

CHILD PROTECTION
AoR UKRAINE
SERVICE MAPPING
GUIDELINES



Introduction

Child Protection AoR Ukraine Service Mapping, is a tool created to facilitate and provide support to service providers related to referral mechanism between CP AoR and other actors of humanitarian response in Ukraine. This tool streamlines data collection, storage and visualization to enhance coordination and service delivery to vulnerable communities and children.

Objective

The objective of child protection service mapping is to ensure that children at risk can be effectively and safely referred to appropriate services by identifying, documenting, and regularly updating information about available child protection and related services, their coverage, and referral procedures within a defined geographic area.

Purpose

The purpose of child protection service mapping is to support effective, safe, and timely referrals by identifying and documenting available services for children at risk. It enables frontline workers and case managers to connect children and families to appropriate support, helps identify service gaps and overlaps, and strengthens coordination among child protection and other sectors. Service mapping also contributes to improved case management, enhances the quality and accountability of referrals, and ensures that services meet child safeguarding standards. Additionally, it plays a critical role in emergency preparedness and response by allowing rapid access to essential child protection services in dynamic or high-risk contexts.



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Overview

Referral Process

The referral process is a systematic approach used by protection actors to identify individuals with specific protection needs and to connect them with the most appropriate and available services through safe, informed, and confidential information sharing, following agreed-upon protocols and principles.

Service Mapping

Service mapping is the process of systematically identifying, documenting, and regularly updating information about available services, service providers, and their capacities within a given geographic area to support timely, safe, and appropriate referrals.

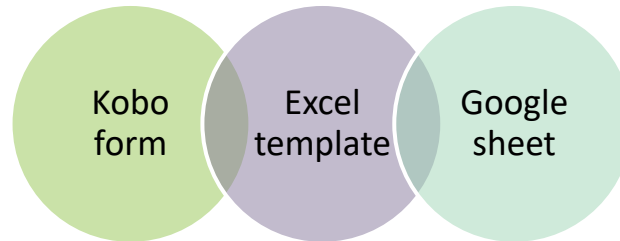
Child Protection Focal Point

Child Protection Focal Point is a designated individual within an organization, community, or coordination structure responsible for facilitating, coordinating, and monitoring child protection referrals to ensure that children at risk are safely and effectively connected to appropriate services, in line with established protocols and principles.



Data Entry

Process of data entering for CP AoR Service Mapping is established through 3 methods. All of them collecting same information and have same structure.



Kobotoolbox form

This method should be used as standard approach and also as alternative way for those who is not familiar or don't have enough capacity to use excel or google sheets methods, and by those who are willing to add information to Child Protection service mapping on the first time.

Accessing the form

Kobo form is available under this link ee-eu.kobotoolbox.org/x/o6zXH8CD. This form is available also in Ukrainian under this link: ee-eu.kobotoolbox.org/x/o6zXH8CD?lang=ua.

Form for service mapping includes from 9 to 12 questions (depends on the context) and number of selected activities.



Data entry

Full list of question is following:

1. Name of your organization

Indicate full name of your organization, please avoid usage of abbreviation.

2. Oblast

Select name of the oblast of the focal point duty station from the dropdown list

3. Raion

Select name of the raion of the focal point duty station from the dropdown list

4. Hromada

Select name of the hromada of the focal point duty station from the dropdown list

5. Settlement

Select name of the settlement of the focal point duty station from the dropdown list

6. Child protection services provided in selected administrative unit

Select all services which is provided by your organization in the selected administrative unit from the dropdown list.

7. Focal person is the same for all selected activities?

Based on the answer for this question relevance rules will show additional questions in the form.

Child Protection Referral Pathways

The purpose of this survey is to collect information from partners of Child Protection AoR in Ukraine about their child protection services and geographic presence in Ukraine to increase quality of referral process for actors of Child Protection AoR. All collected information would be presented on [Child Protection Referral Pathways Tool](#). Survey contain 10 mandatory questions (marked with *). Repeat this survey by indicating other hromada in which your organization is active.

*** Name of your organization**
Please indicate name of your organisation

*** Oblast**
Please select the region in which Child Protection services are provided by your organization from the list below

*** Raion**
Please select the raion in which Child Protection services are provided by your organization from the list below

Hromada
Please select the hromada in which Child Protection services are provided by your organization from the list below

Settlement
Please select the settlement in which Child Protection services are provided by your organization from the list below

Figure 1. View of kobotoolbox form.

If answer for question #7 is Yes	If answer for question #7 is No
1. Focal point name for all chosen activities in selected admin. unit. Indicate first and last name of the focal point which could be contacted by partners for referral. 2. Phone number of the focal point for all chosen activities in selected admin. unit. Indicate contact phone number of the focal point which could be contacted by partners for referral. Please indicate number in 380XXXXXXXXX format. In a case if you don't have a phone number please put 0. 3. E-mail of focal point for all chosen activities in selected admin. unit. Indicate contact e-mail of the focal point which could be contacted by partners for referral. In a case if you don't have a e-mail address put -.	1. By what modality was provided Child Protection activity? Indicate by which modality was provided Child Protection activity. 2. Focal point name for one of the activities in selected admin. unit Indicate first and last name of the focal point which could be contacted by partners for referral to the activity. 3. Phone number of the focal point for all chosen activities in selected admin. unit Indicate contact phone number of the focal point which could be contacted by partners for referral to selected activity. Please indicate number in 380XXXXXXXXX format. In a case if you don't have a phone number please put 0. 4. E-mail of focal point for all chosen activities in selected admin. unit Indicate contact e-mail of the focal point which could be contacted by partners for referral to selected activity. In a case if you don't have a e-mail address put -.

After all necessary fields in kobo is filled you need to click **Submit** button at the bottom.

In case you want to add information for another administrative unit you need to fill form one more time for another admin.unit.

Once the form is submitted new data will be automatically visible on the visualization tool in 12 hours after submission.

Figure 2.View of excel template with activated drop-down list.

Google sheets

This method could be done only in a case of existing table of Service Mapping for organization (see part on google sheet creation). If table is not existing use kobo or excel based methods.

After opening of table you will see same questions as in excel template.

Important: data entry in google sheets, based on rows which means that 1 row could have information only about 1 service.

- Name of organization (type text);
- Oblast (choose from dropdown list);
- Raion (choose from dropdown list);
- Hromada (choose from dropdown list);
- Settlement (choose from dropdown list);
- Type of child protection services/assistance;
- Modality of assistance (choose from dropdown list);
- # of mobile teams (type whole number);
- Name of referral focal point (type text);
- Contact number of alternative referral focal point (type phone number);
- Email of alternative referral focal point (type text).

In case of any issues related to google sheet (incorrect location list or issues with any function) please don't hesitate to contact CP AoR team.

List of google sheet tables for each partner with direct link to designated table could be found here - <https://docs.google.com/spreadsheets/d/1n3-7NYStssAFgmLkckqS7X1GuQwGORnXWSKOX1CH3QQ/edit?usp=sharing>

Data correction/actualization

To ensure partners access to their data in Child Protection Service Mapping, all collected information is stored in separated google sheets for each organization. If google sheet is not existing for designated organization, it means that data for service mapping, based on kobo or excel methods haven't been yet received by CP AoR Ukraine from your organization.

Full list of organization with separated google sheet could be found here -

<https://docs.google.com/spreadsheets/d/1n3-7NYStssAFgmLkckqS7X1GuQwGORnXWSKOX1CH3QQ/edit?usp=sharing>

To gain access to table from this list you need to contact your respective Child Protection regional coordinator or ovasylenko@unicef.org. After access is successfully granted, service mapping focal point will receive invite letter with a link to table with editor level access.

After this step you will be able to make any necessary corrections and edits directly in google sheet table. Make sure that data is correct and where possible drop-down list is used.

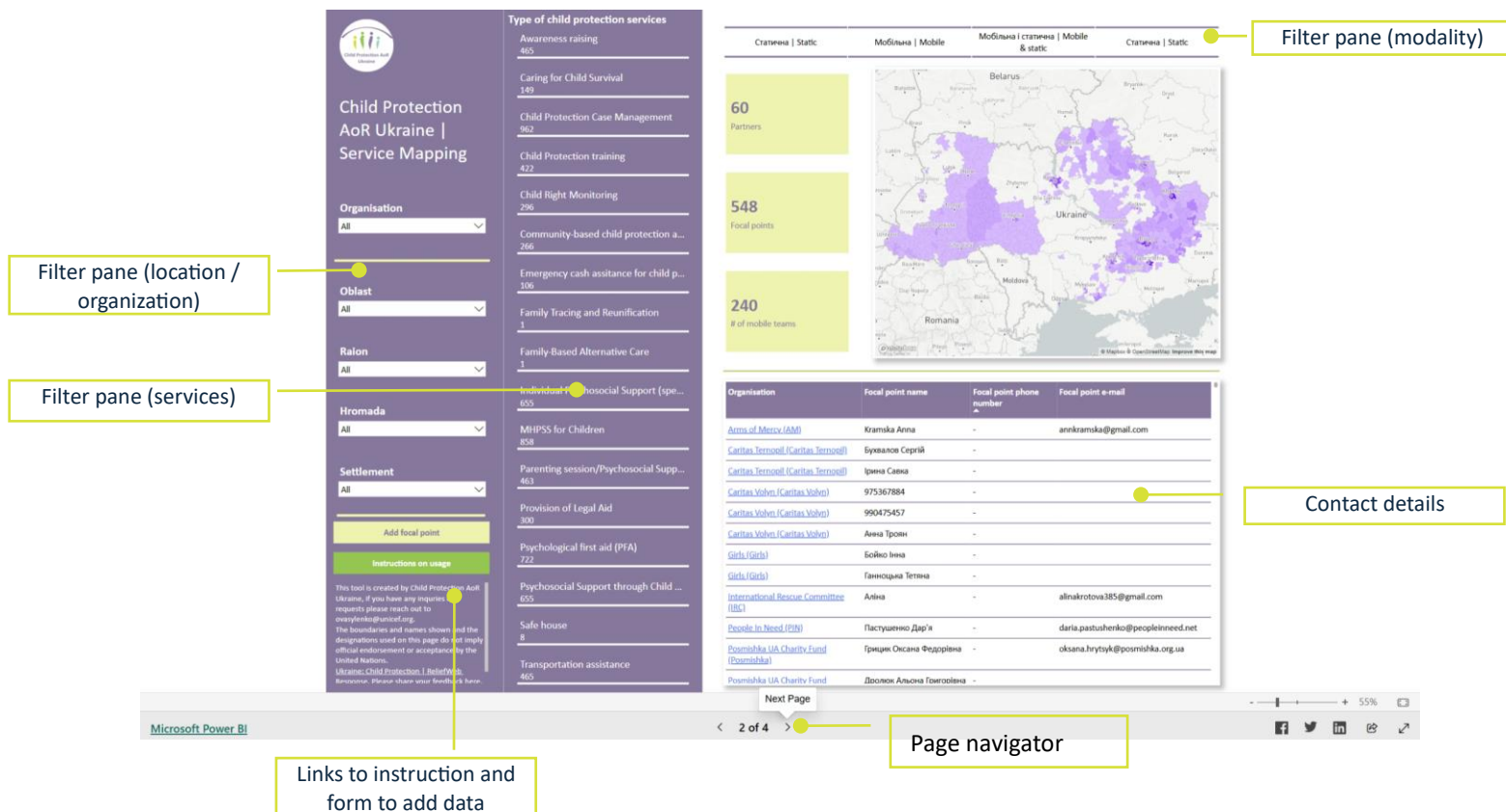
CP_service_mapping					
Назва організації Name of organisation	Область Oblast	Район Raion	Громада Hromada	Населений пункт Settlement	Тип допомоги Захисту Дітей services/assistance
Caritas Volyn (Caritas Volyn)	Волинська Volynska	Володимирський Volodymyrsky	Нововолинська UA0702		Підвищення обізнаності Awareness
Caritas Volyn (Caritas Volyn)	Волинська Volynska	Володимирський Volodymyrsky	Нововолинська UA0702		Допомога дітям, що постраждали
Caritas Volyn (Caritas Volyn)	Волинська Volynska	Володимирський Volodymyrsky	Нововолинська UA0702		Кейс менеджмент у сфері захисту
Caritas Volyn (Caritas Volyn)	Волинська Volynska	Володимирський Volodymyrsky	Нововолинська UA0702		Тренінги з питань захисту дітей
Caritas Volyn (Caritas Volyn)	Волинська Volynska	Володимирський Volodymyrsky	Нововолинська UA0702		Моніторинг прав дитини Child
Caritas Volyn (Caritas Volyn)	Волинська Volynska	Володимирський Volodymyrsky	Нововолинська UA0702		Індивідуальна спеціалізована і
Caritas Volyn (Caritas Volyn)	Волинська Volynska	Володимирський Volodymyrsky	Нововолинська UA0702		Сесії з позитивного батьківства
Caritas Volyn (Caritas Volyn)	Волинська Volynska	Володимирський Volodymyrsky	Нововолинська UA0702	Нововолинськ UA0702013001 Novovolynsk	Задання юридичної підтримки
Caritas Volyn (Caritas Volyn)	Волинська Volynska	Володимирський Volodymyrsky	Нововолинська UA0702	Благодатне UA0702013002 Blahodatne	Вірша психологічна допомога
Caritas Volyn (Caritas Volyn)	Волинська Volynska	Володимирський Volodymyrsky	Нововолинська UA0702	Грибовиця UA0702013003 Hrybovitsia	Співоспільна підтримка гру
Caritas Volyn (Caritas Volyn)	Волинська Volynska	Володимирський Volodymyrsky	Нововолинська UA0702	Гряди UA0702013004 Hriady	Співоспільна підтримка для
				Кропивщина UA0702013005 Kropyvshchyna	
				Низкиничі UA0702013006 Nyzkynychi	
				Тишковичі UA0702013007 Tyshkovychi	
				Хренив UA0702013008 Khreniv	

Figure 3.View of google sheet table with activated drop-down list.

Data visualization tool

All submitted data is accessible for viewing on PowerBI Dashboard which is accessible through [this link](#). This dashboard allows users to filter the data by location, type of services, modality and organization. Also in table visual at the bottom enables users to copy values from the selection for their usage or sharing.

Visualization accessible on Ukrainian and English languages



Other questions

How can I understand if separated google sheet is created for my organization?

Each time once the service mapping data from partners is received through kobo or excel, CP AoR move this data into separated google sheets, in case if table doesn't exist it will be created and included to this list - <https://docs.google.com/spreadsheets/d/1n3-7NYStssAFgmLkckqS7X1GuQwGORnXWSKOX1CH3QQ/edit?usp=sharing>.

My organization have separate google sheet table but I'm not able to do any changes/corrections in it.

Since each organization have their own separate table, editing rights to it could be granted only for the members of the organization. If you would like to gain access to your table please share your email address which have google account with your Child Protection AoR coordinators in your region. Once the access will be granted you will receive confirmation to your email.

If you want to know how to create google account for your corporate e-mail, please refer to [this guidance](#).

My organization covering 100 hromadas with 10 services how can I add data fast to avoid kobo entering?

In a case if your organization have high operational and wide CP profile, we suggest your to use excel template to add information to Child Protection Service Mapping about your organization. Once the data entering is completed you need to share excel template with your regional CP AoR coordinator or CP AoR IM ovasylenko@unicef.org.

But also you can share kobo form with your respective colleagues, so they can enter data by themselves.



Annexes

- [CP AoR Service Mapping Visualization;](#)
- [Kobo data entry form;](#)
- [Excel data entry template;](#)
- [List of partners with separated google sheets tables;](#)

Useful contacts

Ismail Mohamed (UNICEF)
Child Protection AoR Coordinator
+380505288664
imohamed@unicef.org

Tetiana Shutova (UNICEF)
East Hub Coordinator, Information Management Officer (CPIMS+)
+380504497139
tshutova@unicef.org

Anastasiia Mezhevchuk (UNICEF)
South Hub Coordinator
+380503142169
amezhevchuk@unicef.org

Oleksii Vasylenko (UNICEF)
Information Management Officer (ActivityInfo (5W))
+380509733130
ovasylenko@unicef.org