project activities you participated in to help them improve their projects and activities in the future.

Your participation in this discussion is completely voluntary. At any point in the discussion, you may choose to end the session, skip a question, or not discuss any details that make you feel uncomfortable. The information you provide will not be anonymous and your identity is associated with your responses. In order to facilitate the discussion, I would like to take notes and record your audio. This discussion will last one hour.

Do you understand and consent to participate in this discussion?

Questions:

INFORMATION ABOUT THE PROJECT

1. What is your position in your organization?

2. From what you know, to what extent do you think IOM's EUTF project was relevant for the context and issues at hand? Why do you say that?

INVOLVEMENT in project activities

3. Could you please describe the M&E activities you were involved in, during IOM's EUTF project?

4. How did you track the indicators and the activities of the EUTF project?

5. Did you conduct any protection assessments?

5.1. If yes, please share the numbers of vulnerability assessments, child protection assessments, and trafficking assessments.

6. Please tell me about the pre-distribution needs assessment if you were involved.

7. To what extent do you feel that the EUTF intervention enhanced the migrants' access to basic services?

8. What, if any, changes have been made during the course of the project implementation in order to adapt to the changing context?

9. What external factors influenced the achievement of the project's expected outputs and outcomes, including both contextual factors and other related interventions?

10. To what extent do you feel that available resources (time, funds, expertise) were used wisely and adequately to address the most compelling priorities and achieve the outputs?

11. To what extent do you feel the EUTF project aligns with and complements other related initiatives, whether implemented by IOM, the government, or other national and international actors?

12. What long-term impact, if any, (whether intended or unintended, positive, or negative) can be observed that are attributable to the project?

13. To what extent were the projects and their results supported by local institutions?

Monitoring and Reporting/ Accountability

14. To what extent, if at all, could beneficiaries provide feedback, comments, and complaints to IOM projects?

14.1. What was the process for handling feedback and complaints?

14.2. Was this process only open to direct beneficiaries or also for the wider community?

15. What, if anything, would you suggest to improve similar projects in future?

16. To what extent, if at all, have IOM and its partners consulted with host and migrant communities to find out how well the response was meeting their needs?

Lessons Learned and Good Practices

17. To what extent, if at all, do you feel the impacts of the EUTF project will be sustained in time?

17.1. Why do you say that?

18. What kind of assistance do you think is the most urgent and necessary in this community?

Conclusion

19. Do you have any questions for me?

Thank you for your time answering my questions. If you have any follow-up inquiries, please contact: [XXX] at this number [XXX]. I appreciate your responses and they were very valuable for our study.

Tool 7- Community Based Protection KII

- The session should be conducted in a **private and quiet area where the participant will feel comfortable**.
- Leave a **contact number should participants have any additional information** they wish to share.

(Please make sure the following information is stated in the audio recording of the KII and in SVR so that translators can note down the information).

Date of interview	
Name of FR	
Location of interview	Governorate: District: Subdistrict: Community/village/camp:
Gender of informant (do not explicitly ask)	
If applicable, role and responsibility in community	

Introduction *(Please read out loud everything starting from now).*

Hello, my name is [FR name], I work for SREO Consulting as a field researcher. SREO is an independent research organization. We have been tasked to independently find and analyze information regarding your participation in the [EUTF project] with [IOM]. I would like to ask you questions on your experience participating in [IOM's] activities, what the activity was like, how you felt, what you gained out of the experience, and how it could have been done better. I will also ask you a few questions about how your participation in those activities have impacted your personal life, that of your family and friends, and also your community. I would also like to better understand the context in which these activities played out. I would like to hear your opinion and thoughts about this with no judgement. I am not seeking specific answers so please feel free to answer as you wish and as genuinely as possible. Your answers will not impact your ability to participate in future activities. Your answers will not be shared with your community and peers. Your answers will be shared with organizations involved in implementing the project activities you participated in to help them improve their projects and activities in the future.

Your participation in this discussion is completely voluntary. At any point in the discussion, you may choose to end the session, skip a question, or not discuss any details that make you feel uncomfortable. The information you provide will not be anonymous and your identity is associated with your responses. In order to facilitate the discussion, I would like to take notes and record your audio. This discussion will not last more than one hour.

Do you understand and consent to participate in this discussion?

Questions:

Introduction

1. Please tell me your role and what you do in your position, in terms of Community Stabilization and/or Community Based Protection?
2. Are you part of the host community, or yourself a migrant?
3. Where are you from originally?

Libya migration flows: challenges and history

4. Can you explain the nature and extent of migration flows in Libya at the beginning of the program/interventions?
5. In what ways did the EUTF programming affect the migrants and the host communities?
Prompts: Health, protection, mental well-being, social cohesion.

EUTF program design, implementation and understanding

6. How and when did you learn about IOM's EUTF project?
7. How would you describe the goals of the IOM EUTF project?
8. Please tell me about your involvement with IOM's EUTF project? Which aspects of the project were you involved with?
9. What did you think were the key priorities for effectively responding to migration flows and human trafficking and smuggling of migrants in Libya? For example, health care, protection, psychosocial support, information campaign, other?
10. Did the priorities for support to migrants and host communities change over time? If so, why?
11. With the benefit of hindsight, is there anything you think could have been done differently?
12. Please tell me about the community engagement programming of IOM, including Community Based Protection (CBP) efforts.
13. What does it cover? What are the Community Stabilization (CS) initiatives?

14. How, if at all, does the CS initiative assist the municipalities in creating conditions that contribute to the restoration of normal social and economic life for Libyan communities and migrants?
15. Are you aware of any community improvement projects implemented in the area? If yes, please explain.
16. Please describe the protection risks and challenges migrants face in this area.
17. What kind of community-based protection activities were conducted by IOM?
18. Have you been involved with any Focus Group Discussions as part of the Community-Based Protection services organized by IOM?
 - 18.1. If yes, please describe them. How many have you attended?
 - 18.2. How many people attended? Please specify their countries of origin.
 - 18.3. What topics did these FGDs cover?
 - 18.4. What worked well in these FGDs?
 - 18.5. How, if at all, could they have been improved?
19. Have you conducted or attended any awareness raising sessions?
 - 19.1. If yes, please describe them.
 - 19.2. How many have you conducted?
 - 19.3. How many people attended? Please specify their countries of origin.
 - 19.4. What were the key messages delivered at these sessions?
 - 19.5. What worked well in these sessions?
 - 19.6. How, if at all, could they have been improved?
20. To what extent do you think the sessions and FGDs IOM have conducted here have increased IOM's reach within the community and engagement on the ground?
21. Please describe the link, if any, between these FGDs and awareness raising sessions and the number of referrals to other units of IOM or other organizations increase?

Relevance

22. If you were involved in these capacity building sessions, how useful were they to you for your job?
 - 22.1. Why do you say that?

Coordination and Communication/Efficiency

23. How closely did IOM work with you in supporting the priorities of the local authorities in your area of responsibility?

24. To what extent have the priorities of the local authorities in your area of responsibility been achieved?
25. What, if anything, remains to be done?
26. To what extent, if at all, do you feel the partnership between the local authorities and IOM has strengthened local capacities to effectively respond to migration flows and human trafficking and smuggling of migrants? Please explain.
27. What, if any, specific challenges did you experience during your coordination/communication with IOM?

Effectiveness

28. To what extent, if at all, do you feel your understanding of issues related to migration have improved or broadened as a result of your participation in the project? (Migration governance, labor migration, migration/refugee law, trafficking etc.)
29. To what extent, if at all, did you share the information you received with your colleagues?
 - 29.1. If yes, how useful, if at all, did they find it?

Impact

30. What, if any, measures been taken, as a result of the project, to improve the coordination and management of migration flows by your department? If yes, please provide details.
31. What, if any, measures have been introduced by the government to respond to particularly vulnerable groups like unaccompanied children, women, victims of trafficking and abuse, people with disabilities, elderly etc., as a result of this project? Please explain.
32. What, in your opinion, was the most significant positive change due to the project?
33. What, in your opinion, what was the worst or most challenging part of this project?
34. What, if any, long-term changes can be observed as a result of the project?

Sustainability

35. In your opinion, to what extent, if at all, is the project supported by your department and other local institutions? Please explain.

36. To what extent, if at all, will the learning from this project be applied to the government's overall response to mixed migration after the end of the project intervention?

Accountability

37. To what extent, if at all, have you been able to provide feedback, comments, and/or complaints to IOM?

37.1. If so, how did you do this?

38. What do you feel remains still to be done in Libya to effectively respond to migration flows, human trafficking, and the smuggling of migrants?

39. What activities do you think are or should be a priority for IOM to continue, going forward?

40. What, if anything, would you suggest to improve similar projects in the future?

Final Comments

41. Do you have anything you would like to add or discuss in addition to what you have contributed so far?

Thank you for your time answering my questions. If you have any follow-up inquiries, please contact: [XXX] at this number [XXX]. I appreciate your responses and they were very valuable for our study.

Tool 8 - Community Management Committee Member KII

- The session should be conducted in a **private and quiet area where the participant will feel comfortable**.
- Leave a **contact number should participants have any additional information** they wish to share.

(Please make sure the following information is stated in the audio recording of the KII and in SVR so that translators can note down the information).

Date of interview	
Name of FR	
Location of interview	Governorate: District: Subdistrict: Community/village/camp:
Gender of informant (do not explicitly ask)	
If applicable, role and responsibility in community	

Introduction *(Please read out loud everything starting from now).*

Hello, my name is [FR name], I work for SREO Consulting as a field researcher. SREO is an independent research organization. We have been tasked to independently find and analyze information regarding your participation in the [EUTF project] with [IOM]. I would like to ask you questions on your experience participating in [IOM's] activities, what the activity was like, how you felt, what you gained out of the experience, and how it could have been done better. I will also ask you a few questions about how your participation in those activities have impacted your personal life, that of your family and friends, and also your community. I would also like to better understand the context in which these activities played out. I would like to hear your opinion and thoughts about this with no judgement. I am not seeking specific answers so please feel free to answer as you wish and as genuinely as possible. Your answers will not impact your ability to participate in future activities. Your answers will not be shared with your community and peers. Your answers will be shared with organizations involved in implementing the project activities you participated in to help them improve their projects and activities in the future.

Your participation in this discussion is completely voluntary. At any point in the discussion, you may choose to end the session, skip a question, or not discuss any details that make you feel uncomfortable. The information you provide will not be anonymous and your identity is associated with your responses. In order to facilitate the discussion, I would like to take notes and record your audio. This discussion will not last more than one hour.

Do you understand and consent to participate in this discussion?

Questions:

Introduction

1. Please tell me your role and what you do in your position?

Libya migration flows: challenges and history

2. Can you explain the nature and extent of migration flows in Libya at the beginning of the program/interventions?

EUTF program design, implementation and understanding

3. How and when did you learn about IOM's EUTF project?
4. Please tell me about your involvement with IOM's EUTF project? Which aspects of the project were you involved with?
5. What did you think were the key priorities for effectively responding to migration flows and human trafficking and smuggling of migrants in Libya? For example, health care, protection, psychosocial support, information campaign, other?
6. Are you a member of Community Management Committees (CMC) and/or a Project Oversight Committee (POC)?
 - 6.1. If yes, please explain.
7. Please tell me about the community engagement programming of IOM.
 - 7.1. What does it cover? What are the Community Stabilization (CS) initiatives?
 - 7.2. How, if at all, does the CS initiative assist the municipalities in creating conditions that contribute to the restoration of normal social and economic life for Libyan communities and migrants?
8. Did IOM provide you with an overview of community stabilization programming, as well as representative and participatory process through the Community Stabilization unit?
 - 8.1. If yes, please explain.
9. To what extent do you think IOM strengthened social cohesion in the area?
 - 9.1. Were any capacity building or community engagement activities conducted?
10. Do you know anything about the "women's salon cycle" activities implemented in Sabha, Kufra and Qatroun? **(If no, continue with the Questions 11)**

- 10.1. If yes, which topics were covered?
- 10.2. How did persons with disabilities included in these activities?
- 10.3. To what extent did this activity help build sustainable and positive relationships among women of different ages, tribes and ethnicities?

11. Do you know anything about the “environmental campaign” implemented in Sabha, Kufra and Qatroun? **(If no, continue with the Questions 12)**

11.1. If yes, please explain.

12. Did you receive a small grant from IOM?

12.1. If yes, please explain the selection process and how the grant was used.

13. Did IOM conduct any “Conflict Sensitivity Assessments (CSAs)” in the area?

13.1. If yes, how did you contribute and what were the findings?

Relevance

14. If you were involved in these capacity building sessions, how useful were they to you for your job?

14.1. Why do you say that?

Coordination and Communication/Efficiency

15. How closely did IOM work with you in supporting the priorities of the local authorities in your area of responsibility?

16. To what extent have the priorities of the migrants and host communities been achieved?

16.1. What still remains to be done?

17. To what extent do you think the partnership between the migrant community leaders and IOM has improved the access to humanitarian services and to information on the risks of irregular migration? Please explain.

18. Do you think that IOM consulted and included all the right people in the project?

19. Overall, do you think IOM’s work in your area was well coordinated? Why, or why not?

Impact

20. What, in your opinion, was the most significant positive change due to the project?

21. What, in your opinion, what was the worst or most challenging part of this project?

22. What, if any, long-term changes can be observed as a result of the project?

23. Do you think the gains or impacts of these project activities will be sustained in time?
24. What do you feel remains still to be done in Libya with regards to improving the access to humanitarian services and to information on the risks of irregular migration?
25. Do you think that IOM can play a role in this? If so, what?
 - 25.1. What activities do you think are a priority for IOM to continue with

Accountability

26. To what extent, if at all, have you been able to provide feedback, comments, and/or complaints to IOM?
 - 26.1. If so, how did you do this?
27. Have IOM and its partners' field workers continuously consulted with communities to find out how far the response was meeting their needs?
28. Have beneficiaries provided any feedback or made any complaints? If so, what kind of feedback have they provided?
29. What, if anything, would you suggest to improve similar projects in the future?

Final Comments

30. Do you have anything you would like to add or discuss in addition to what you have contributed so far?

Thank you for your time answering my questions. If you have any follow-up inquiries, please contact: [XXX] at this number [XXX]. I appreciate your responses and they were very valuable for our study.

Tool 9 – Livelihood KII

- The session should be conducted in a **private and quiet area where the participant will feel comfortable**.
- Leave a **contact number should participants have any additional information** they wish to share.

(Please make sure the following information is stated in the audio recording of the KII and in SVR so that translators can note down the information).

Date of interview	
Name of FR	
Location of interview	Governorate: District: Subdistrict: Community/village/camp:
Gender of informant (do not explicitly ask)	
If applicable, role and responsibility in community	

Introduction *(Please read out loud everything starting from now).*

Hello, my name is [FR name], I work for SREO Consulting as a field researcher. SREO is an independent research organization. We have been tasked to independently find and analyze information regarding your participation in the [EUTF project] with [IOM]. I would like to ask you questions on your experience participating in [IOM's] activities, what the activity was like, how you felt, what you gained out of the experience, and how it could have been done better. I will also ask you a few questions about how your participation in those activities have impacted your personal life, that of your family and friends, and also your community. I would also like to better understand the context in which these activities played out. I would like to hear your opinion and thoughts about this with no judgement. I am not seeking specific answers so please feel free to answer as you wish and as genuinely as possible. Your answers will not impact your ability to participate in future activities. Your answers will not be shared with your community and peers. Your answers will be shared with organizations involved in implementing the project activities you participated in to help them improve their projects and activities in the future.

Your participation in this discussion is completely voluntary. At any point in the discussion, you may choose to end the session, skip a question, or not discuss any details that make you feel uncomfortable. The information you provide will not be anonymous and your identity is associated with your responses. In order to facilitate the discussion, I would like to take notes and record your audio. This discussion will not last more than one hour.

Do you understand and consent to participate in this discussion?

Questions:

Introduction

1. Please tell me your role and what you do in your position?

Libya migration flows: challenges and history

2. Can you explain the nature and extent of migration flows in Libya at the beginning of the program/interventions?

EUTF program design, implementation and understanding

3. How and when did you learn about IOM's EUTF project?
4. Please tell me about your involvement with IOM's EUTF project? Which aspects of the project were you involved with?
5. What kind of vocational trainings did you provide? Please explain.
 - 5.1. What did the provided toolkit contain?
6. What kind of business management trainings and toolkits did you provide? Please explain.
 - 6.1. What did the provided toolkit contain?
7. Please tell me about the generator trainings provided.
8. Please tell me about the small business and entrepreneurship sessions provided.
9. Please tell me about the home generator maintenance and repair training provided.

Coordination and Communication/Efficiency

10. What kind of coordination did IOM establish with UNDP in terms of improving the livelihood opportunities for Libyans and migrants?
11. Overall, do you think IOM's work in your area was well coordinated? Why, or why not?

Impact

12. What, in your opinion, was the most significant positive change due to the project?

13. What, in your opinion, what was the worst or most challenging part of this project?
14. What, if any, long-term changes can be observed as a result of the project?
15. Do you think the gains or impacts of these project activities will be sustained in time?

Accountability

16. To what extent, if at all, have you been able to provide feedback, comments, and/or complaints to IOM?
 - 16.1. If so, how did you do this?
17. Have beneficiaries provided any feedback or made any complaints? If so, what kind of feedback have they provided?
18. What, if anything, would you suggest to improve similar projects in the future?

Final Comments

19. Do you have anything you would like to add or discuss in addition to what you have contributed so far?

Thank you for your time answering my questions. If you have any follow-up inquiries, please contact: [XXX] at this number [XXX]. I appreciate your responses and they were very valuable for our study.

Tool 10 - Beneficiary SSI

- The session should be conducted in a **private and quiet area where the participant will feel comfortable**.
- Leave a **contact number should participants have any additional information** they wish to share.

(Please make sure the following information is stated in the audio recording of the KII and in SVR so that translators can note down the information).

Date of interview	
Name of FR	
Location of interview	Governorate: District: Subdistrict: Community/village/camp:
Gender of informant (do not explicitly ask)	
Nationality/ social group/ethnicity of informant	
If applicable, role and responsibility in community	

Introduction *(Please read out loud everything starting from now).*

Hello, my name is [FR name], I work for SREO Consulting as a field researcher. SREO is an independent research organization. We have been tasked to independently find and analyze information regarding your participation in the [EUTF project] with [IOM]. I would like to ask you questions on your experience participating in [IOM's] activities, what the activity was like, how you felt, what you gained out of the experience, and how it could have been done better. I will also ask you a few questions about how your participation in those activities have impacted your personal life, that of your family and friends, and also your community. I would also like to better understand the context in which these activities played out. I would like to hear your opinion and thoughts about this with no judgement. I am not seeking specific answers so please feel free to answer as you wish and as genuinely as possible. Your answers will not impact your ability to participate in future activities. Your answers will not be shared with your community and peers. Your answers will be shared with organizations involved in implementing the project activities you participated in to help them improve their projects and activities in the future.

Your participation in this discussion is completely voluntary. At any point in the discussion, you may choose to end the session, skip a question, or not discuss any details that make you feel uncomfortable. The information you provide will not be anonymous and your identity is associated with your responses. In order to facilitate the discussion, I would like to take notes and record your audio. This discussion will last one hour.

Semi Structured Interview (Please ask the interview questions first and let the informant speak. Use follow-up questions to seek for information and details that would complete their story.)

Background information

1. What is your name?
2. How old are you?
3. What is your household status? (migrant/host community/host family)

If migrant, how long has it been that your household has migrated? (Number of months)

- 3.1. How is your household accommodated? (In collective centers; in unfinished or damaged buildings or open areas; hosted by family or friends free of charge; paying a rent; camp; own house)
- 3.2. Are you living with friends, family relatives or third acquaintances?

Provision of Kits

4. Were you provided with any kits, such as food kits, NFI, hygiene kits, etc.? (If no, continue to question 5)
 - 4.1. If yes, could you please describe what kind of kit you received?
 - 4.2. How often did you receive this type of kit?
 - 4.3. To what extent, if at all, were you satisfied with the items you received? If not, why were you not satisfied?
 - 4.4. Have you sold or exchanged any item of those kits?
 - 4.5. What did you think of the quality of the items in the kits?
 - 4.6. To what extent, if at all, were you satisfied with the distribution process?

Health care services

5. To what extent, if at all, has the EUTF project improved your access to health services?
 - 5.1. Have you used the services of a hospital, a healthcare centre or a mobile clinic?
 - 5.2. If so, did the services meet your expectations?
 - 5.3. How could the provision of basic health care services and specialized assistance be improved? Do you have any suggestions?

Protection & Mental Health Services

6. If you, or someone you knew personally, needed an **urgent** protection intervention, were you able to receive it from IOM? For example, receiving an immediate treatment and counseling.
 - 6.1. How, if at all, did these services improve your situation/condition? Could you give an example if you are comfortable?
7. What, if anything, do you know about the mental health and psychosocial support offered by IOM?
 - 7.1. Have you used these services?
 - 7.2. **If no**, do you know how you might access these services?
 - 7.3. **If yes**, how often did you receive these services?

7.4. If yes, how, if at all, did these services improve your well-being? Could you give an example?

YESS Activities

8. Did you receive information or attend any trainings conducted the YESS centers? **(If no, continue to question 9)**
- 8.1. If yes, did you receive any soft-skills trainings?
 - 8.1.1. If yes, could you explain the trainings you attended?
 - 8.1.2. Who provided these trainings?
 - 8.1.3. Were the classes gender segregated?
 - 8.1.4. Was the information easily understandable and clear?
 - 8.1.5. How was your knowledge measured after the completion of the trainings?
 - 8.1.6. Did you receive any certificate of completion?
 - 8.1.7. How did your information on the skills improve after the training sessions?
 - 8.1.8. Do you plan to apply learned knowledge to your interested idea to set up own business?

 - 8.2. Were you aware of the referral mechanism available at the YESS centers?
 - 8.2.1. If yes, have you used it?

 - 8.3. Do you know anything about the cultural outreach activities conducted by IOM to reduce gap between migrant and youth in host community?
 - 8.3.1. If yes, please explain.

Social Cohesion

9. How would you describe the relationship between hosts and migrant communities in Libya?
 - 9.1. What, if any, change in this relationship did you observe in the last year? (Negatively or positively.)
10. To what extent, if at all, did you participate in dialogues between host and migrant communities?
 - 10.1. If yes, how did you get involved in these dialogues?
 - 10.2. What do you feel were the main objectives of these dialogues?
 - 10.3. What, if any, types of activities were done after the dialogues?
 - 10.4. What changes have you seen between migrants and host communities as a result of dialogue initiatives?
11. What, if any, changes have you seen in terms of laws, policies, or practices at the government level as a result of these dialogues or the broader IOM intervention? At what government level did this change occur (subdistrict, district, provincial, etc.)?
12. How, if at all, do you think these activities could better improve social cohesion between hosts and migrant communities?

Referrals

13. Have you used the referral services provided by EUTF?
 - 13.1. If yes, did you use the hotline number?
 - 13.2. Could you tell me, if you are comfortable, what kind of services/facility were you referred to?

- 13.3. During your referral process, how, if at all, did IOM remain in contact with you?
- 13.4. How did this referral meet your needs? Were you able to get the services/help you needed?

Change

- 14. From your point of view, what is the biggest change you have experienced as a result of the EUTF intervention?
 - 14.1. How, in at all, did your participation in this project's activities impact your life? Can you give me an example?

Lessons Learned and Good Practices

- 15. To what extent, if at all, do you think any gains or impacts of these project activities will be sustained in time?
 - 15.1. If yes or no, why do you think so?
- 16. What, if anything, was done well in these activities?
 - 16.1. What activities should be continued in future projects?
- 17. What, if anything, was done poorly in these activities?
 - 17.1. Where did these challenges and difficulties come from?
 - 17.2. What, if anything, could IOM have done better?
- 18. What kind of assistance do you think is the most urgent and necessary in this community?
- 19. In your opinion, to what extent was the support provided in this project relevant to your needs, and the host community's needs? Please explain.

Cross Cutting Issues

- 20. Did you ever issue a complaint during the project?
 - 20.1. If yes, what feedback and complaints mechanisms, if any, were in place?
 - 20.2. If yes, was it resolved?
 - 20.3. How did you address issues to IOM?
- 21. To what extent would you say women and men were able to access the services of this project equally? (If yes, why? If no, why not?)

Conclusion

- 22. Do you have any questions for me?

Thank you for your time answering my questions. If you have any follow-up inquiries, please contact: [XXX] at this number [XXX]. I appreciate your responses and they were very valuable for our study.